

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

STOP

“Constructive” Criticism

START

*What I **LIKE BEST** Is ...*
NEXT TIME Please ...

START

Using BCA

STOP

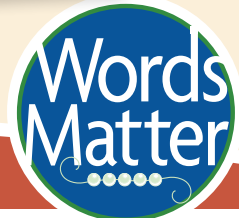
Feeding
CARROTS to
STICK people...



DOCUMENT,

DOCUMENT,

DOCUMENT





EMPLOYEE NAME: _____

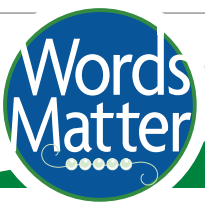
CONVERSATION DATE: _____

B = Behavior *(Specific/Observable)*
C = Correction & Consequence *(optional)*
A = Attitude Check
(Open-Ended or Closed-Ended Question)

B _____

C _____

A _____



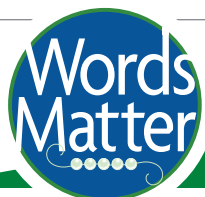


notes:

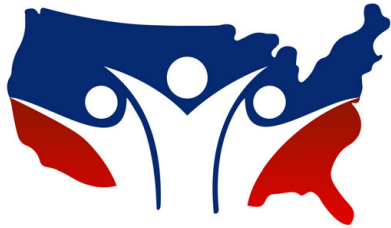
Lined area for notes

next steps:

Lined area for next steps



NOTES



LEADERSHIP USA®
TAKING LEADERS TO NEW HEIGHTS

Lined area for taking notes, consisting of horizontal lines.