

The purpose of this tool is to offer an easy framework for a highly productive 1-1 meeting between managers and their direct reports. This framework is not used for a status check of projects, that can be done at another time. This is a check in on how the employee is doing. And when a manager understands what is going well and not so well with an employee (from the employee perspective), the manager can understand how to support the employee in their success. Try it – it will change your life!

Always start every conversation off with CLEARING: "What's going on for you right now?"

EMPLOYEE RECOGNIZES

EMPLOYEE DOES NOT RECOGNIZE

REINFORCING

1. MANAGER ASKS/LISTENS

"What's going well for you?"

In their job or prospects, with their customers, with their development plan.

Listen.

Reinforce and/or share your own perspective.

2. MANAGER ADDS/EXPANDS

"I've also noticed that..."

Describe additional positive items or opportunities for reinforcing feedback.

Share what you have seen.

Give specific behavioral examples.

Point out the impact you have been noticing to current job success or career growth.

REDIRECTING

3. MANAGER ASKS/LISTENS

"What could be going better for you?"

Listen.

Get Curious.

Check off your list of issues.

Reinforce what the impact of situation and how it has impacted their success or engagement.

Develop a plan and what you can do to help.

4. MANAGER ASKS/DECIDES

"How has (insert issue) been going for you?"

Ask for their view.

Listen.

If the employee agrees this is an issue, go back to step 3 and develop a plan to resolve.

If the employee disagrees, back off and ask them to think about this issue and revisit at next meeting.