

Open the meeting

- + Relax the interviewee
- + Friendly welcome
- + Sit down
- + No barriers i.e. sit at same side of the desk
- + Show genuine concern and interest when building rapport
- + State the purpose
- + Set the ground rules
- + State the benefits of the meeting

Get the other person's point of view

- + Ask open questions
- + Listen to replies
- + Silence your own views
- + Obtain views on progress since last one to one
- + Praise where justified
- + Ask for agenda items from their preparation

Gain agreement

- + Interviewee to summarise agreed agenda items
- + Interviewee to choose which agenda item to focus on
- + Ensure any regulatory issues are going to be covered
- + Probe for causes of issues i.e. ascertain the inputs that cause the outputs

The Five Star Plan

Sales Driven 1-1s

Explain your views

- + Praise good points
- + Draw out any under performance issues
- + Critique the performance, not the person
- + Explain desired levels
- + Stick to the facts
- + Gain agreement to agenda items

Final Resolution

- + Ask interviewee for solutions
- + Agree mutual timescales and measurement
- + Write up the Development Plan
- + Summarise agreements
- + Check for understanding
- + Leave on a high