

# The 1 to 1 – Benchmark for Best Practice

## How to Conduct Effective 1 to 1s

With coaching delivering proven organisational results and a rise in the importance of mentoring and appraisals, managers must be able to cope with the 1 to 1 environment as a critical part of the management and leadership role.

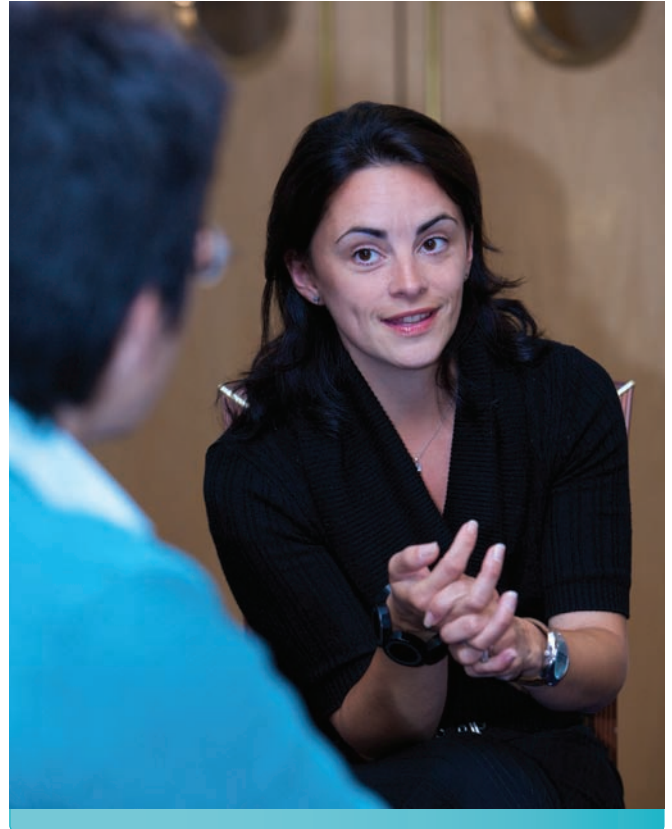
Managers can significantly enhance the effectiveness of the time spent in the 1 to 1 by avoiding the tick box exchanges that are so familiar in appraisals.

As younger employees are looking for more and 1 to 1 support organisations are increasingly aware of the need to improve face to face interventions.

The workshops will cover issues of best practice in the 1 to 1 environment with role play and co-coaching sessions. Peer group assessment of 1 to 1 styles will help delegates understand more about their own effectiveness on how to improve this.

### Outcomes

- **Delegates will end the session with knowledge of how a 1:1 should be conducted and how to put this into practice**
- **Delegates will get to understand the importance of language and how that can change the way people think**
- **The use of personal confidence to help individuals develop will also be explored and understood**
- **Delegates will leave with a series of tools to help them when they are in any 1 to 1 environment with their colleagues**



This workshop is suitable for all individuals within an organisation at any level. Where required it can also be delivered one to one.

### Katie Day



Katie is a qualified Executive coach and guest lecturer of Business Etiquette at Warwick Business School, she is highly regarded in the fields of Equality, Personal Branding, Cultural Awareness and Corporate Social Responsibility.

Her background is predominantly in global banking, working with the European Bank for Reconstruction and Development from 1995 to 1999 running self development courses and guiding the Bank through the maze that is Diversity. In 1999 Katie joined Business in the Community working primarily with London city clients on Diversity issues, specialising in gender diversity. Katie also worked with clients on their corporate social responsibility agenda for 6 years.

Katie's clients include Kent County Council, The Bank of England, The National Archives and Inmarsat Global.

Equally as comfortable with small and large corporate organisations Katie brings a down to earth approach to very tricky subjects. She is passionate about bringing positive change to all individuals whatever their background.

Katie also has qualifications as a personal development trainer and image consultant.