

# 7 SIMPLE STEPS TO:

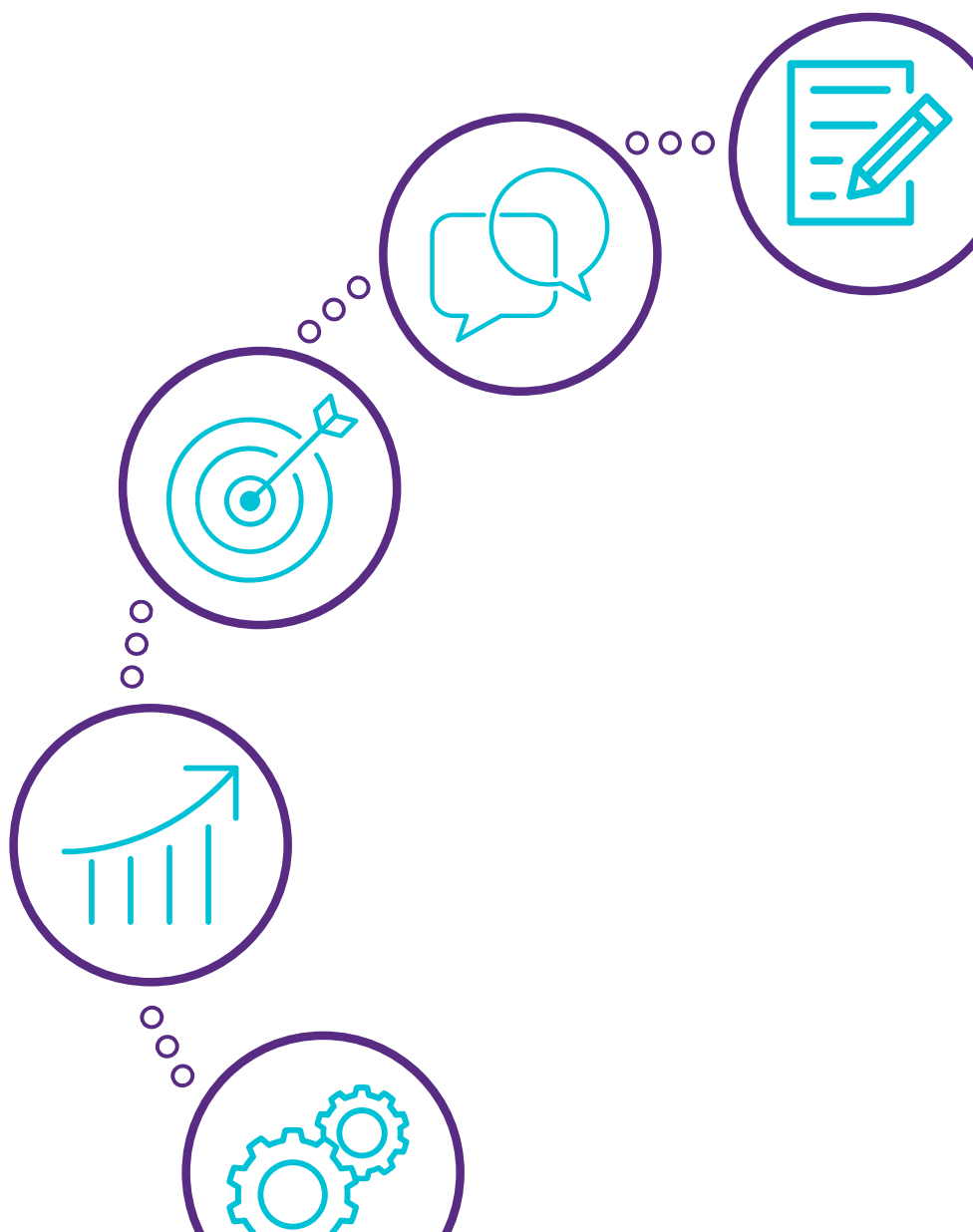
## DELIVERING ONE TO ONE'S

Increase clarity and engagement and underpin performance management.



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## Introduction

It is well known that an engaged employee is more loyal towards company values and is also willing to go the extra mile to ensure the company achieves success. In this 7 Simple Steps, we'll provide you with a framework which you can follow to ensure regular and quality dialogue with your teams.

Firstly, let's look at how Actus™ likens a 12 month performance management cycle to a clock face with 1 to 1's being conducted all year round:



## 1 What's the purpose of 1 to 1's?

- To motivate and engage employees by taking a personal interest in them and their performance
- To support and coach employees to ensure focus on business priorities and to address any issues promptly

## 2 Recognise there can be different types

### Face-to-face:

Ideally 1 to 1's should be face-to-face, scheduled in advance and take place privately. A minimum of 4 face-to-face meetings are recommended per year.

### Virtual:

1 to 1's can take place using video media or the telephone, this works for ad-hoc or less formal meetings.

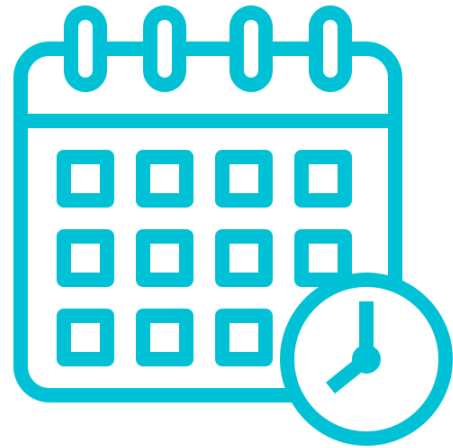


## 3 What should be covered?

- It's important to provide positive feedback or constructive development points
- Performance against objectives, targets or KPI's
- Coaching and ad-hoc support
- Ad-hoc / tactical issues
- Development needs or career aspirations
- Performance improvement needs
- It's also a great opportunity for the employee to address any issues that are on their minds

## 4 When should they be held?

- 1 to 1's should be set at a frequency that suits your organisation but at least 4 times a year and they should also be consistent so that the employee knows there won't be a long gap between meetings.



- Very important that if you schedule a 1 to 1 you keep the appointment, by continually cancelling 1 to 1's due to other business issues you are sending a message that the employee is not as important as those other items

## 5 How long should a 1 to 1 take?

- Probably between 20 minutes and an hour depending on the role and requirements of the individual

## 6 How do I schedule a 1 to 1?

- Once again, this is where an online performance management system such as Actus™ adds value to the 1 to 1 process as they can be scheduled in advance to protect the diary time
- About a week before the meeting you can use Actus™ to build the agenda and send to your direct report (this can also be done by the employee therefore leaving the Manager to manage and add additional agenda items if required). This allows both of you to prepare effectively and make the most of your time together
- During the meeting, you or your staff member can use Actus™ to record your meeting notes and respective actions so that you have everything in one place and both parties understand what is expected of them

## 7 IMPORTANT TO REMEMBER

- If you move/cancel or are late for these meetings it sends a message to your employee about how much you value them
- 5 minutes of preparation to deliver high quality, timely feedback will make a huge impact on performance
- These should be motivational and collaborative meetings, practice your ability to ask coaching questions
- Use the system to record key points, particularly if performance issues are discussed
- Ensure there is sufficient time for the employee to share points that they will want to cover or for them to receive support and coaching on
- You can use these meetings to gather and log behavioral evidence to support performance ratings at year end
- Either you or your employee can record the 1 to 1, either way remember to PUBLISH it within Actus™ when completed



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