LEADERSHIP CONVERSATIONS
Effective team meeting and huddle conversations

'The consistent approach saw the managers armed with the message to deliver to their team which in turn saw an improvement in our team behaviours and culture. The change in micro- behaviours from our team saw improvements in all areas of our metrics.'
— Regional Leader of Leaders

It's hard to keep up with the rate of change. Technology has changed the way that team members interact with each other and with their leader.

Employee needs have also changed. Leaders must understand how to adapt their leadership conversations to develop a culture of high performance.

← THE PAST   THE FUTURE →

THE PAST	THE FUTURE
Get paid	Have purpose
Live to work	Work to live
Job satisfaction	Grow and develop
Leader is the boss	Leader needs to coach
Yearly performance review	Regular, connected conversations
Fix my weaknesses	Leverage my strengths

Adapted from Gallup's paper on high development culture, 2022

Employee engagement remains an essential requirement for producing high quality work, and the leader's actions and conversations are the biggest influencer on each team member's productivity and employment experience.

Key components

- Critical team meetings and one-on-one conversations
- Establishing a leadership operating rhythm
- The 20 micro-behaviours of the ACDC leadership conversation framework
- Adapting ACDC to different types of conversations/meetings
- How to conduct an ACDC self-assessment

WHAT THE NUMBERS SAY

15% increase in sales conversion
Large Energy Provider

14% uplift in staff engagement
Major Australian Energy Provider

66% uplift in FUM
Major Australian Super Fund

11% decrease in Average Handling Time
Major Australian Utility

+8% Employee Commitment Index *Major Australian bank*

+10% internal (e)NPS
Major Australian Bank

*FUM = Funds Under Management

Program outcomes for participants

- Create a leadership operating rhythm using a variety of conversations and meetings
- Effectively run huddles or short start/end of day meetings
- Get the most from team meetings
- Run focus sessions to develop skills and
- team member capabilities
- Deliver effective feedback
- Use proven leadership micro-behaviours to improve the quality of un-structured, in-the-moment conversations

Program delivery options

- 2 days face to face, or
- 4 x 3-hour spaced and paced virtual workshops

Pre-work

Recording of a 5-15min coaching conversation

Get in touch: info@gristconsulting.com.au

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