Example Dialogue:

Starting the Conversation:

- What is working well today?
- How would you describe your prefect day?
- Do you have what you need to do your job?
- What can we do to make this hardwired?
- Together, let’s identify any additional resources you need today to help with efficiency.
- What do you think can be improved in our department? What ideas do you have for implementation?
- What help/support do you need from me? (patient care, team members, getting things done)
- Who are the individuals or ideas we should recognize?
- Do you have any questions about recent changes, goals or expectations that we should discuss at this time?
- What else would you like me to know?

Continuing the Conversation:

- So, what I hear you saying is…..
- Can you give me more details?
- Can you provide an example?
- I can hear your frustration; do you have any ideas on how we can make this better?
- How can we do this differently or work better?
- Can the process be improved?
- I appreciate your input and am going to follow up on…..

After the Conversation:

- Document what you learn and who taught it to you
- Assure the individuals you speak with that you will do your best to resolve/look into the situations/investigate solutions
- Plan to respond back within two weeks, keep them up to date with progress or Stop Light reports, do it in person if possible
- Recognize individuals identified for going above and beyond in their efforts for patients and coworkers