

# Key Points to Remember During Conversations

- 1.** Sit back: let the employee be in control of what they feel comfortable to share.
- 2.** Use neutral language such as “you seem low”.
- 3.** Patience: allow them time to answer your questions.
- 4.** Put yourself in their shoes and try and understand things from their view.
- 5.** Open and non controlling questions are best, like “I was wondering how you are doing?”
- 6.** Remember, you’re not a doctor or a counsellor, don’t make diagnoses.
- 7.** Try not to push for information, it’s up to the employee how much they tell you.
- 8.** It’s not important for you to know everything to be really helpful.
- 9.** Verify what language they feel comfortable with using.
- 10.** End by setting another time to talk and review how the situation is going.