



Engaging Conversation Starters

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Use these Engaging Conversation Starters to begin a conversation with team members about their work or workplace. Each question will help you start a dialogue about issues related to engagement that affect your entire team. Use the Manager Reflection questions to delve into the information you get from this conversation.

Q01. Know What's Expected

How would you describe what you get paid to do?

How does this team member's understanding of what they get paid to do compare with what you think?

Are there times when you feel conflicted or confused about your priorities?

When and how should you provide clear communication about work priorities and expectations?

Q02. Materials and Equipment

Thinking about the work you do, is there anything that you need to help you do your work better?

Does this person have the information or training they need to work efficiently and effectively?

Are there things that distract you from or get in the way of meeting the responsibilities of your role?

Are there obvious issues that seem to get in the way of this person doing their work better?

Q03. Opportunity to Do Best

What do you really like about your work, and how often do you get to do it?

Does this person excel in areas where you need them to make a difference?

What aspects of your work do you think you do really well?

Do this team member's answers match your observations of their talents?

Q04. Recognition

When you achieve success at work, how do you like to receive recognition?

What types of recognition might work best for this person?

What recognition have you received recently?

How can you ensure that this person receives recognition for what they do?

Q05. Cares About Me

How do you want to receive support in your work?

How closely and regularly should you connect with this person?

How do you let your coworkers know that you care about them and their success?

How can you increase the opportunities for this person to connect better with others?

Q06. Development

Are there aspects of your work that challenge you? What challenges would you enjoy taking on?

 *Is work challenging this person? If not, how can you challenge this person to learn and take on or do more?*

Is there something new you want to try in your role?

 *What opportunities exist to give this person more responsibility?*

Q07. Opinions Count

Do you feel comfortable asking for help or giving opinions? What can I do to help you voice your opinions and ideas?

 *Do you do enough to encourage this person to voice their opinions?*

In the past six months, have you felt that your opinions mattered? Give me an example.

 *How can you increase the opportunities for this person to voice their ideas and opinions?*

Q08. Mission/Purpose

Has a customer ever told you that you have helped them or made a difference?

 *Does this person know their value to your customers?*

Do you take pride in working here? Why?

 *How can you best communicate the importance of this person's role?*

Q09. Committed to Quality

How do we as a team know when we have done good work?

 *Does this person share the same definition of "quality" as you do?*

Are there times when you feel as if your fellow employees are not doing good work? How do you handle that?

 *Will this person confront other employees about substandard quality?*

Q10. Best Friend

Do you have someone at work whom you trust and depend on?

 *Does this person have complementary partners they can depend on to help them succeed?*

How do you help make our workplace positive and productive?

 *Does this person have fun at work?*

Q11. Progress

What were your greatest accomplishments at work in the past year?

 *Are you recognizing the achievements that mean the most to this person?*

Do you think that we get to talk enough? How often should we talk about your progress?

 *How often should you meet with this person to discuss their progress?*

Q12. Learn and Grow

What are you looking forward to in your job this year?

 *How can you encourage this person to learn and grow in their role?*

Is there a particular skill or competency you want to learn to help you do your job better?

 *Are there other opportunities or experiences available for this person to do their job better?*