

HRD Learning & Performance Conversation Guide for LEAD 1 Participant–Manager 1:1 Discussion

Purpose of This Conversation

To reflect on key insights from the session, explore how they apply to current work, and identify how the manager can support ongoing practice and reinforcement.

Session #4: Communication & Leadership

As you reflect, consider not just what you are communicating—but whether your message is connecting in the way you intend.

Key Takeaways from the Session

- Communication is only effective when it achieves its intended goal.
- New information is understood more easily when it connects to prior knowledge and experience.
- Leaders can improve understanding by using analogies, enriched environments, and purposeful questions.
- Asking questions before explaining helps uncover assumptions and creates more productive conversations.

Participant Reflection Prompts

- Which of the three communication strategies (analogies, enriched environments, or questions) feels most natural to you? Which will require the most intentional practice?
- What leadership conversation, message, or initiative came to mind during the Stop-Guessing Lab activity? What makes that situation particularly challenging?
- What assumptions do you find yourself making most often when communicating with others?
- Think about a recent time when a team member seemed confused, resistant, disengaged, or 'not getting it.' How has this workshop changed the way you interpret that situation?
- What leadership message are you responsible for communicating repeatedly right now? How could you use analogies, questions, or enriched environments to make that message more meaningful and memorable?
- What is one communication behavior you want to practice more consistently over the next few weeks?

Manager Reflection & Support Prompts

- Where do you see your employee communicating particularly effectively?
- Which audiences or situations seem easiest for them to communicate with? Which seem most challenging?
- How effectively do they communicate expectations, priorities, and changes to their team?
- Where do you see opportunities for them to spend more time checking for understanding rather than simply delivering information?

- As a leader, where might they be assuming others understand more than they actually do?
- What opportunities exist in their current role to practice using analogies, stories, visuals, demonstrations, or other communication tools?
- How might their DiSC style influence the way they communicate, ask questions, or interpret messages from others?
- What would meaningful progress in communication effectiveness look like over the next few weeks?

Conversation Guidelines

- **Timing:** Hold this conversation after the session and before the next one
- **Goal:** Reflection, application, and support—not performance evaluation
- **Mindset:** Approach the discussion as partners in learning, focused on growth and progress