

BONUS 05 · THE LEADERSHIP CONVERSATION PROTOCOL

The Post-Conversation Follow-Up Pack

Email and text scripts for the 24-hour, 72-hour, and one-week follow-ups after a hard conversation. Without them, the conversation evaporates. With them, change actually happens.

The conversation makes the agreement. The follow-up makes it real.

Three windows. Three different jobs. Use them as scaffolds and adapt the specifics.

The follow-up turns a conversation into an agreement.

Most clinician leaders end the conversation, breathe out, and let the moment fade. That is how the conversation becomes a one-time event the other person quietly waits out.

The follow-up is what keeps it from evaporating. Three windows, each with a different job. Use them as scaffolds. Adapt names, specifics, and timing. The structure is the value.

WITHIN 24 HOURS

Reaffirm

Put the agreement in writing, without making it punitive. This is documentation, not a check-in.

AROUND 72 HOURS

Check in

A brief, human contact that catches the delayed second-day reaction. Best done in person.

AT ONE WEEK

Verify

Did the behavior change? Acknowledge it if it did. If it didn't, go back in person.

The 24-Hour Follow-Up

This step is documentation. Its job is to put the agreement in writing and thank them for staying in a hard conversation. Keep it short and one-directional. The check-in comes at 72 hours, not here.

EMAIL TEMPLATE

EMAIL**Subject:** Following up on our conversation

Hi [Name],

Wanted to follow up briefly on our conversation [yesterday / earlier today].

I appreciate you making time for it. I know that conversation was not an easy one to sit in, and I want you to know I don't take it lightly that you stayed in it.

A quick recap so we're on the same page: we landed on [the specific request in plain language, e.g., "you being in the huddle room by 11:55, with a chat message before 11:50 if something is keeping you"]. I'll be paying attention to it, not to police it, but because I want to make sure I'm holding up my end of what we agreed to as well.

I'll check in with you in a few days to see how it's landing. Until then, thank you again for staying in it.

[Your name]

TEXT TEMPLATE (when email feels too formal)

Hey, wanted to say thanks again for the conversation [yesterday / this morning]. I know it wasn't an easy one. Just to confirm what we landed on: [the specific request in one sentence]. I'll check in in a few days to see how it's sitting. [First name]

FIELD NOTES

- **Send within 18–24 hours, not 36.** The window closes fast.
- **Reaffirm the request in writing.** This is the most-skipped step. Without it, "did we actually agree on that?" becomes a real question two weeks from now.
- **Keep it one-directional.** This note is the written record, not a check-in waiting for a reply. The relational check-in is the 72-hour step.
- **Do not apologize for the conversation.** Thanking them for staying in it is appropriate. Apologizing for having it undoes the work.

The 72-Hour Follow-Up

This is the human check-in, and it is the most important window. The real reaction to a hard conversation usually lands two to three days out, after they've slept on it, talked to a spouse, replayed it. This is the contact that catches it. Keep it brief, and do it in person when you can.

IN-PERSON CHECK-IN (preferred)

Catch them in the hallway, between patients, over lunch, or at the end of a huddle. Keep it under 60 seconds, in private. The point is the contact, not the depth.

“Hey, got a sec? Just wanted to check in after [Tuesday]. Anything sitting with you about that conversation that we should talk through? ... [If they say no:] Good. I appreciate you. [If they bring something up:] OK, let's put time on this. When works?”

TEXT TEMPLATE (when you can't catch them in person)

Hey, just checking in after our conversation [Tuesday]. Sometimes these things sit with people for a couple days. Anything you want to talk through? No pressure either way. [First name]

EMAIL TEMPLATE (last resort, text or in-person is better here)

EMAIL

Subject: Quick check-in

Hi [Name],

Quick check-in. It's been a few days since our conversation, and sometimes these things land differently 48 hours out than they did in the moment.

If anything is sitting with you, a question, a piece you want to revisit, or even a piece of context I didn't have, I'd rather we surface it now than have it sit. Let me know if you want to grab 15 minutes this week.

Either way, hope you're heading into the weekend OK.

[Your name]

FIELD NOTES

- **This is the window the second wave hits.** After they've talked to a spouse, replayed the conversation, told a colleague. That is exactly why 24 hours is too early and this step is separate.
- **In-person beats text. Text beats email.** This window is about contact, not formality.
- **Don't ask "are we good?"** That asks them to manage your discomfort. Ask "anything sitting with you?" That gives them a real opening.
- **If they bring up something real, make time the same week, not "soon."** "Soon" reads as not really.

The One-Week Follow-Up

This is where you verify change. There are three versions depending on what has happened.

A The behavior has changed

Scenario: They've shown up on time, closed charts, dialed back the M&M interruptions. Whatever the request was, they're doing it. This is the email most leaders skip. Don't. Naming the change is what makes it stick.

EMAIL TEMPLATE

EMAIL**Subject:** Following up

Hi [Name],

Quick follow-up. I want to name something out loud because I don't think these things should go unsaid.

Since we talked last [day], I've noticed [the specific change in observable terms, e.g., "you've been in huddle by 11:50 every day this week, including the day we had the schedule shift on Wednesday"]. I appreciate it, and I wanted to say so directly instead of letting it disappear into the noise.

Want to put 15 minutes on the calendar in the next couple weeks to check in on how things are going more broadly? Not a follow-up to the conversation, just a normal touch-base.

[Your name]

TEXT TEMPLATE (short version)

Hey, wanted to say I've noticed [the specific change] this past week. Appreciate it. Going to put 15 min on the calendar to check in more broadly soon. [First name]

B The behavior has not changed

Scenario: A week out, nothing's different. The huddle arrivals are still late. The charts are still slow. The interruptions are still happening.

DO THIS IN PERSON

If the behavior hasn't moved, this is not a follow-up. It's a restart, and it happens face to face. A week of no change means the agreement didn't take, so you re-run the conversation from the top: Regulate, Deliver, Hold. The note below has one job only: get that meeting on the calendar. The actual work happens in the room.

SCHEDULING NOTE (email or text, to book the in-person meeting)

EMAIL

Subject: Let's put 20 minutes on the calendar

Hi [Name],

I'd like to come back to our conversation from [day], in person. Nothing to resolve over email, I just want to sit down and talk it through properly.

I have time [give two specific options]. Which works better for you?

[Your name]

IN THE ROOM

- **Lead with the data, not the verdict.** Name one or two concrete observable misses, e.g., "Tuesday you were in at 12:14, Thursday at 12:09, no chat message either time."
- **Frame it as "one of two things is happening."** Either something is in the way you didn't surface, or you didn't actually agree. You find out by asking, not by assuming.
- **No moralizing.** No "I'm disappointed." No "I thought we agreed." Those are interpretations. Stay on the data, then land on what you do next.

C Something has changed that isn't the behavior

Scenario: They've gotten quiet. Withdrawn. Cold. The behavior may be the same or different, but the relationship has shifted in a way you can feel.

DO THIS IN PERSON

This is a separate conversation, not a follow-up, and **it happens face to face**. The note below only names the shift and opens the door. Don't try to resolve a relationship in writing.

DOOR-OPENER (email or text, to get it on the calendar)

EMAIL

Subject: Wanted to check in

Hi [Name],

Want to check in on a different note than the conversation we had last week.

Without making it bigger than it is, I've noticed things feel a little different between us in the last few days, and I want to make sure that isn't something we need to talk about. The conversation we had last week was meant to address one specific thing. It wasn't meant to change the rest of our working relationship, and if it has, I want to know.

Could be I'm reading something that isn't there. Either way, I'd rather we put 15 minutes on it this week, in person, than let it sit.

[Your name]

FIELD NOTES

- **Name it as observation, not accusation.** "Things feel a little different" is a felt sense, not a claim. That gives them an exit if you're reading it wrong, and a door if you're not.
- **Take responsibility for the gap if there is one.** Saying "if it has changed our working relationship, I want to know" puts you in a posture of accountability, not righteousness.
- **Don't pair this with the behavior conversation.** If both are happening, handle Version A or B separately. Two conversations, two days apart.



Channel Selection & What to Keep

WHICH CHANNEL, WHICH WINDOW

WINDOW	BEST	AVOID
24 hours	Email (text if it feels too formal)	In person (too soon)
72 hours	In person (text if you can't catch them; email last resort)	Skipping it
One week · A	Email or in person (text for the short version)	Nothing major
One week · B	In person. Written note is only to book the meeting	Handling it by email or text
One week · C	In person. Written note only opens the door	Handling it by email or text

WHAT TO SAVE, AND WHERE

For every hard conversation, keep three things in your own private notes, not in the org system:

1. **The date and the request.** One sentence.
2. **The follow-up timeline.** When you sent each follow-up.
3. **What you observed at the one-week mark.** Three sentences.

Two months from now, if the behavior is back where it started, you have the trail. If it isn't, you have the receipts to advocate for the person at review time. This is not paranoia. It is operational hygiene.

The rest of your toolkit

Bonus 1	Leadership Conversation Protocol Script Library	Six full SBIR scripts for the most common peer-to-leader conversations.
Bonus 3	Pushback Response Card	A printable one-pager for the three pushback patterns: denial, deflection, and emotional flooding.
Bonus 4	Pre-Conversation Calibration	A five-minute audio for the parking lot. Breathe. Name. Anchor. Run it before you walk in.

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