

# Development Conversation Guide



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## Overview

As a manager, it is your role to identify opportunities to leverage the good things that are already there in the culture and establish some 'big wins' early on to build confidence in the new direction.

## Instructions

In the book *First Break All the Rules*, Marcus Buckingham emphasizes that there are six top questions to drive employee engagement and business performance. **Consider incorporating these in your next 1:1 conversation with your team member:**

1. Do I know what is expected of me at work?
2. Do I have the materials and resources to do my job?
3. Do I have the opportunity to do what I do best every day?
4. In the past 7 days, have I received recognition or praise for my work?
5. Does my supervisor, or someone on my team, seem to care about me as a person?
6. Is there someone at work who encourages my development?

Additionally, to reinforce a culture of engagement and appreciation you may consider creating opportunities to recognize the performance of individuals on your team both on an interpersonal and intrapersonal level. By this point you have established trusting relationships, but will need to continue to reinforce in the broader culture. **Examples include:**

- Skip-a-Level recognition
- Hand-written thank you note
- Team recognition at staff meetings
- Recognition email
- Engage in a meaningful, genuine 1:1 conversation