



Building healthier teams



# The People's Promise

Supporting Workbook

"Our staff work in a month, 150 hours, so we should be able to, as managers, give them one hour. That is really important."



## What's going on with your people?

### "Happier people don't leave."

As a leader, Robbie is focused on the importance of knowing what's going on with the people in his teams. He calls it 'The People's Promise'. People are guaranteed time with their manager once a month. Not to talk about anything other than how things are going for them, on a personal level. Robbie describes the benefits of this. In particular, he sees it as a way of identifying early, if someone is a flight-risk. Getting issues out in the open before they have time to fester and become bigger problems than they might otherwise be. It's important for Robbie and his team to be able to do this. Robbie also makes the point that even in a time-crunched world, the return is huge when leaders make the time to talk to people, and really listen to them.



- What's your version of 'The People's Promise'?
- The benefits of making time to talk and listen to people on a personal level are always worth the time invested.
- Robbie can recall specific instances where people have said "I was thinking about leaving, but I'm going to stay."
- How do you spot flight-risk now? Can you nip things in the bud before it's too late?



Notes and reflections: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



