

Conversations That Matter

INSTRUCTOR-LED COURSE

Front-line supervisors in today's workplace have more responsibility than ever before.

They are expected to oversee facilities and safety while ensuring their team shows up every day and gets the work done. A supervisor's roles and responsibilities vary by industry, but one thing is universal: They must find a way to have effective conversations with their team members to propel business outcomes.

During this session, supervisors will learn how to have more intentional conversations and build trust with their employees. They will discover when they can best connect with their team members and how to create accountability through their conversations. When employees have regular, meaningful interactions with their supervisor, they feel understood and cared for and have clarity about their performance expectations.

Who Should Attend

This course is for front-line supervisors who wish to have more purposeful conversations with their employees to optimize the performance of each team member and the collective team.

What You Can Expect

By attending this course, supervisors will learn:

- what meaningful conversations are and how to use them
- how to focus on each employee's unique talents
- how they can be more intentional and effective in their conversations with their employees
- the importance of creating accountability for themselves and their team
- techniques to have effective team huddle conversations

Program Format

This is instructor-led learning is available in these formats:

- four one-hour virtual sessions
- one three-and-a-half hour virtual or in-person session

Prerequisites

None

Course Overview

Meaningful Conversations

Quick Connects

Creating Accountability

Team Huddles

We conduct courses at Gallup locations worldwide. Gallup can also deliver this course at your location for groups of 15 or more. Visit <https://courses.gallup.com> for upcoming dates, locations and tuition details — or contact inquiries@gallup.com

Participant Materials

Conversations that Matter Companion Guide

This guide provides participants with a place to capture their insights from the course as they explore how they will modify their conversation approach to increase their effectiveness as a supervisor.

Within the guide are templates for supervisors to easily reference as they have more conversations with their team members. The templates include questions to ask, places to capture notes, and prompts for supervisors to apply what they've learned with their team members.

