

# One to One F.O.R.M.A.T.

How to run a great one to one

**F**ormat - w.i.s.e.a.s.s.

**O**wn preparation

**R**ecord the conversation

**M**eeting standards - r.u.n.

**A**void it being about you

**T**alk less

# Use the w.i.s.e.a.s.s. model for a great conversation

**W**ellness - Ask them how they are, be interested

**I**ssues - What are their challenges, how can you help?

**S**uccesses - What's gone well, recognise, celebrate

**E**ncourage & engage - Have a good conversation

**A**gree actions - Who, what, and by when

**S**ummarise - The session, ensure you understand

**S**hare - Any corporate news, team updates etc

# Own preparation

## Your prep

- Gather performance information - have it to hand
- Look at what's worked well and what needs improvement
- Find ways to understand each member and tailor your approach
- What development can you offer them

## Their prep

- Encourage your team to prepare for their one to ones
- Perhaps ask for some notes in advance

# Record the conversation

A good one-to-one is all about having a great conversation and not about ticking a box. But it is good practice to record that it happened.

Some companies will have a template for you to use, make it work for you, don't just follow the process, adjust it as you need to.

Minimum record:

- Date and time
- Recognise any successes
- Note any agreed actions

# Meeting standards - r.u.n.

**R**egular and scheduled - Set them up in advance, it is important they happen. Do not cancel and really try not to rearrange.

**U**ninterrupted - Make sure you are free to have this meeting, set your diary to busy so no-one will interrupt.

**N**o distractions - Fully focus on this conversation, switch your mobile off, dont think about anything else.

# Avoid making it about you

Whilst it is good to be an authentic and vulnerable manager, your team do not want to hear all about your work issues.

Keep the conversation light, interesting, and all about them.

This is their time to raise any issues, ask any questions, tell you what they have been doing.

# Talk less

- Listen more
- Ask questions
- Be curious
- Get to know them
- Understand their challenges, their ambitions