

Tips from Effective One to One

Andrius Bagdonavičius

Few words about me...



Technology Leader from DGITL

Danske Bank

- Master in computer science
- Master in High Performance Leadership
- Head of Infrastructure Architecture Function

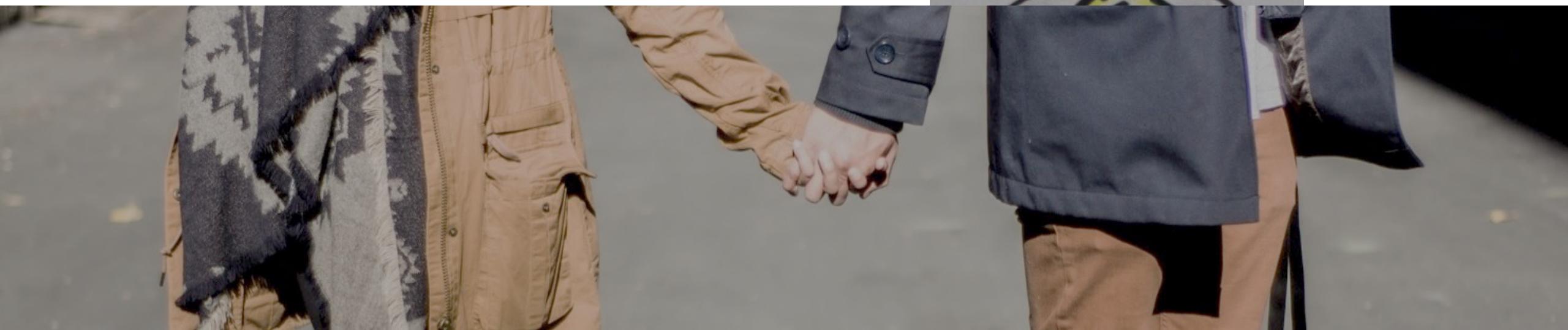


Empathy is a key

It's time to uncover the truth how
an employee is *actually* feeling



Diffuse
sentiments
of
intimidation



Ask questions



Specific moment of
tension?

Specific moment of
energy?

- Ask 1 question at a time and wait for full answer
- Focus on using more questions
- Stop interrupting!



Building the trust

Admit what
you think you
suck at....



Ask for their input... Explain why...

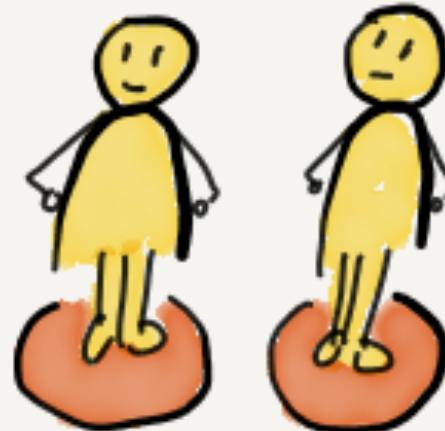


Defensiveness is a killer of an open culture!!!

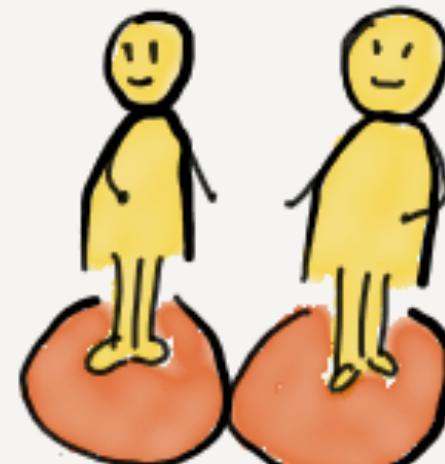


Listen

Levels of Listening



Internal



Focused



Global

KEEP
CALM
AND
BE
MINDFULL