



LISTEN ACTIVELY

Listen to understand instead of listening to respond, give your full attention.



USE OPEN QUESTIONS TO EXPLORE GOALS

Explore our coaching for managers Moodle resource for hints and tips.

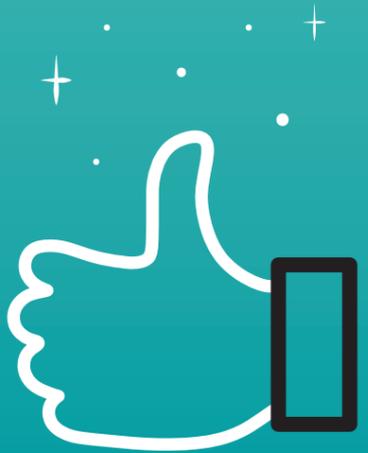
BE OPEN MINDED AND ALLOW FOR CREATIVITY

We all have different goals that we may want to achieve in different ways.



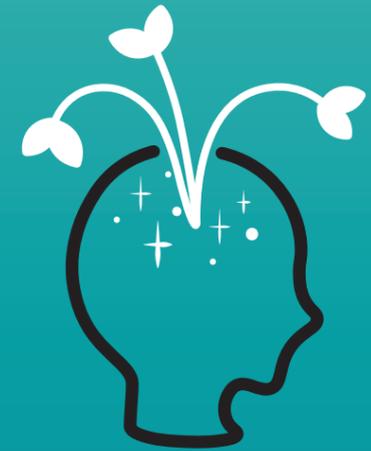
PROVIDE FEEDBACK

Provide constructive and supportive feedback on your observations to help support development.



ENCOURAGE A GROWTH MINDSET

Review our guidance on Growth Mindset and encourage your team member to do the same.



SET GOALS AND OBJECTIVES

Some of these should be based upon team objectives but you must also help your team member identify personal goals to set.



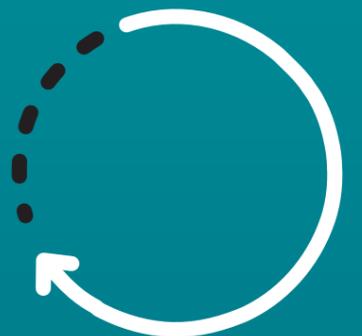
BE FLEXIBLE

As part of tracking progress, goals and objectives change. Be flexible with goal setting. Celebrate success and acknowledge changes.



TRACKING PROGRESS

Individuals should keep track of their own progress. Ask your team member to record their goals and progress for you to discuss in future conversations.



DISCUSS OPPORTUNITIES

Development is not all about training, discuss opportunities for your team member to build their skills within their work and in their team.

