

1:1s that don't suck!

Have your 1-1s always sucked and you don't want to repeat that with your team?

Use my 4 Ps Framework to:

- (1) get clarity on what your team is working on;**
- (2) measure performance;**
- (3) built a trusted coaching culture;**
- (4) build a world class team.**

THE PURPOSE

Don't waste your time with ineffective meetings and develop a kick-ass 1-1s structure.

Managers who get 1-1s right will build trust, drive high performance, spot skills gaps, provide coaching, give direction, increase engagement and drive results.

Building a cadence and structure that encourages your people take accountability for their work takes a lot of care and consideration.

The purpose of using a framework for 1-1s is to create:

- Clarity
- High performance
- Two way feedback
- Coaching opportunities
- Accountability
- Trust



THE 4 Ps FRAMEWORK

Personal

Priorities

Performance

Politeness

THE PROCESS

1-1s should be as efficient as possible. Aim for the 1-1 to be 45 minutes per week. If more time is needed then adjust but I recommend you do not go over 60 minutes. Remember this is an informational meeting, not a chat.

Personal - 5 mins

Get personal. Your team is human first. Knowing how your people are feeling can help you manage expectations and drive a trusted connection.

- You don't need their entire life story, but ask them how they are
- Understand what could be impacting their work
- They could be elated about something or they could be frustrated about a situation
- Empathize with the situation
- Keep this section to a time limit. 5-10 minutes is plenty

Priorities - 25 mins

Your team should bring their priorities to you each week. They are accountable for their work, so hold them to it.

- Spend the majority of the time here
- Recap commitments from the previous 1-1
- Dive into their focus areas and tasks for the coming week
- Course correct if they are off track
- If they are off track, find out why e.g training needs, advice or a misunderstanding of direction etc.
- Look out for coachable moments (coach don't tell)
- Share relevant company information from Leadership
- Confirm the new action items and **completion dates**



Performance - 10 mins

- Provide at least 2 pieces of feedback on their performance each week using the 'Feedback without the Cringe' playbook
- Feedback is two way, so ask for feedback in return
- Spot the wins! People are conditioned to focus on the negative so reinforce great habits and behaviours by celebrating wins.

Politeness - 2 mins

- Say "thank you" to your team for turning up and actively participating
- Reinforce that the 1-1 structure is supporting better understand of their workload
- Offer your time if there is anything that comes up during the week (state your availability and set boundaries)

COACHABLE MOMENTS

Drive autonomy and accountability in your people by coaching them throughout the 1-1.

- Coach when problem solving during the 1-1
- Avoid spending the entire 1-1 telling people how to think and do
- Here are some coaching questions you can lean on:
 - What prevented you from completing your tasks this week
 - What is a realistic completion date for you right now
 - What are the reasons you struggle with that task
 - How else might you manage that in future
 - What else might you need to be successful
 - How else can I support you this week

SWITCH IT UP

- Treat everyone as individuals
- Give yourself permission to switch up the order of this framework to get the best out of the conversation.
- e.g put 'Personal' at the end if you know someone is likely to run over time



Now it's your turn to get prepared. Using the 4 Ps Framework redesign your 1-1s and get prepared to deliver 1-1s that don't suck!

If you're a People Manager looking to elevate your capabilities and this Playbook was helpful.... **let's connect** for a no obligation chat

Check out my **3 Month Emerge Program** that packs a punch in setting you up for success.

You will come away with fundamental management skills and tools that you wished they had sooner, that drive accountability and results that enable you to emerge as the leader you want to be.

Book a no obligation call - No pitching - just supporting

Let's Connect

