

**Align Expectations. Build Trust. Support Growth.**

## WHY 1:1s MATTER

Ongoing one-on-ones help managers and team members:

- Align on goals and expectations
- Build trust and connections
- Troubleshoot challenges and roadblocks
- Support learning and growth

## CONVERSATION STARTERS

Focus on what's most relevant and explore these areas over several conversations.

- What's **going well**? What have you enjoyed most or felt proud of?
- What's feeling **unclear or difficult**? What do you need to make progress?
- Are there any **blockers** I can help remove?
- How are things going with **teammates**? Where do relationships feel strong, and where could they improve?
- Do you have access to the **information, resources and tools** to succeed?
- What **skills** do you want to **build** next? How can we support your growth?
- What are your **top priorities** for the next few weeks/months? What could get in your way—and how can we plan for that?
- Are you feeling appropriately **challenged**? Anywhere you feel stretched too thin or overloaded?

## Your Role as a Manager

### Listen

Ask thoughtful questions, reflect what you hear, and focus on understanding before offering solutions.

### Coach and Support Growth

Help them think through challenges, own next steps, and stretch in meaningful ways.

### Clear the Path

Remove barriers—whether resources, processes, or relationships—so they can do their best work.

### Questions?

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