

Types of talk	Annual review	Feedback meeting	Critical review	Conflict resolution meeting
Aim	To improve communication and motivation, develop ???, better contact between employee and manager	Provide feedback for the employee on their working methods and relevant behaviours experienced by the manager	A specific increase in performance and/or change in behaviour is expected	To solve a particular conflict situation
Procedure during the talk	Take a metaperspective, make a conclusion (regarding work, management or teamwork), plan the next period and make concrete agreements on implementation or development.	The manager presents his/her view of the employee's performance and behaviour.	Feedback on observations from everyday work as well as the resulting consequences, searching for causes, formulating things you would like to change and mutually discussing the implementation.	An existing or latently present conflict is first analysed and then brought to a - preferably constructive - solution.
Starting point	Interview transcript from the previous year	Observed behaviour at work	Observed misconduct at work	(Latently) present conflict
Communication	Collaborative dialogue between manager and employee	Feedback meeting between manager and employee	Clarifying talk between manager and employee The manager informs the employee of his/her expectations.	Talk between the conflicted parties (two or more employees), neutrally chaired by the manager
Reason	No reason	Result of a reason	Result of a reason	Reason: conflict
Topics	<ul style="list-style-type: none"> Looking back Tasks at work and the working environment Management and cooperation Outlook and objectives 	<ul style="list-style-type: none"> Looking back Tasks at work The working environment Objectives Outlook 	Bad or wrong behaviour	Existing conflict and constructive solutions
Frequency	Recommended once a year	When necessary	When necessary	When necessary
Additional relevant information	Results will not be stored on the personal record	When providing feedback on the manager, this is the other way round - the employee shares his/her opinion.	Critical reviews are designed to rectify the bad or wrong behaviour. They should take place very soon after this behaviour has been observed.	A neutral, qualified person should chair the meeting if the manager is also involved in the conflict. The Personnel Development division can provide names for this.