

# Managers' 1-Page Guidelines for One-to-Ones

A suggested agenda – feel free to flex it and make it your own!



## Manager's 10 Top Tips for Successful One-to-Ones

### 1. PREPARATION IS KEY



2. ESTABLISH AN INFORMAL, UNHURRIED ATMOSPHERE – GIVE TIME TO TALK



3. PRAISE & ENCOURAGE, USE POSITIVE LANGUAGE



4. PROBE AND LISTEN

5. NIP PERFORMANCE ISSUES IN THE BUD - FOCUS ON PERFORMANCE (TASK OR BEHAVIOUR) NOT PERSONALITIES; FOCUS ON THE FACTS



80  
20

6. THE 80-20 RULE APPLIES (THE EMPLOYEE SHOULD HAVE 80% OF THE AIRTIME)

7. DON'T CANCEL OR POSTPONE UNLESS AN ABSOLUTE EMERGENCY OCCURS AND YOU HAVE BOTH AGREED IT'S OK – SHOW YOUR TEAM HOW IMPORTANT THEY ARE



8. ALWAYS LET THE OTHER PERSON GO FIRST, BEFORE YOU ADD YOUR THOUGHTS; ENCOURAGE SELF-APPRAISAL



9. AGREE A PLAN/ NEXT STEPS AND NEXT MEETING AT THE END – AGREE MEASURABLE TARGETS AND MAKE THEM SMART!

10. ALWAYS ASK FOR FEEDBACK FOR YOU AT THE END OF THE MEETING – IT WILL HELP YOU DEVELOP AS A MANAGER AND MAKE THEM FEEL GREAT! (E.G. "IS THERE ANYTHING ELSE YOU NEED FROM ME TO SUCCEED?")

