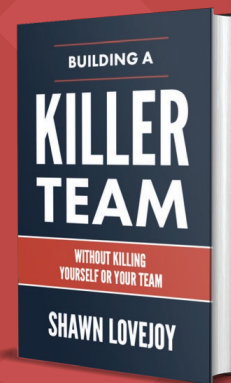


BUILDING A KILLER TEAM WITHOUT KILLING YOURSELF OR YOUR TEAM



Hard Conversations Prep List

Use this to plan your conversation with an underperformer. Pre-think your conversation to keep things from being emotion driven or too in the moment. Difficult conversations typically fall into one of three potential categories, listed below.

3 Tough Conversations Needed With Non-Performers on Our Team:

It's time for you to GROW..."

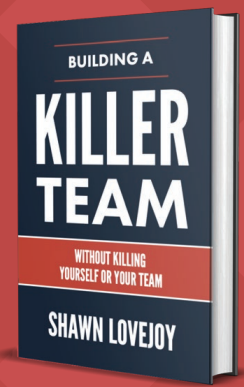
The organization is moving forward. We are experiencing momentum. We are growing. Spur that same growth in the leader. Help them see how they have stalled because most of them can't see it. Be clear about their need to grow in their capacity, character, etc. Help them build a clear growth plan for which they can be held accountable. Be clear about what happens if growth does not occur. If we are thinking of moving or replacing someone on our team, and they would be surprised by that conversation, we have not been a good leader. It requires COURAGE TO LEAD!

- Where does the team member need to grow?
- When do you need to see progress?
- What is the plan to help them grow?
- How will you hold them accountable?

"It's time for you to SHOW..."

A staff only becomes a TEAM when it becomes 127% aligned around the VISION & VALUES of the ministry or organization. Here's our first challenge: usually, there are one or two members on the team who tend to pull in their own direction. There are usually one or two team members who can't keep up with the rest of the team. Alignment requires courageous conversations and courageous decisions. Sometimes we need to say "It's time for you to SHOW (not just SAY) that you are committed to what we're doing and where we're going!"

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- In what way is this team member not aligned with the vision?
- What do they need to start doing to get in line?
- What do they need to stop doing to get in line?
- How and when will you hold them accountable?

“It’s time for you to GO...”

There are times when you can’t rescue a team member. This would be a good time to give language for how to release someone. Not everyone who starts with you needs to finish with you. In fact, most won’t. A great leader knows that hanging on to a non-performer is not only not good for the organization. It’s not good for the person involved! Hanging on too tightly only makes things worse between us and a non-performer. Be willing to move them once. Then be willing to let them go

- Have you already had a hard conversation with this team member and seen no progress?
- Is there anywhere else in the organization to transition this team member to?
- Are you prepared to continue to pay this team member for the next 100 days as they exit?
- When and how will you communicate this transition to said team member?