

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 #3: Feedback and Accountability Conversations

As you reflect, consider not just what your team is doing—but how your leadership is shaping it.

Key Takeaways from the Session

- Understand the role feedback plays in growth, engagement, and accountability
- Recognize the barriers that can make feedback difficult to receive
- Practice using the SBI model to deliver feedback clearly and constructively
- Use accountability conversations to encourage ownership & problem-solving

Participant Reflection Prompts

- What are your key takeaways about giving and receiving feedback?
- Which barrier to receiving feedback (truth, relationship, or identity) stood out most to you personally?
- What did you notice about your own tendencies when offering feedback?
- How did using the SBI model change the way you approached feedback conversations?
- What feedback or accountability conversation have you already had—or still need to have?

Manager Reflection & Support Prompts

- Where do you see your employee handling feedback conversations effectively?
- What strengths do they already bring to accountability conversations?
- Where might they need additional confidence, structure, or practice?
- How can you help reinforce a culture of ongoing feedback instead of “surprise” conversations?
- How might their DiSC style influence the way they deliver or receive feedback?
- How can you support them in creating more ownership during difficult conversations?
- What would meaningful progress 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