

Workplace Harmony Solutions (incorporating Workplace Conflict Resolution)

“Having the Necessary Conversation”

Presented by:
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Managing Director



In this interview I speak with....

Lincoln an employee who has offered to share his insights about the 'Necessary Conversation' from an employee perspective.

Summary of Lincoln's comments/insights:

It's important in the conversation for the employee to have:

- Ownership of the decisions made
- The ability to contribute and express their insights, desires and concerns
- A voice
- A sense this relationship is a partnership and the conversation is about growing and developing that relationship
- Some part in establishing the path forward



It's important prior to the conversation that the manager:

- Shares their information with the employee concerned
- Doesn't share that information with other employees
- Allows time for the employee to read, process, assess, consult others and form a response

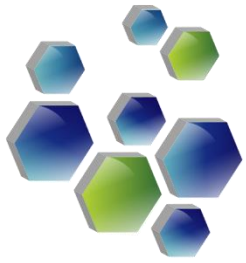
From an employee's perspective:

- If a conversation is left to the last minute the employee feels pressured to give answers immediately
- Avoiding the conversation has a poor impact on team morale and allows the underperforming staff member to set the standard in the team. Others see what is now considered acceptable and follow suit. A lack of action by the manager signals the manager prefers the status quo to remain
- A manager avoids the conversation because they are avoiding the employee's reaction and/or don't really want to bring about change
- An employee wants their manager to be open and friendly. A different approach/behaviour to normal will raise the employee's barriers



Key take away tips from Lincoln:

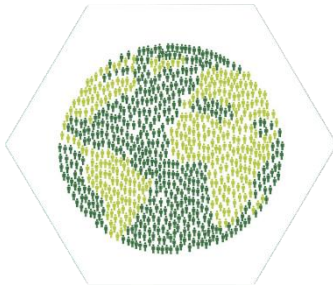
- Give the employee the opportunity to contribute their insights and to make decisions
- Don't leave the conversation to the last minute. Allow timing for the employee to receive the information and prepare a response BEFORE the meeting
- Employees want to have shared goals because the success of the workplace relationship requires both parties to work together with the same approach
- The employee (their skill, situation, experiences, needs etc) changes over time. An employee wants to share and explain this and see some adaptation from the manager
- Employees actually want positive outcomes for themselves and their employer



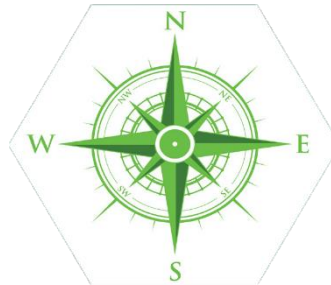
Workplace Harmony Solutions

Redefining Workplace Harmony
Incorporating Specialist Division Workplace Conflict Resolution

Redefining Workplace Harmony



Culture



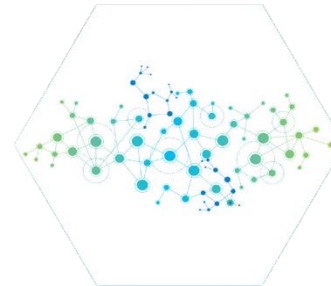
Leadership



Performance



Strategy



Communication



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