



# RELATIONSHIP MGMT & COMMUNICATION

## Rounding - Leader with Team Members

Hello   
  New Team Mbr   
  Fact-Finding   
  Stay Interview   
  Coaching   
  Indirect Reports   
  Customer   
  Recognition

Daily   
 Within 1<sup>st</sup> 90 Days   
 As needed   
 Annually   
 As needed   
 Monthly   
 Monthly   
 As needed

<p>How is your day going?</p> <p>What's going well?</p> <p>What obstacles are you facing?</p> <p>What can I do to help?</p>	<p>How do we compare with what you expected?</p> <p>Has there been anyone in particular that has been helpful to you?</p> <p>What are you enjoying most?</p> <p>What do you need help with?</p> <p>What ideas for improvement do you have for us?</p> <p>Are there any projects or committees you'd like to be involved in or initiate here?</p>	<p>List the facts of what occurred.</p> <p>Determine if it is a pattern of behavior.</p> <p>Leader may share why they are concerned about the facts.</p> <p>Then ask for their story. Just listen.</p> <p>Depending on their response:</p> <p>Review the expectations.</p> <p>Ask how you can help them meet the expectations (if applicable).</p> <p>Develop an action plan – i.e. more training, etc.</p>	<p>What do you love doing?</p> <p>What job-related opportunities are you passionate about?</p> <p>What are you really good at?</p> <p>What opportunities do you see for growth &amp; development?</p> <p>How do you like to be recognized?</p> <p>How can we improve your work environment?</p> <p>What would make your work more meaningful for you?</p> <p>What contribution would you love to make in your current role?</p>	<p>Share the facts of what you saw/heard that needs improving.</p> <p>Share the expectation. Show them what it should look like, model it for them if applicable.</p> <p>Have them practice while you watch and "coach" them.</p> <p>Stick with them until you see them do it exactly as you expect.</p> <p>Celebrate when they get it.</p>	<p>How is your day going?</p> <p>What do you enjoy about your work?</p> <p>What do you enjoy about your team?</p> <p>What do you need to be more successful in your role?</p> <p>What are your team goals?</p> <p>What does your team need to be more successful in reaching your goals?</p>	<p>How does our team interact with your team?</p> <p>How do our processes flow together?</p> <p>What do you see as opportunities for improvement?</p> <p>Is there anyone on our team that you would like to recognize?</p>	<p>Take note of how the person prefers to be recognized (see Stay Interview).</p> <p>Either publically or privately, offer very specific thanks for what the person has done.</p> <p>Write a specific thank-you note or share at your huddle or team meeting.</p> <p>If appropriate give them a plaque or token of remembrance of their efforts/contribution.</p> <p>Consider if their accomplishment or contribution should be submitted for a President's Excellence Award.</p>
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