



# 'LISTENING TOUR' GUIDE

*Why You Should Go On 'Listening Tours' & How to Get Started*



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## Why You Should REALLY Listen to Your Employees

There's no way for you, as a manager, to anticipate all the reasons people may leave. Yet, if you had known about the issues in advance, many of them could've been resolved through simple conversation and action. Sometimes staff may leave for reasons outside your control, but many times, simply listening to their concerns will reveal a *preventable* reason they may be considering exiting your organization.

Perhaps right now is the time for *listening*.

A 'Listening Tour' is a tremendously valuable tool leaders should make a regular practice. Prioritize getting out of your office to talk to staff one on one to gather real information about how people feel working for your organization, instead of making assumptions.

Use the conversation starters below to begin today.

*Individuals leave for individual reasons.* Hear from them before they reach their breaking point.

## Conversation Starters

1. What do you look forward to when you come to work each day?
2. Tell me about a great day you had at work recently.
3. Tell me about a frustrating day you had recently.
4. If you could change one thing about your job, what would that be?
5. Do you feel you get proper recognition for your work?
6. How do you like to be recognized?
7. How can we ensure you're treated with trust and respect in your role?
8. How could we better keep you in the loop about company updates?
9. Is there anything new you would like to learn this year?
10. Are there any resources I can provide to better support you?
11. Which of your talents are not being used in your current role?
12. What keeps you coming back to work here each day?

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## Listening Tour Observations

Take a 'Listening Tour' and record the information you receive. Perhaps there are simple actions you can take to address some of your employees' concerns.

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