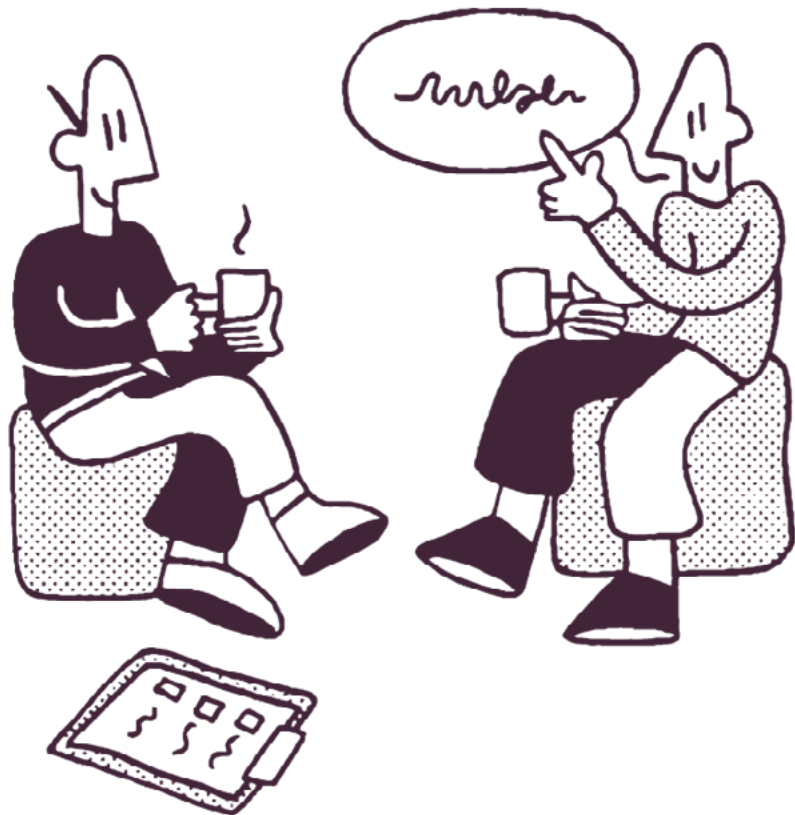


Difficult conversation one-on-one meeting template

(30 minutes)



Difficult conversation one-on-one meeting template (30 minutes)

Use this template when giving constructive feedback or discussing a sensitive topic. Approaching the conversation with structure and intention will help maximize the chances of a positive outcome.

Establish the objective (5 minutes)

You're having this talk to confirm that the employee is valued, but you need to work on certain things. State your intentions clearly and give the employee a chance to do the same.

Do you want to give feedback, understand your team member's points of view, or plan a solution to a problem?

Pro tip: Before diving into the situation, remind them you are here to help them be successful. Mention a team or individual goal that has been affected by the behavior they need to improve on.

State the issue and its implications (5 minutes)

Get straight to the point and focus on the facts, and avoid making any assumptions on why they behaved that way.

What is the issue, what is its impact, and what are the potential consequences?

Pro tip: Be specific on the behavior you observed. For example: I want to talk about what I have observed [mention a specific situation]. When you're done, invite them to share their observations.

Listen to what your team member has to say (10 minutes)

Allow time for your team member to express themselves, ask questions or share their plan for moving forward. To encourage them to share their perspective and reflect on the situation, you can ask open-ended questions like:

- Why is it important to resolve this situation?
- What's at stake if we don't resolve it?
- How could you do things differently?

Pro tip: Acknowledge how they feel and don't hesitate to reiterate the goal you both agreed on at the beginning of the conversation as your motivation to give them this feedback.

Check in and set action items (10 minutes)

Take the time to check in and establish next steps at the end of your conversation.

How do you feel about this conversation?

What are some of the takeaways from the conversation?

Pro tip: Make sure you align on the next steps and assign action items to the right person. In your next 1-on-1, follow up on the outcome of each action item to keep accountability and stay on the right track.

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