

1:1's The essentials.



1:1 conversations are everyone's responsibility and it is important that everyone sets dedicated time aside to prioritise these conversations with their line manager on a 4-6 weekly basis.

1:1's are there for you all to have 'real time' conversations that are going to enable you to be the best you can be and help you move your work forward. Having the right conversation at the right time will:

- Build strong working relationships between you and your manager.
- Provide clarity on expectations and behaviours. Encourage you to identify problems/ barriers and suggest solutions to improve service delivery.
- Will empower and motivate you to keep doing a great job!

The key to a successful and productive 1:1 conversation falls into three categories:



- Preparation
- The conversation
- Agreement of actions or next steps

We don't want to be too rigid in how these conversations are conducted, Below are some handy hints for you to consider when preparing for and having your 1:1 conversation. We have also included a framework which allows you both to jot down your discussion points and actions.



Preparation

- Familiarise yourself with, [our six behaviours](#), your key activities and outcomes that were agreed as part of your appraisal conversation and your previous 1:1.
- Find a quiet spot and allow some time to think about what you want to achieve or what you want to see happen as a result of your 1:1 conversation. Use the new 1:1 framework to make a note of those things or issues you want to discuss with one another.
- Give consideration to the progress made against your appraisal targets and outcomes; any pressing issues and also any health, safety and wellbeing concerns or responsibilities. In addition, take time to reflect on and recognise any successes, improvements and any support or development you require.



The conversation

Both



- Use the key points made as part of your preparation to guide the conversation. Prioritise the key points that need an urgent conversation.
- Ensure the conversation focuses on solutions and not problems. The important thing is issues/ challenges are identified and solutions are developed and followed through.

Employees



- Draw on previous successes learning and our Behaviours to help you to problem solve so that you can issues or pieces of work forward.
- Take responsibility for letting your manager know of any development or support (from your manager or colleagues) you need to enable you to achieve your outcomes.

Managers



- Facilitate the conversation, by listening and using a coaching style approach our [conversation guides](#) provide some handy hints with this.
- Ensure your employees are fulfilling their roles and responsibilities, and actions/ assessments are undertaken. Confirm that statutory training is completed and up to date. (eg, risk assessments, mandatory training).



Agreement of actions or next steps

- The employee is responsible for summarising and recording the key points and agreed actions after the meeting. Make sure you come back to these either before and at your next 1:1.
- Unlike appraisals, there is no need for 1:1 documents to be stored on HRER. Managers however, must store any documentation confidentially locally.
- Where there are performance concerns, more frequent conversations and improvement plans must be established. Please refer to [our capability procedure](#).



Build strong working relationships



Focus on solutions



Do what we say



Move with purpose and energy



Be the best we can be