

joyous

*Beyond surveys
How to work
conversations*



5

I have the technology and equipment to do my job well.



What might help you do your job better?

There's something wrong with my test unit, it's taking me at least an extra 30 min to do an install.



Please stop off at the depot today, I'll give you a replacement. I'm glad you mentioned it!

We can send your current one in for repairs and keep it as a spare.

Great, I'll see you around 4pm.



9

I have opportunities to learn and develop



How could we help you to learn and develop more?

I'd like to sit in on some of the customer calls. I've always wanted to learn more about that.



That's easy! Let's talk about this in our catch up later today.



7

The physical workspace allows me to do my job well



What would you change in your work environment if you could?

We need another meeting room! It's nice the team's grown big but the room didn't grow with us! 😊



We're just TOO successful! 😊 But seriously, I've called Chris in Facilities, we'll see what he can do.



1

THE FOUR STAGES OF CONVERSATIONS

2

THE HABIT LOOP

3

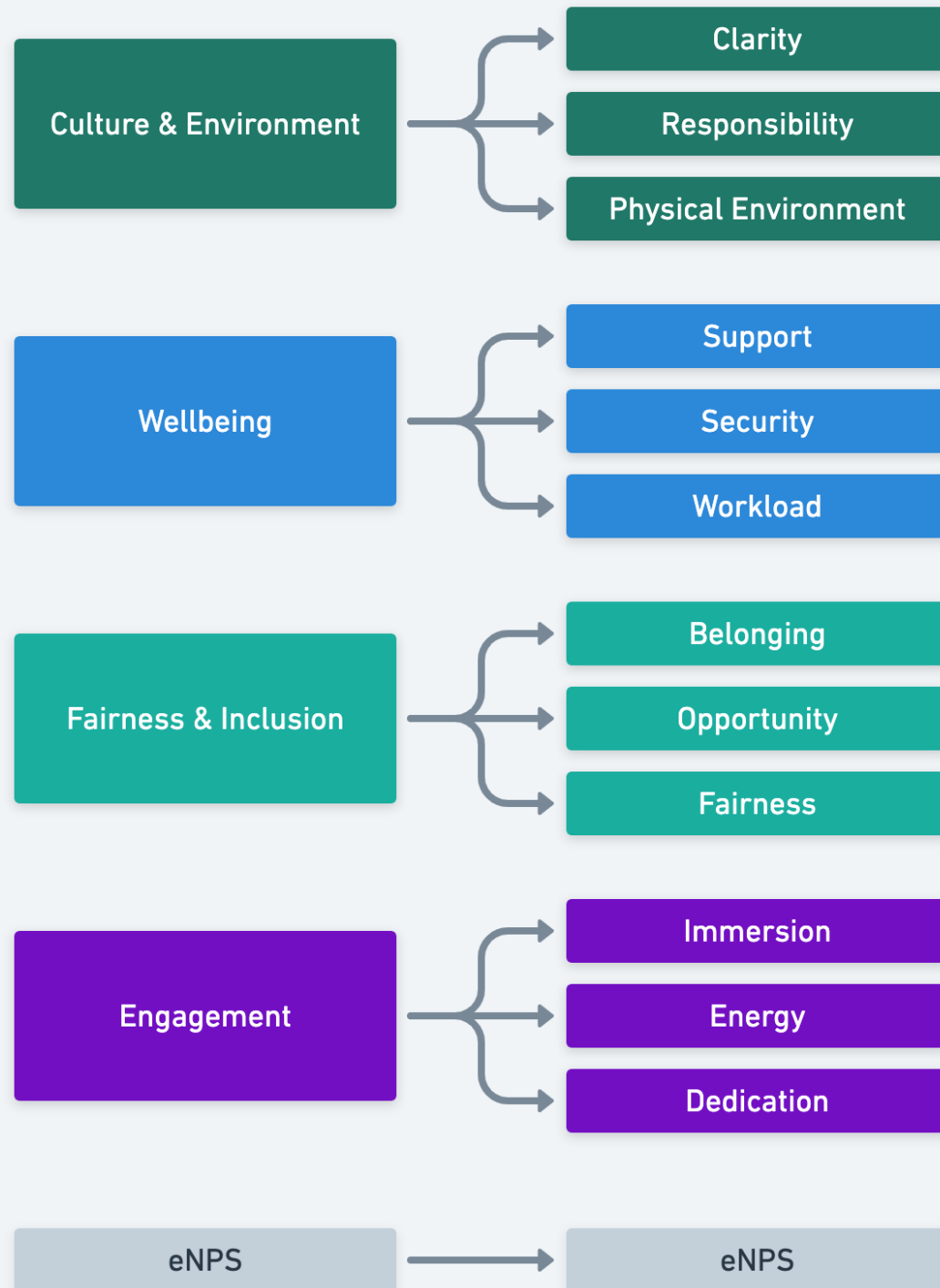
THE CONVERSATION FUNNEL

4

GOING FROM ANONYMOUS TO OPEN

1

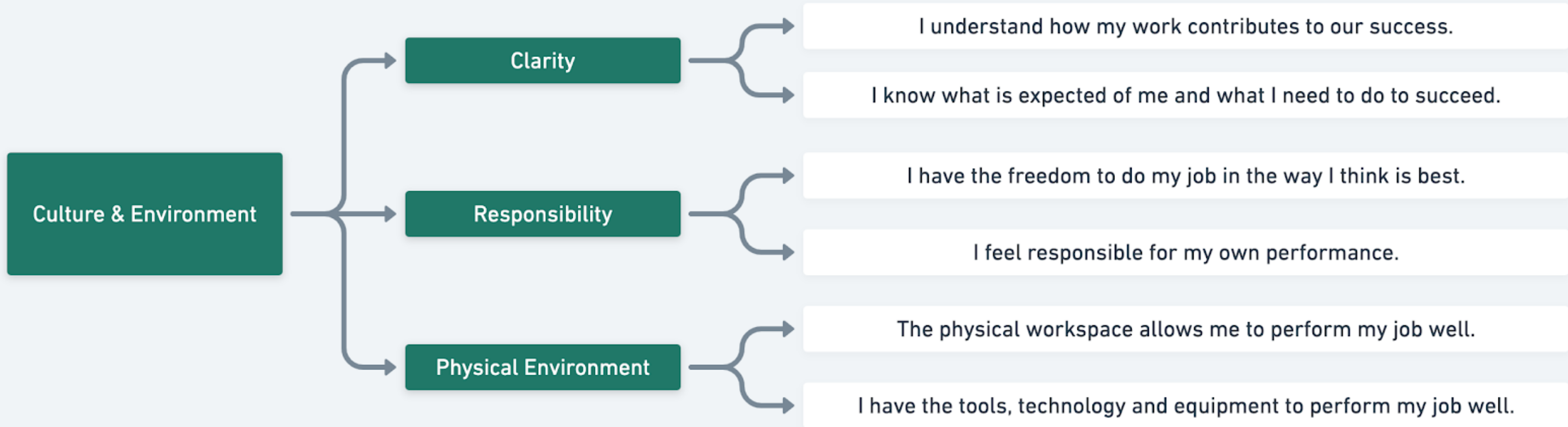
*WHAT DO WE WANT TO TALK
ABOUT?*



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EX GENOME

***THE MODERN JOYOUS
QUESTION SET***



1

*WHAT DO WE WANT TO TALK
ABOUT?*

2

*WHO SHOULD TAKE PART IN
THESE CONVERSATIONS?*

1

*WHAT DO WE WANT TO TALK
ABOUT?*

2

*WHO SHOULD TAKE PART IN
THESE CONVERSATIONS?*

3

ARE PEOPLE TALKING?

1

*WHAT DO WE WANT TO TALK
ABOUT?*

2

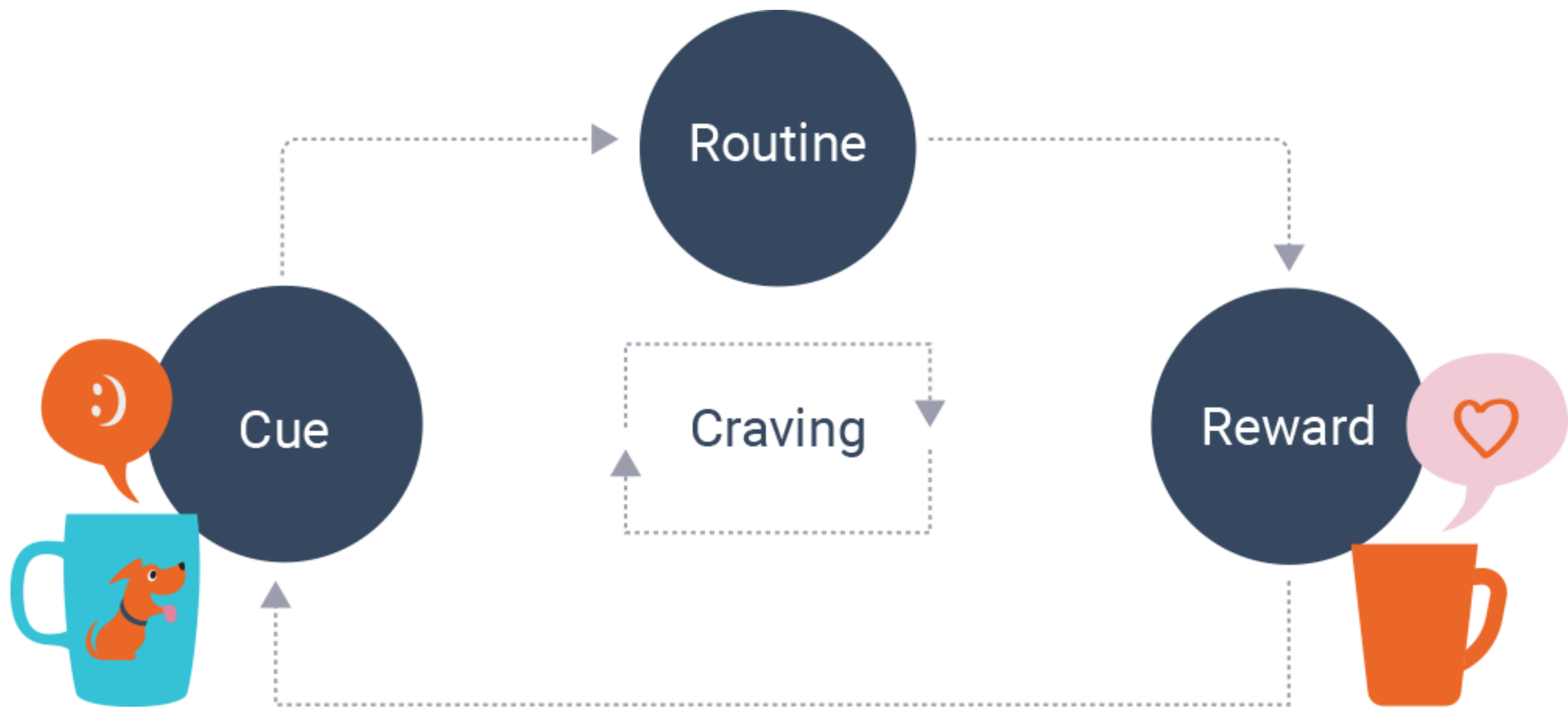
*WHO SHOULD TAKE PART IN
THESE CONVERSATIONS?*

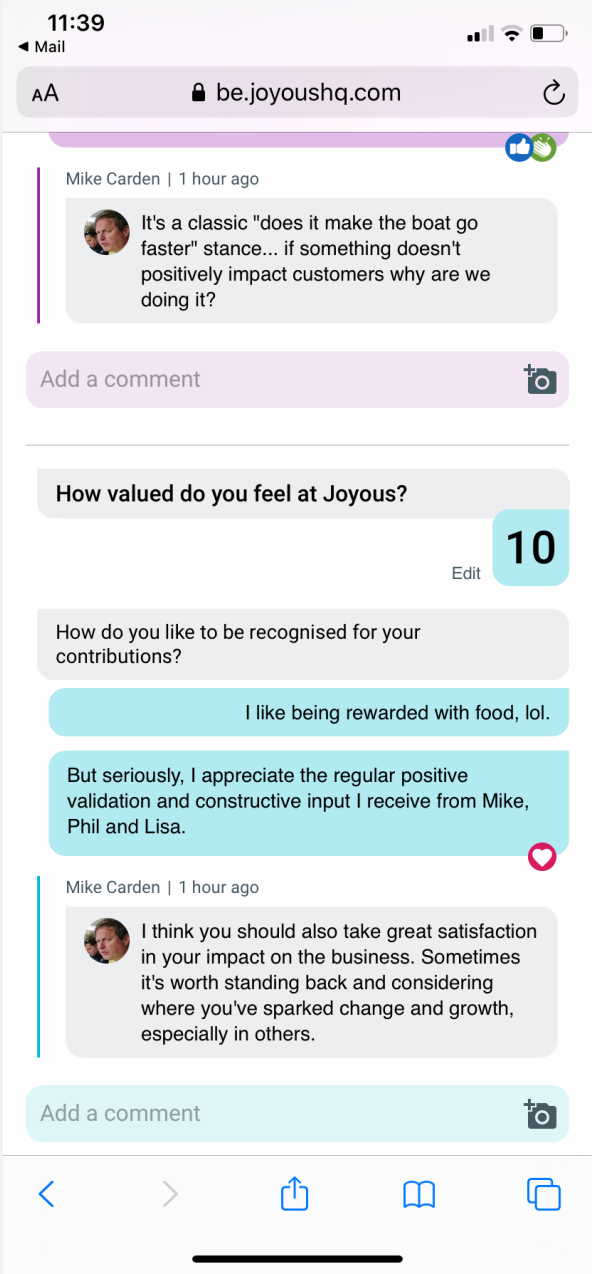
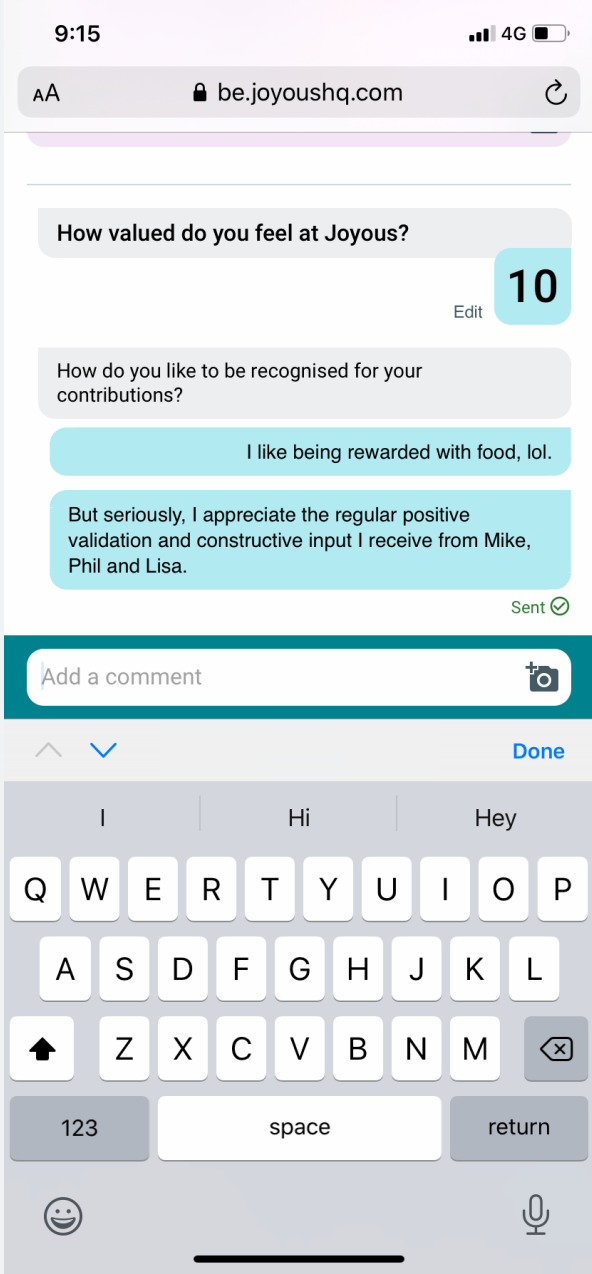
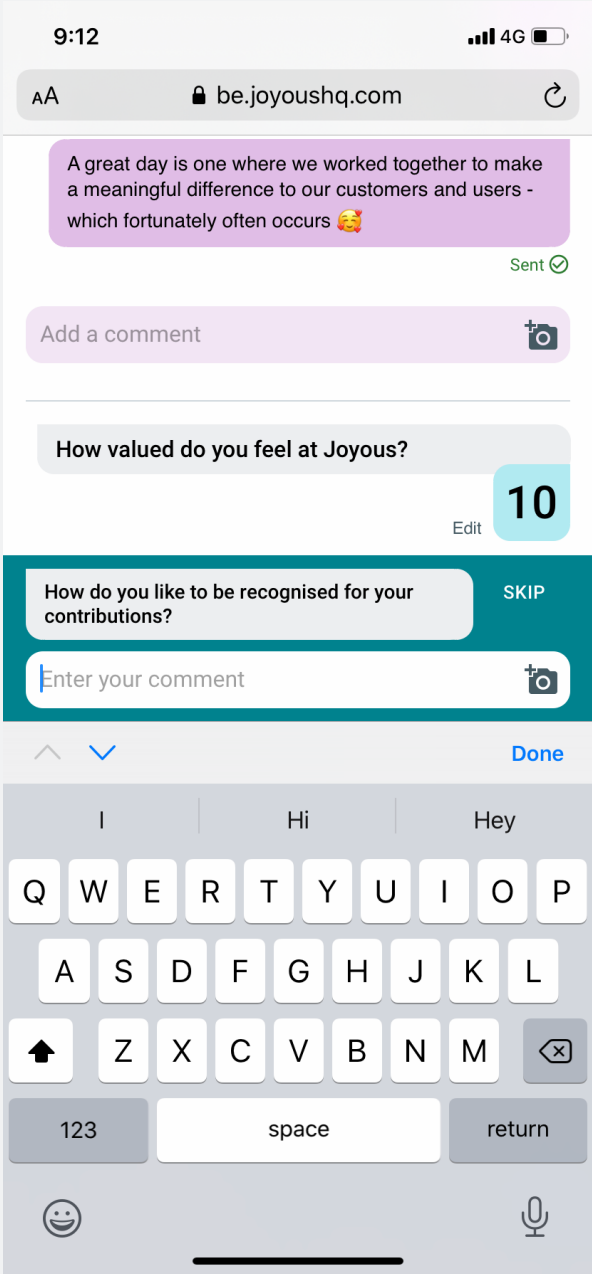
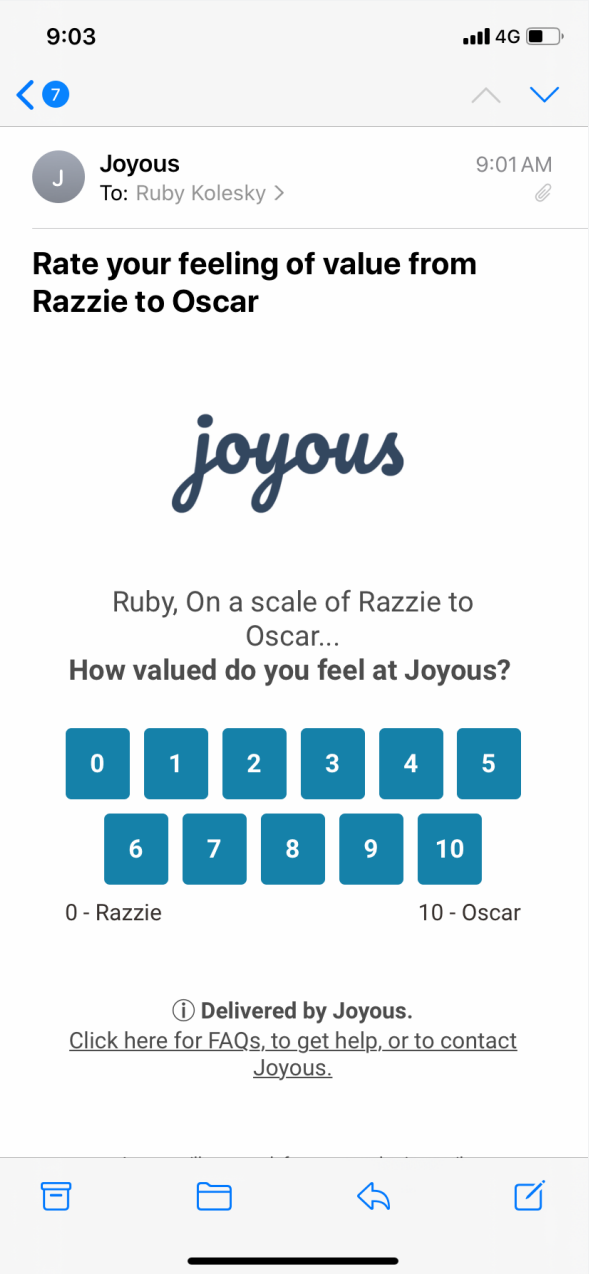
3

ARE PEOPLE TALKING?

4

WHAT SHOULD WE DO?







*CONVERSATION
INITIATED*

*PERSON SELECTS A RATING
(30%-90%)*

PERSON MAKES A COMMENT (50%-60%)

LEADER RESPONDS (10%-80%)



I think people will only give honest feedback if they can do it in secret

Our organization is just not ready for this, our culture is not open

People will not give us accurate scores if their name goes with it

Our leaders will not be able to handle the feedback



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