



BASICS

- Hold these regularly do not miss them!
- This is the Associates Quality Time – do not let it be interrupted!
- Make them about the Associate
- Take notes and follow up!
- One of the Solitaire Setting Sessions will be the Monthly Evaluation form.

HOW OFTEN?

- To cover everyone, one to two weeks
- You may use an Assistant Manager for some
- All sub performance or special needs you handle

WHERE DO YOU DO THEM?

- Not in Private, but not in public
- A diamond booth before the store opens
- A bench or table in the food court
- Anywhere where *you will not be interrupted.*

HOW DO I GET READY?

- What do my notes tell me to follow up on?
- Am I committed to following up? Really
- What positive feedback can I give?
- What adjusting feedback do I need to give?
- What can I delegate?
- What common message do I need to get to everyone?

WHAT ARE SOME QUESTIONS I CAN USE TO START THINGS OFF?

- Tell me about your family – week - vacation, etc
- What are you working on?
- How do you think we can do X better?
- What would you like to focus on this week?
- What are you excited about?
- What worries you?