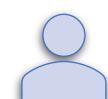




Run Effective 1-1s

Effective one-to-ones are simple, regular conversations that build clarity, trust, and performance over time.

Why 1-1s Matter



For individuals

- Feel heard, valued, and taken seriously
- Gain clarity about priorities and expectations
- Build confidence by addressing issues early
- Receive support before problems escalate
- Have space to reflect, not just react



For managers

- Gain real insight into how work is actually going
- Reduce surprises around performance, wellbeing, and engagement
- Build stronger, more trusting working relationships
- Support development more effectively over time
- Save time by preventing repeated or escalating issues



For the organisation

- Increase engagement and retention
- Encourage early intervention rather than crisis management
- Support fair, consistent people management
- Better align individual effort with wider priorities

What They Are (and Aren't)



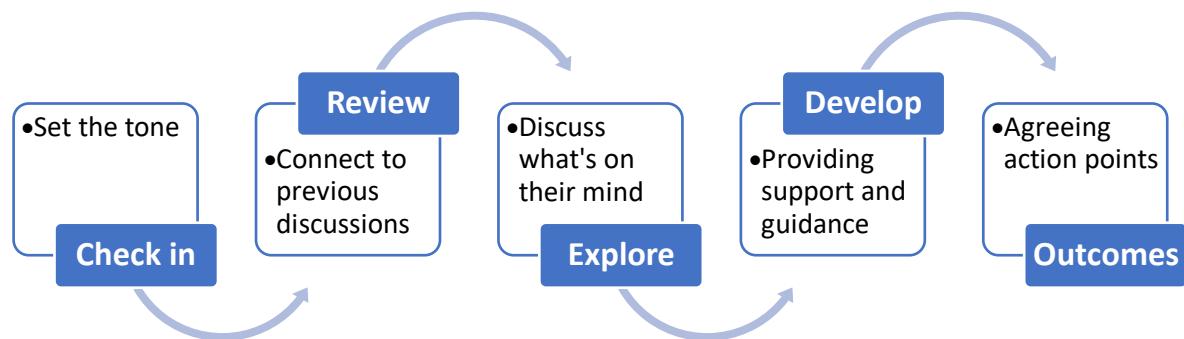
- Regular and protected
- Primarily about the person
- A space to reflect and make sense of work
- Proactive, not just problem-driven
- Employee-led, with the manager listening
- Lightly structured but flexible
- Consistent over time



- Performance reviews or ratings discussions
- Coaching or counselling sessions
- Quick informal catch-ups
- Only used when something's wrong
- Task or project status updates
- A forum for fixing, judging, or micromanaging



A Framework for 1-1s: CREDO



Key Skills for Effective 1-1s

