

## The good dialogue

**A good dialogue does not happen by itself but needs to be built up from the right basis.**

It is always important to work on building trusting relationships between managers and employees. But particularly in the MUS (performance and development review), trust is the foundation of a good dialogue.

In addition to trust, there are a number of areas that will help you on your way to a better dialogue.

### **Good physical setting**

Make sure you have booked a room or found a place where you can talk without being disturbed.

### **Clarify the framework in advance**

Tell each other in advance what is most important for you to talk about right now. Agree who will take the minutes and note development goals and who is responsible for following up on the development goals.

### **Duration of the interview**

The MUS is expected to last approx. 1.5 hours.

### **Prioritise the future and development**

The purpose of the MUS is to agree how the employee will develop. Focus therefore on a forward-looking rather than a backward perspective

### **Listen actively and ask questions**

To have a good dialogue, both parties should actively listen to each other and ask curious, clarifying questions.

### **Acknowledge each other**

Acknowledge the person sitting across from you. Acknowledging means that you respect the person and their experiences.

### **Ask for feedback**

If, for some reason, feedback does not become a natural part of your interview, you should ask for feedback about specific tasks or features of the interview yourself.

### **Summarise conclusions and outline development goals**

At the end of the interview, make sure you sum up what you have talked about and write down what you have agreed. Also, clarify whether parts of the interview are confidential.

### **Close**

Round off the interview in a way that ensures that both parties have discussed all relevant topics.