

Confident Career Conversations

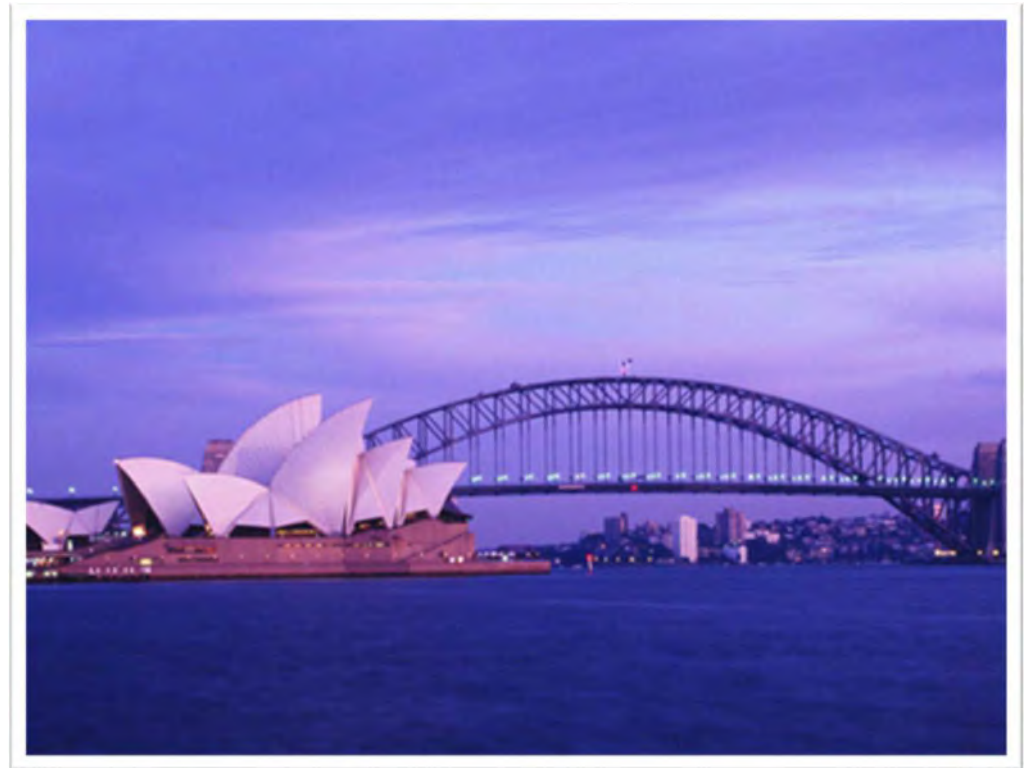
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DEVELOP LEADERS • DELIVER STRATEGY • DRIVE RESULTS

I have a confession...



Why Career Conversations Are Important



**81,396
hours**



The majority of employees in Europe are not engaged

% ENGAGED

Regional

13% 0

Global
23%



% NOT ENGAGED

Regional

72% 0

Global
62%



% ACTIVELY DISENGAGED

Regional

16% 0

Global
15%



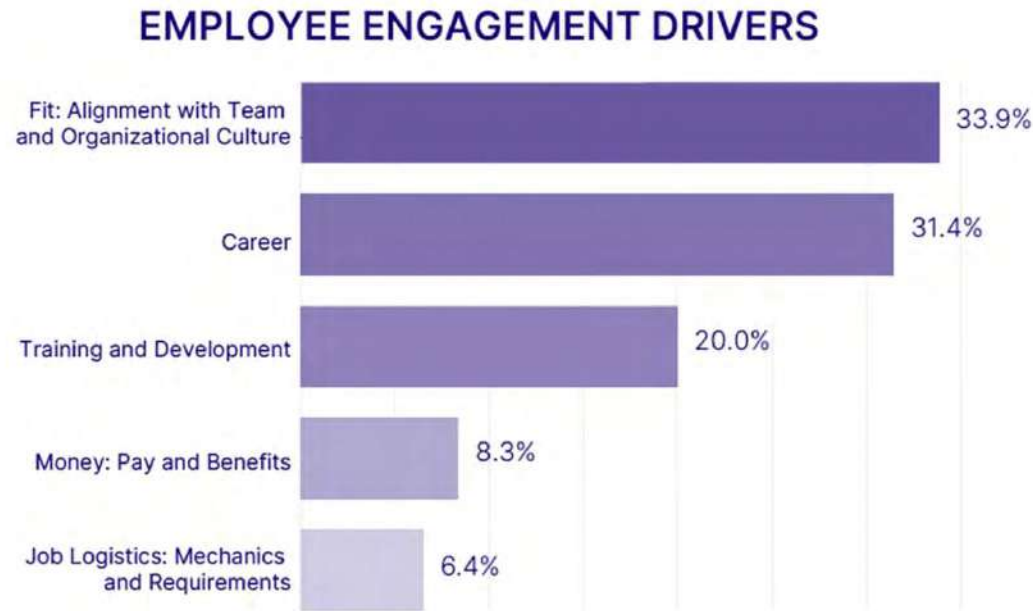


Stress levels are at a high with 37% of employees in Europe stating they experienced a lot of stress previous day.

32% of currently employed workers
in Europe said they are watching
for or actively seeking a new job

Gallup, State of the Workplace Report, 2024

The strongest predictors of engagement are organisational fit and career support



Right Management's 2024 State of Careers

A hand is holding a white card with the text "I QUIT!!" written on it. The card is placed on a wooden desk. To the left of the card is a silver calculator. Above the calculator are a pair of glasses. To the right of the card is a spiral-bound notebook and a pen.

I QUIT!!

Dissatisfied employees will quit physically and leave or quit psychologically and stay!

What makes a Career Conversation effective



What makes an effective career conversation?

- Identify a career conversation which you found to be of significant positive value.
- Who was it with? Where did it take place? What did the conversation cover & how did the other person behave?
- What happened as a result? (feelings, concrete actions, end result)

Not necessarily
with the boss



Often take place
informally



Sometimes
unplanned



Don't have to take
a long time



Provide different
levels of support at
different times



It's all about them



How to have a great career conversation



The power is in the
question



Raising Awareness of....

- What's wrong
- Why it's wrong
- Weaknesses to fix
- How to solve what's wrong

- What's wanted (the 'solution')
- What's working
- Strengths to build on
- Next steps

Have a go – A Taste of Solutions Focus

- Refer to the Confident Career Conversations Workbook p.16 and p.17
- Think of something you'd like to be better at – maybe a sport or hobby – something where the stakes aren't too high, but you have definite interest in making progress.
- You're going to have two sets of questions to answer. The idea is for you to compare the effects of the two sets. So, its very important you spend the same length of time on each set of questions. We suggest 4 minutes on each.

Have a go - 'Problem-Focussed' Questions

- What is the problem?
- How long has it been a problem?
- When has this problem been at its worst?
- What are the main causes of this problem?
- Whose fault is it?
- What are the barriers to success?
- How are you going to solve this problem?

Have go - 'Solution-Focussed Questions'

- What are you aiming to achieve?
- What would be happening if things went perfectly?
- What are you doing well already?
- What was the very best you have ever done?
- What went well on that occasion?
- What small step could you take to build on this success?
- How would other people know that things were improving?

What's the Difference?

Problem

Solutions

Change the Viewing

Help them see
things
differently



Change
the doing

Help them
behave
differently



Career Conversation Toolkit



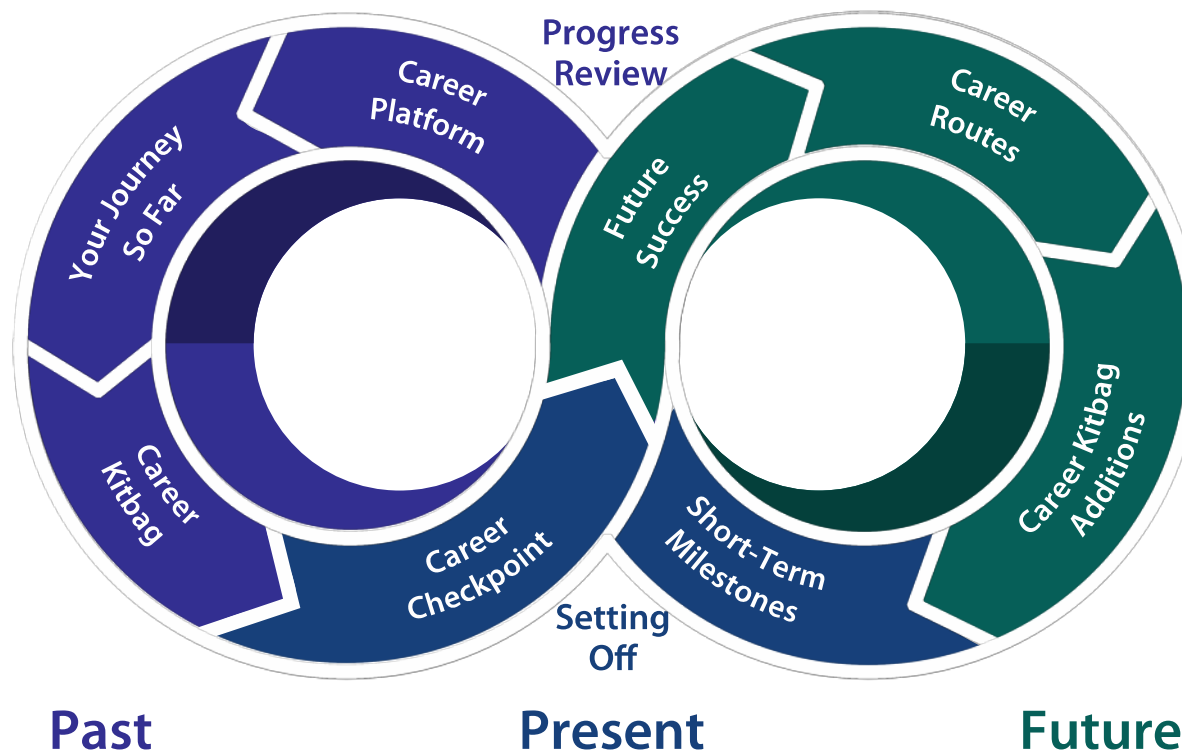
Powerful questions to:

Provoke reflection, insight, ideas and action

Keep the focus on the employee

Encourage them to take ownership

The Career Conversation Model





Career Conversation Tools

- Practical
- Flexible
- 15 mins

Three areas of questions



Where they've
come from



Where they're
heading



Where they are

Where they've
come from



Where are you starting from?

What is going well in your current role?

What would you not want to change?



What would you like to be different?

What would be the benefit of that?

Who else would that affect?

Career Platform





How did you get here?

As you look back over your career...

- What are you most proud of?
- What is it about that achievement that you found satisfying?
- When was your most enjoyable time at work?
- What did you enjoy most about that time?
- What helped you get where you are today?



What resources do you already have?

- Useful experiences that have helped you get where you are today?
- Valuable skills you have developed?
- Positive qualities that will help you make progress?
- Unique talents that will help?
- The contribution you make to your team and organisation that sets you apart from others?



Career Kibag

Where they're
heading



How would you like it to be?

Suppose you could wave a magic wand and develop your career in exactly the way you'd like...

What would you be doing day to day?

Where would you be working?

What kind of people would you be working with/for?

What would you be delivering or producing and who for?

Why is that important to you?

Future Success



What are the options and possibilities?

How might you make your current role more satisfying and enjoyable?

How might you broaden your role?

How might you gain specific skills and experience through special projects or assignments?

How might you gain greater visibility, responsibility and challenge?

How might you explore different possibilities and alternatives?

Career Routes



What do you need to make progress?

Knowledge you need to gain?

Skills you need to develop?

Experience you need to get?

Behaviours and achievements you need to demonstrate?

Relationships you need to develop?

Career Kitbag Addition



Where they are



Where are you in relation to where you want to go?

On a scale of 1 to 10 where 10 is your picture of Future Success...

Where are you today?

How come you're that high and not lower?

What's going well?

What elements of your Future Success are already in place?

When do you get glimpses of your Future Success in your current role?

What progress have you already made?





Where is your next checkpoint?

Where on the journey do you want to be in 12 months time?

How will you know you are there - what will you see, hear, feel?

What will be different, for you and for others?

What will be the same, if anything?

What will the benefits be, for you and for others?

Short-Term Milestones



What steps will you take?

What actions will you take in the next 3 months to progress towards your short-term milestones?

What are the first small steps towards that?

What support do you need?

Who can help you?

What else needs to happen?



How are you getting on?

- What progress have you made?
- What helped you make progress?
- Where are you on your journey now?
- What have you learned?
- What is your next small step?

Progress Review



3 different levels

Focus on one question or one tool

Blend 2-3 different tools

Apply all 10 tools

Your turn!



Reflection

Reflection

What has been
useful about what
we've covered?

What insights
have you gained?



What questions do you
want answered?



Get a free copy of our eBook, It's Good to Talk. A Practical Guide to Career Conversations in the Workplace

Scan the QR code or go to:

<https://www.antoINETteoglethorpe.com/resources/good-to-talk/>



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