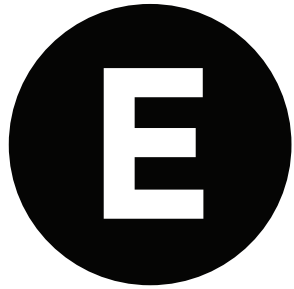


# Leaders need the EDGE in one-to-one meetings



## Empathy

Actively listen and understand the other person's perspective. Don't dictate but instead foster a genuine conversation and encourage a collaborative, 'we-centric' atmosphere.



Ask questions like:

What has gone well since we last spoke?

What has not gone so well?

If you were starting again, what would you do differently?



## Discernment

Pay attention not only to spoken words but also to non-verbal cues, recognise underlying issues and guide the discussion towards accountability and understanding.



Ask questions like:

What's on your mind?

What are your biggest challenges?

What is standing in your way?



## Goals

Concentrate on setting and reviewing goals. Reflect on past achievements, current progress, and future adjustments. Agree a way forward and align with broader business objectives.



Ask questions like:

How far along do you think you are?

What will you achieve in the next week, month or year?

What does success look like?



## Empowerment

Assess whether individuals have the capability, tools, and support they need to accomplish their tasks independently. Establish clarity and ignite motivation.



Ask questions like:

What do you want?

What do you need?

How can I help?