

Application Conversation

Supervisor (or Equivalent) Guideline

“The single biggest problem in communication is the illusion that it has taken place.”

- George Bernard Shaw

One of your staff members has taken the initiative to learn something new! Now comes the challenge... applying those concepts back in the office or into a daily routine. The Application Conversation is an opportunity for you to hold a conversation about how he/she intends to apply some of the concepts that were discussed in the training class. You have both set aside valuable time to hold this conversation. *Use it as an opportunity to demonstrate your encouragement and communicate how you will remove barriers and support his/her personal success.*

Keys to a successful conversation:

- Before the conversation, find out which training class your staff member wants to share with you. If you have not already participated in the class yourself, feel free to contact Molly for a class description.
- The training participant has been given several questions to consider as an outline of items to discuss with you. Let him/her lead the conversation but be an active listener and ask clarifying questions.
- Keep the conversation up-beat. Keep your staff member focused on how he/she can make the changes, not on the reasons why he/she cannot.
- Find out specifically how you can support your staff member to apply the training concepts.
- Consider what barriers the participant anticipates that you might be able to help remove for his/her success.
- If you discuss action items in your conversation, you might want to hold a follow-up meeting. Be sure to schedule it or plan a date to check in on the participant's progress. This kind of support will go a long way.
- If your staff member has taken this training as part of reaching specific performance objectives, you'll want to briefly document the conversation and any action items that you and the participant have agreed he/she will take. Taking a training class does not represent change. Actively applying and implementing concepts discussed in the training does!
- Remember, your role is to support your staff's goals. They are on a journey and with your encouragement and support, they can make a change.

If you have any questions or want to discuss the Application Conversation, please call Molly McAllister at ext. 0106.