Tool #1: Career Conversations

**Purpose:** One-on-one conversations to engage your team members, gain helpful insight into their retention, and take the pulse of your organization and team to determine needed areas for improvement.

Career Conversations help leaders understand why team members stay and what might cause them to leave. Most career conversations take less than 30 minutes to conduct. **Start with the first three questions so that the initial Career Conversation can be conducted in about five minutes.** Then, you can ask additional questions for the second conversation and so on.

Remember, you can tailor your career conversations to the specific job and individual. Don’t be afraid to encourage team members to speak candidly. Even if you don’t always like what you hear, addressing this feedback directly may save you time, talent, and money.

**Script:** Part of my role at UVA is to help to encourage a great experience for our talented team members. I’d like to have an informal talk with you to hear your input on your job so I can do my best to support you, particularly with issues within my control. My focus is to understand what I might be able to do to make this a great place to work for you.

1. **What do you like most about your job?**
2. **How would you describe a great day at work for you?**
3. **How would you describe a frustrating day at work?**
4. Do you feel like you are being used to your full potential in this job? If not, what responsibilities would you like to expand?
5. What specific training or development would you pursue for future development?
6. What have you felt good about accomplishing in your job and in your time here?
7. What might tempt you to leave?
8. As your manager, how can I best help you to be successful?
9. Do your coworkers treat you respectfully?
10. As a manager, what can I do to help our work unit to be more effective?
11. If you could change one thing about your job, team or this organization, what would it be?

I really appreciate you sharing your thoughts with me. I am committed to doing what I can to make this a great place for you to work. You are an important member of our team and I look forward to working together to support your continued success.