

Observe, Diagnose and Match

Name: _____

Listen & Ask	Tell & Listen
<p data-bbox="269 493 760 527">Can do task, needs reassurance</p> <ul data-bbox="191 556 751 884" style="list-style-type: none">• Clarify purpose of meeting• Listen• Encourage• Ask open ended questions to guide next steps (self-reliant problem solving)• If asked provide help, ideas and obstacle removal <p data-bbox="191 919 289 953">Tasks:</p>	<p data-bbox="938 493 1354 527">Newish to task & frustrated</p> <ul data-bbox="850 556 1411 846" style="list-style-type: none">• Clarify purpose of meeting• Explore concerns and frustrations• Explain big picture and “the why” around what they’re doing• Provide feedback, redirect and reteach• Encourage them <p data-bbox="834 919 932 953">Tasks:</p>
Let Go	Tell
<p data-bbox="407 1247 597 1281">SME on task</p> <ul data-bbox="191 1310 732 1514" style="list-style-type: none">• Clarify purpose of meeting• Acknowledge expertise and experience• Support autonomy• Encourage them to teach others <p data-bbox="191 1570 289 1604">Tasks:</p>	<p data-bbox="1040 1247 1224 1281">New to task</p> <ul data-bbox="834 1310 1360 1528" style="list-style-type: none">• Clarify purpose of meeting• Acknowledge transferable skills and enthusiasm• Tell them what to do, how to do it and when it should be done <p data-bbox="834 1570 932 1604">Tasks:</p>