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COURSE BROCHURE

One-to-One Meetings and Team Climate Training Course for Managers

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Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

One-to-One Meetings and Team Climate Training Course for Managers

Ref: 1448_53868 **Date:** 2 – 6 May 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

One-to-One Meetings and Team Climate is a 1-week training course for line managers and team leaders who want regular, useful conversations with each direct report and a group where people speak up, and it produces a people management plan. Quiet disengagement and avoidable resignations usually start in neglected one-to-ones and a tense team climate. Jupiter Prime Training offers this course on One-to-One Meetings and Team Climate.

Why One-to-One Meetings and Team Climate Matter Now

Three forces raise the stakes: employees who expect frequent dialogue rather than yearly appraisals, hybrid schedules that remove casual corridor contact, and senior leaders who track engagement and turnover by team. Managers who hold steady one-to-ones and protect psychological safety spot problems early and keep talent; managers who skip them discover issues only at the exit interview. The course draws on Self-Determination Theory SDT with its needs for autonomy, competence and relatedness, Amy Edmondson's work on psychological safety, the COIN feedback model and the DESC script for difficult conversations.

Who Gains Most from One-to-One Meetings and Team Climate

- Line managers responsible for the motivation and retention of a direct-report group
- Team leaders who run regular check-ins but find them drifting into status updates
- Managers of hybrid or shift teams with little informal contact time
- Supervisors who must raise conduct or performance concerns with long-serving staff
- Managers whose engagement survey results show low trust or voice

A department leadership group gains most when its managers attend together and agree shared one-to-one standards across teams.

One-to-One Meetings and Team Climate Capabilities

Participants turn routine check-ins into conversations that motivate individuals and make the team a safer place to raise ideas and problems.

- Design a one-to-one agenda that puts the employee's priorities first — for each direct report
- Assess individual motivation using autonomy, competence and relatedness — for decisions on assignments and recognition
- Apply the COIN model to give specific, balanced feedback — for development and correction
- Prepare difficult conversations with the DESC script — for performance, conduct or attendance concerns
- Measure team climate with a short pulse survey — for the manager and HR business partner
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Build psychological safety through meeting practices — for the whole team's willingness to speak up

Key One-to-One Meetings and Team Climate Terms

- One-to-One Meeting — a regular private conversation between a manager and one direct report focused on the employee's needs.
- Team Climate — the shared perception of how it feels to work in a team, including trust, fairness and support.
- Psychological Safety — a belief that one can raise ideas, questions or mistakes without being punished or embarrassed.
- Self-Determination Theory — a motivation model built on the human needs for autonomy, competence and relatedness.
- COIN Feedback — Context, Observation, Impact, Next steps: a structure for clear and fair feedback.
- Stay Interview — a conversation with a current employee about what keeps them and what might lead them to leave.

One-to-One Meetings and Team Climate Day by Day

Day 1: The Manager's People Role

- Engagement and Turnover Drivers — Linking Manager Behaviour to Retention
- Self-Determination Theory — Diagnosing Autonomy, Competence and Relatedness Gaps
- Direct Report Profiles — Mapping Strengths, Goals and Pressures
- Case Contrasts From Hospitality and IT Services — Comparing Team Climates
- Manager Time Audit — Protecting Time for People Conversations

Day 2: Running Effective One-to-Ones

- Employee-Led Agenda — Putting the Report's Topics First
- Coaching Questions Bank — Drawing Out Ideas and Blockers
- One-to-One Notes Template — Tracking Actions Between Meetings
- Remote and Hybrid One-to-Ones — Keeping Connection Without Corridors
- Stay Interviews — Learning What Keeps People in Post

Day 3: Feedback and Recognition

- COIN Feedback Model — Giving Clear Developmental and Corrective Input
- Recognition Preferences — Matching Praise to Individual Needs
- Feedforward Requests — Asking Staff How to Improve Management
- Bias Checks in Feedback — Keeping Judgements Fair and Specific
- Development Conversations — Agreeing Growth Goals and Stretch Tasks

Day 4: Difficult Conversations and Team Climate

- DESC Script — Preparing Performance and Conduct Discussions
- Emotional Reactions Handling — Staying Calm When Talks Escalate
- Psychological Safety Practices — Inviting Dissent and Admitting Errors
- Team Climate Pulse Survey — Measuring Trust, Fairness and Voice
- Team Meeting Norms — Sharing Airtime and Reducing Conflict

Day 5: Practising the People Management Plan

- One-to-One Rehearsal — Applying the Employee-Led Agenda in Pairs
- Difficult Conversation Simulation — Using DESC With Observers
- Climate Survey Interpretation — Reading Results and Choosing Responses
- Individual Motivation Grid — Applying SDT to Each Direct Report
- Final People Management Plan — One-to-One Cadence, Actions and Climate Measures

Applying One-to-One Meetings and Team Climate After the Course

- Launch a fortnightly one-to-one cadence with every direct report using the employee-led agenda and notes template.
- Run a five-question team climate pulse survey and discuss the results openly at the next team meeting.

One-to-One Meetings and Team Climate Questions FAQ

What are one-to-one meetings and team climate, and why do they matter now?

One-to-one meetings are regular private conversations between a manager and each report, and team climate is how working in the group feels. They matter now because hybrid work and higher expectations make neglected conversations a fast route to disengagement.

Which roles gain most from one-to-one meetings and team climate training?

Line managers, team leaders and supervisors who hold direct reports gain most, especially in hybrid, shift or high-turnover settings such as hospitality and IT services.

How does one-to-one meetings and team climate training differ from a performance appraisal course?

It focuses on frequent everyday conversations and group atmosphere, while a performance appraisal course covers formal yearly ratings, documentation and review cycles.

What do you bring back from one-to-one meetings and team climate training?

You bring back a people plan covering one-to-one rhythm, a motivation grid for each report, feedback and difficult-conversation scripts, and a pulse survey for your team.

One-to-One Meetings and Team Climate: The Way Forward

The people management plan sets the one-to-one rhythm, individual motivation actions and the climate measures each manager will track. Its first decision is which direct report needs a conversation most urgently. The manager shares it with their own leader and HR partner, and after the second pulse survey the climate actions deserve a fresh look.