LEADER'S TOOLKIT

for Difficult/Disciplinary Conversations

FEEDBACK MATTERS →

Being overlooked is more harmful to an employee's engagement than having difficult conversations with their leader.

PRAISE in Public **CRITICIZE** in Private

Use **HIGH-IMPACT** Praise

"Constructive" Criticism

START What I LIKE BEST Is ...

NEXT TIME Please ...

START Using BCA



DOCUMENT,
DOCUMENT





EMPLOYEE NAME:

CONVERSATION DATE:

B = Behavior (Specific/Observable)

C = Correction & Consequence (optional)

A = Attitude Check (Open-Ended or Closed-Ended Question)

R		





notes	•	
next steps:		

next steps:			



START	STOP	CONTINUE

NOTES



Available Today! or at JettCT.com

BULK DISCOUNTS AVAILABLE

Call Aimee at 886-726-5388 for details

Boost effectiveness, communication, and employee engagement.

Bring Pamela to your organization or event.

Contact Aimee at **866-726-5388** or **Aimee@JettCT.com** for details about live or web-based events customized for you.

Communication is like a thread which runs through a thread which runs through a pearl necklace. It is invisible. Yet without it, everything would fall apart.

NOTES

	LEADERSHIP USA TAKING LEADERS TO NEW HEIGHTS
	TAKING LEADERS TO NEW HEIGHTS