

BASIC RULES

FOR COMMUNICATION DURING THE ANNUAL EMPLOYEE REVIEW



The annual employee review is intended to provide the opportunity for an open and trusting exchange between management and employees, during which they can have a structured talk about working situations, job satisfaction/motivation, tasks, achievements and developments. Effective, responsive communication is the starting point and basis for a purposeful and successful conversation.

COMMUNICATION IN THE ANNUAL EMPLOYEE REVIEW

- **Active, targeted communication:** Gather information and ask questions; do not passively wait for information!
- **Express „ME messages“:** Share feelings openly and in a straightforward manner without being hurtful. Do not avoid difficult topics!
- **Communicate interactively:** Both parties should have equal shares in the conversation; give your conversation partner the opportunity to reflect on what has been said and respond to it
- **Avoid monologues** and unilateral demands

LANGUAGES AS A COMMUNICATION TOOL

- **Adapt your sentence structure and choice of words to those of your interlocutor:** This demonstrates that both parties are on equal ground and builds confidence
- **Use short and concise phrases,** focus on stressing the most important aspects. Avoid rambling on!
- **Inflection:** Objective, quiet, polite; enunciation, average rate of speech
- **Argue objectively,** provide well-justified arguments
- **Take breaks from speaking after questions and statements:** Give your interlocutor the opportunity to reflect and respond

ACTIVELY LISTENING, SHOWING INTEREST AND APPRECIATION

- **Ask further questions, ask for clarification if something is unclear:** “You say that...? Did I understand you correctly?”
- **Summarise the core statement of what you heard in your own words, avoid misunderstandings:** “If I’ve understood you correctly, you say that ...”
- **Signal that you’ve understood;** allow your interlocutor to finish speaking
- **Address what your interlocutor has to say, but refrain from stating your own opinion;** listen to everything he or she has to say
- **Addressing by name:** Creating a personal conversation atmosphere
- **Bear with the breaks;** be patient

