Conversations

The industry trend towards more regular, frequent performance check-ins means that managers need to be skilled in the art of conversation now more than ever. Based on the work of management consultant and author Terry Gillen, the Conversations series teaches managers and staff how to get the most out of their one-to-one catch-ups.





"Over 90% of employees want their manager to address performance mistakes or development opportunities in real-time when they happen."

"95% of employees are dissatisfied with their company's appraisal process. What's more, 90% don't believe the process provides accurate information."



ONE-TO-ONES

A 'one-to-one' is a regular, frequent, and informal review between managers and individual staff members. By reviewing performance over a shorter, more manageable period, the discussions are more focused, more forward-looking, and consequently have a greater effect on performance and job satisfaction than annual or six-month appraisals.

Studies have shown regular catch-ups to be far more rewarding than annual appraisals:

"Companies that set performance goals quarterly generate 31% greater returns from their performance process than those who do it annually." Josh Bersin





"68% of employees who receive accurate and consistent feedback feel fulfilled in their jobs." Clutch 2016

"89% of HR leaders surveyed agree ongoing peer feedback and check-ins have a positive impact on their organizations." SHRM





"One in five employees is not confident their manager will provide regular, constructive feedback."

Quantum Workplace 2018

FEEDBACK

Moving from annual appraisals to regular and frequent one-to-ones can require a culture change to the organisation and skill development for many managers to enable meaningful conversations with their staff.

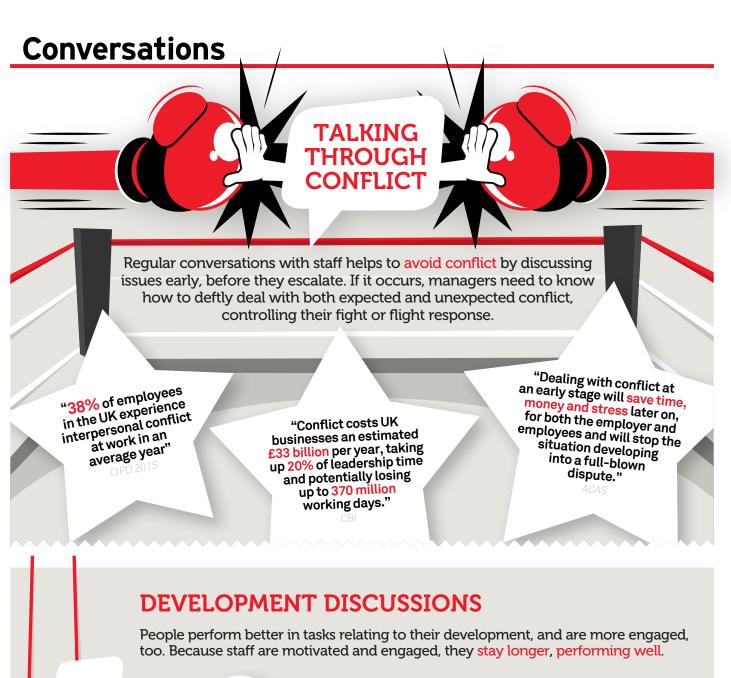
"Providing feedback to your people demonstrates that you're invested in their personal development, which keeps them more engaged and often, more productive."

Forbes

"24% of workers would consider leaving their jobs if they have managers that provide inadequate performance feedback"

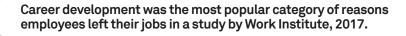
Yoh 2018







"70% the respondents indicated that job-related training and development opportunities influenced their decision to stay at their job." Sinclair







"78% of employees said they would remain longer with their employer if they saw a career path within the current organization." Mercer