

Start-Stop-Continue Conversation Guide

Goal

This guide equips you to quickly exchange meaningful feedback with your staff.

Manager Time Commitment

10-30 minutes per discussion

Staff Time Commitment

10-30 minutes per discussion

How to Use This Tool

1. Set aside 10 to 30 minutes to exchange feedback with a staff member.

You can use the last few minutes of a regular check-in with the staff member to have this conversation.

2. Send an email to your staff member letting them know you'd like to share feedback with them and hear their feedback in return.

Invite staff to come to the meeting prepared with ideas about the following:

- One thing the staff member would like you to *start* doing
- One thing they would like you to *stop* doing
- One thing they would like you to *continue* doing

3. Identify what you would like your staff member to *start*, *stop*, and *continue*.

4. Meet with the staff member, and take turns sharing feedback.

You have two options for structuring the conversation:

- You can take turns answering each question. (For instance, each of you can share what you would like the other to *start* doing, then you both share what you would like the other to *stop*, and so on).
- One person answers all three questions in a row, and then the other person answers all three questions in a row.

5. Conclude the discussion.

Key points to include:

- Thank staff for their honest feedback.
- If you plan on changing your behavior based on the staff's feedback, feel free to share this in the moment. Alternatively, let staff know you need time to reflect on the feedback.