

## “Everything Matters!” – Janice Bryant Howroyd

### 1. COMMENDATION

First, commend the employee on any significant duty that has been carried out well. This will help set the tone of the meeting and help diffuse any hostility. Be careful not to sound patronizing.

### 2. COACH

State issues, state effects, give success stories. Sell what is in it for them and/or the consequences of not doing it.

Ask for their input and solutions.

Ensure that they know how to do it.

Gain agreement. It’s a lot easier to sell somebody something if it’s positioned as a way to help them achieve a goal that they already want to achieve.

“So, would you agree that if you \_\_\_\_\_ that you will be able to \_\_\_\_\_?”

### 3. COMMENDATION

Finish with another positive comment. It is vital to end the conversation on a positive note because the last thing said is remembered the longest. Dignity is everything.

### 1. COMMENDATION

### 2. COACH

State Issues	State Effects	Benefits/Consequences

Questions to Realize	Questions to Solve

Gain Agreement
So, would you agree _____
We will follow up on _____ Agreed?

### 3. COMMENDATION