Building a workplace culture where everyone’s voice matters is key to our Labor Management Partnership. Try the “Heart, Head, Hands” approach the next time you have a rounding conversation with a team member.

**Heart**

Prepare and connect meaningfully.
- If you’ve had previous rounding conversations with a team member, review your notes from the last session with that person. Think about their top concerns. Ask yourself, “What mattered to them last time?”
- Begin your new conversation by asking open-ended questions that show genuine interest and concern for the individual’s well-being. (Example: “The last time we spoke, you were home schooling your kids. How’s that going?”)

Start with the positive.
- Help cultivate joy in work by recognizing good work.
- Ask, “What’s going well for you at work?” and “Is there anyone who has gone the extra mile?”

**Head**

Identify opportunities for improvement.
- Encourage people to share their needs and challenges.
- Ask, “Do you have the things you need for work?” and “What else do we need to improve?”

Close with clarity and gratitude.
- Identify next steps for follow-up.
- End the conversation by thanking the person for his/her time.

**Hands**

Follow up.
- Build trust by acting on concerns raised during rounding conversations.
- If needed, escalate issues to get help solving them.
- Track issues and share results using the Stoplight Report.

**MORE TIPS**
- **Short on time?** Schedule rounding appointments or conduct rounding at the start of meetings.
- **Want to build trust?** Share your screen to show you’re taking notes for follow-up and action.
- **Need to manage feedback?** Divide outstanding issues into 3 buckets: those you can immediately address; those requiring further investigation; and those you can’t resolve soon or at all.