

The I.N.S.P.I.R.E. Method

FOR PERFORMANCE & ACCOUNTABILITY CONVERSATIONS

Have I previously established clear expectations and checked for understanding?

If so, prepare to hold the conversation by completing the following:



I — INITIATE

How will I initiate the conversation in a respectful manner?

When is the very next opportunity where we can hold this conversation?

N — NOTICE

What is the specific observable behavior I want to address?

How will I share my concern? e.g., "I noticed that ..."

S — SPECIFIC SUPPORT

What specific supporting evidence related to this issue will I share?

What are the facts regarding this behavior?

P — PROBE

How will I give the employee a chance to present their perspective and possible solutions?

e.g., "What happened?"

I — INVITE

What expectations and mutual commitments do I need to reinforce in the conversation?

How will I invite them to solve the problem?

e.g., "What are your thoughts on how we can resolve this?"

R — REVIEW

What open-ended question can I ask to check for understanding?

e.g., "So what I hear you saying is ..."



E — ENFORCE

How will I check back to ensure the new behavior is happening?

How will I communicate my confidence in their ability to succeed?

