

# CONVERSATIONS THAT MATTER NOW

In our current ever-changing environment, employees are looking to their leaders to provide support and stability for how to navigate these unprecedented times. As employers and organizations restore and relaunch their businesses with new processes and modified success measures, leaders must be able to effectively address the concerns and questions employees have.

We know that there are critical conversations that will make a difference now. As employees wonder about their futures, their value and contribution, and how to navigate uncertainty and unknown futures, leaders play a critical role.

Zenger Folkman has created three conversation guides based on our best-in-class coaching program and FUEL framework. These tools enable leaders to facilitate authentic and caring conversations with team members that can result in increased engagement and productivity.

**The three specific conversation guides will help leaders guide powerful conversations in these areas:**



## MOVING FORWARD

### FUEL for Moving Forward

Focus on the tangible and emotional impact of the current environment, meet the employee with empathy, and help to provide perspective as team members return to full engagement with work.



## VALUING EMPLOYEES

### FUEL for Valuing Employees

Appreciate and acknowledge the contribution each employee makes while helping them feel aligned with the mission of the team and organization.



## NAVIGATING CHANGE

### FUEL for Navigating Change

Thoughtfully explore necessary changes from the employee's perspective and design actions to support employee commitment to the changes.

#### **Audience**

For all people managers and leaders within organizations, who want to support team members to return to full engagement in a new and evolving environment.

#### **Format**

This toolkit will contain three coaching conversation guides and access to an introductory video with Kathleen Stinnett, author and Master Certified Coach, who explains the key principles that leaders will want to follow in these important conversations.