

# Run Effective 1-1s



# Run Effective 1-1s

By the end of the Power Hour you will be able to:

- Describe what effective 1-1s are, and how they benefit individuals, managers, and the organization
- Follow a simple, flexible structure to keep 1-1s focused and purposeful
- Apply core skills that make 1-1 conversations genuinely useful



# 1-1s: What they ARE what they're NOT

## 1-1s ARE

- A regular, planned conversation between a manager and an individual
- Focused primarily on the person, not just their tasks
- A space to talk about how work is going, what's getting in the way, and what support is needed
- Proactive rather than reactive — spotting issues early

# The benefits of 1-1s



# Where to hold a 1-1

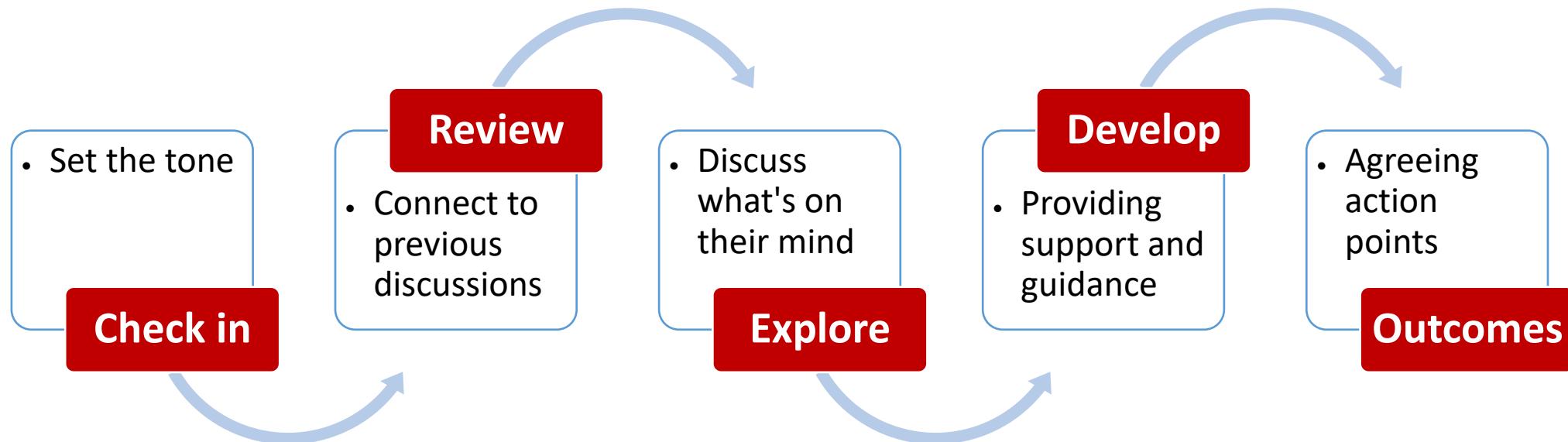


In Person if possible



Via Teams or Zoom if not

# Structuring a 1-1: CREDO



# Skills for an Effective 1-1

**Preparation** – being clear on purpose and priorities before the conversation

**Presence** – giving full attention and minimising distractions

**Listening** – genuinely hearing what is said, not just waiting to respond

**Curiosity** – asking open, thoughtful questions

**Patience** – allowing time for thinking, pauses, and reflection

**Restraint** – resisting the urge to jump in and fix

**Empathy** – understanding how work feels for the individual

**Emotional awareness** – noticing mood, tone, and unspoken signals

**Clarity** – helping surface what really matters

**Summarising** – reflecting back key points and understanding

**Developmental thinking** – supporting learning, confidence, and growth

**Boundary-setting** – keeping the conversation focused and appropriate

**Consistency** – showing up regularly and reliably

**Fairness** – treating people consistently and transparently

**Follow-through** – remembering, acting on, and revisiting what was agreed

# Key Skills for an Effective 1-1



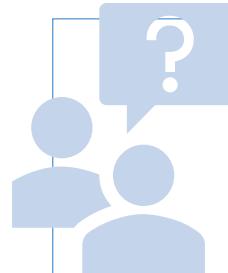
## Presence

- Presence is about being genuinely available for the conversation, giving the other person your full attention and removing distractions.



## Listening

- Most managers listen with good intentions, but often with the aim of responding rather than understanding. Take your time.



## Curiosity and Questioning

- Curiosity keeps the conversation open and exploratory allowing people to think things through and arrive at their own conclusions.



## Restraint – Resisting 'Fix-it'

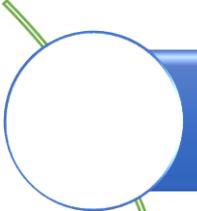
- Many managers move quickly into problem-solving mode because they want to be helpful. Long term, this encourages dependence.

# Record Keeping



- Brief and factual
- Focused on topics discussed and actions agreed
- Written in neutral, non-judgemental language

# Summary

-  Regular 1-1s matter because they build relationships, prevent problems and build trust over time.
-  A light structure (CREDO) helps keep 1-1s focused and employee-led.
-  Simple human skills such as presence, listening, curiosity and restraint, make the biggest difference.
-  Brief, informal records help both the individual and the manager.



# Make it Work at Work

What are you going  
to **DO** as a result of  
this Power Hour  
Session?





Thank You  
&  
Good Luck