



One to One's Offloading

Purpose:

To engage with team members privately whilst capturing & gathering continuous feedback. Individuals are given the opportunity to offload, allowing for honest responses. Value will arise from proposing necessary actions.

5 Golden Rules

- **Listen first**
- Ensure previous 1 to 1 action are discussed
- **Focus on Person not Performance**
- Be positive, always
- **Document actions for future 1 to 1's**

Tone of Voice:

Viewed as a natural & friendly conversation with an employee – questions are to be open ended to elicit information both known/unknown.



Additional Information:

The One-To-One should take between 15-30 minutes.

- **Anything less:** Insights may not be deep enough to create actions.
- **Too long:** Insights are bordering excessive; the conversation may pull away from the relevant goal

Tip:

Try and stay clear around hearsay & gossip lead conversations

Questions:

How are things going?*

*The question above could trigger a series of responses, however keeping with the purpose, it should allow the individual a chance to offload. The questions below provide guidance for this - acting as prompts for the management team.

Are you getting enough from us?

Are you struggling with anything?

How's your work/life balance?

Q) I can see on Tribe365 – from your daily's you are top in '.....' & '.....' –
- **Great Job!** – Things are looking positive; we'll reflect on this next week.

Final Points:

I have documented the main areas, next week – we can reflect on them.



Contact us —