



## The Manager's Guide to Effective 1:1s

Having regular scheduled 1:1s helps you guide the development of your team members, resolve issues more efficiently and improve retention, learn how to best utilize them.

### Be personable

1-on-1s are a valuable way to build rapport and trust, which are a great foundation for regular coaching. By knowing your people, you can better lead them, so make time for casual conversation.



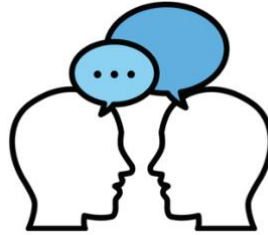
Generally, the best questions to ask in 1:1s are open-ended because they provide the most insight. Here are some ideas:

- How is your project going?
- How can I best support you?
- What do you love about working here? / What do you not love?
- What would you love to do more of?
- What can we do to support your well-being?
- What are you most proud of accomplishing lately?
- How am I doing at managing you?
- What training would be most valuable to you?

Pro tip: Improve communication with Brene Brown's [two-word feeling check-in](#).

## Listen

Remember 1:1s are a collaborative discussion, listen actively and not just to respond. Make sure to share the floor and have an open dialogue.



To foster a stronger feedback culture, create a psychologically safe workplace with these practices:

- **Growth Mindset** – Encourage a growth mindset that sees learning opportunities, not failures. Without fear of backlash, you create a trusting and open team that empowers employees’ performance.
- **Transparency** - Keep your direct reports in the loop and invite them into the decision-making process as often as possible. Explain the “why” for decisions frequently so they feel included and valued.
- **Consistency** – Build trust with your team by keeping the value of your word. Be mindful about the information you share, addition to the expectations and commitments you set.

## Deliver feedback

When it comes to constructive feedback, the delivery is what most impacts how it is received.



Here are important elements for providing effective feedback:

- **Don’t let the moment pass** - The sooner you can talk, the better, issues left unaddressed can multiply by a domino effect.

- **Address issues face-to-face** - Avoid unnecessary miscommunication by speaking over the in person, or at even video chat if you're remote.
- **Be specific** - Employee feedback should be solution focused, clear, and to the point. Be specific on what you'd like your employee to do and provide guidance on how they can.
- **Promote a growth mindset** - Remind employees that feedback is a part of growth and focus on the learning opportunity.

Pro Tip: Don't get stuck on corrective feedback, positively feedback is equally as important.



### Common 1:1 Mistakes to Avoid

- Being Unprepared
- Talking too much
- Asking too many yes or no questions
- Being accusatory/defensive
- Not building credibility or trust