

## DISCUSSION TOOL

# The 'Smooth everyday life' discussion between the personal assistance employer and the employee

Good dialogue builds trust. The 'Smooth everyday life' discussion template supports dialogue between the employer of the personal assistant and the employee. Trust does not develop or deepen by itself but instead demands concrete actions. One of the most important tools for this is good dialogue. That is why dialogue skills should be a priority.

Use the discussion template in the following situations:

- For regularly evaluating the smoothness of everyday life and co-operation
- Handling of problems

### Ensure a mutual understanding of the tasks and ground rules

- Describe the tasks that are to be repeated at different times of the day, week or month already before the start of the employment relationship.
- Think ahead of time about the conduct you expect at the workplace, and share these expectations with the employee.
- Agree on how absences should be reported and what to do if they occur. When, for example, is a doctor's certificate required for sick leave?

### Build trust

- Give praise when the work goes smoothly. If things are not going smoothly, explain what should be done and how.
- Ask questions and encourage the employee to ask questions right away if something is on their mind. Encourage problem-solving.
- Agree that when problems arise, either party can bring the matter up and propose solutions.
- Initiate regular discussions on the day-to-day routines and expectations. These can take place, for instance, every six months.
- Use the 'Smooth everyday life' discussion template, which you can adapt to your needs. You do not have to go over each point every single time. You can also give it to the employee in advance to help them prepare.

### Work tasks and working hours

- Does anything need further clarification?
- Has there been sufficient orientation?
- How have the agreed work tasks and working hours been implemented?
- How do you feel about your work targets? Do you have your duties under control?

### Work guidance: planning the work tasks, work assignments, instructions

- How do you feel about your workload at the moment? What is going well? What can be improved?
- What things in your work are stressful or prevent smooth workflow (e.g. blundering, conflicts, ambiguities, flood of information, physicality or monotony of the work, lack of social contacts)?
- Where can help be found if needed?

### Our interaction:

- What is the situation in terms of giving and receiving feedback? What is going well?
- Is there a need for improvement in the interaction? In what areas?
- What kind of support do you need in your work and to achieve your work goals?
- Do you feel that you are receiving this kind of support?
- What are your expectations of me as a supervisor?

### The personal assistant's work ability

- What motivates you in your work? What might strengthen your motivation?
- What do you feel you are best at? In what areas do you want to develop?
- How do work and other aspects of your life fit together right now? Are there any conflicts?
- How do changes in your life situation affect your work performance?
- Do you have a health concern that you would like to talk about (e.g. recovery, physical/mental resources, social relationships, intoxicants)?