

## Reflections

### Agenda for our call:-

1. Update - reflections on 1st session. What have you changed? What do you do differently? Who has had successes/who has had challenges?
2. Resources
  - a. Gallup book
  - b. Breakthrough reports
  - c. Personal action plans
3. Difficult conversations at next session - your homework between now and 26th June!
  - a. Using the resources, have a difficult conversation!
  - b. Reflect on it - what went well; what might have gone better?
4. What else must we cover on 26th June?
5. AOB?

For next meeting

Expand on Gallup points

(Other than 1 and 4)

Micro-management versus support

How to work out people's personality "type"

Not changed much

Looked at roles and responsibilities

Following up KPIs

1-2-1s started

Action points agreed

Going to implement pre-job chats

Encouraging Chloe

Shining light on the bright spots

Being more positive and understanding

Delegating still a challenge

Balancing being there versus not being a comfort blanket

Hands-on approach with trainee

Shifted 1-2-1s to Friday

Getting better at delegating

Spending more time with new people

Agreed monthly goals

Started weekly meetings, but ground to halt

Having challenges is okay

Being concise

Being empathetic

Be more aware/strict with deadlines

Being reliable

Having more definitive roles

Doing 1-2-1s weekly

Taking responsibility, and getting trainees to do tasks

Trying to use SCARF