

15m TEAM MEMBER BREAKOUT



LEADING YOUR TALENTED TEAM
with Graham Taylor- Edwards

TABLE OF CONTENTS

PURPOSE OF THE 15M BREAKOUT SESSION (FOR MANAGERS).....	3
Why It Matters for You as a Manager	3
Manager's Key Takeaways	3
MEETING STRUCTURE	4
Manager introduction (1–2 min) “Thanks for taking the time for this quick one-on-one. Today, my aim is threefold:.....	4
Possible Employee Response (Negative Feedback)	4
1. DEFINE: Purpose.....	5
2. DISCOVER: Stop / Start / Continue: Purpose	5
3. DESIGN: Goals for Next Month: Purpose: Co-create motivating, focused actions.	6
4. DELIVER: Assess Training and Support Needs	6
2 MINUTE CHECK UP	7
15m TEAM MEMBER BREAKOUT TEMPLATE	8
TAKE AWAY	9
ABOUT US.....	10
Appreciative Inquiry-style questions.....	11

PURPOSE OF THE 15M BREAKOUT SESSION (FOR MANAGERS)

“This 15-minute one-on-one is designed as a micro coaching experience using Appreciative Inquiry (AI), a strengths-based approach that turns traditional feedback on its head.”

Instead of focusing on problems, AI deliberately explores what’s working well and leverage those strengths to generate new potential .

By guiding the conversation through a simplified version of the APPRECIATIVE INQUIRY (AI) 4D model: DEFINE, DISCOVER, DESIGN, DELIVER we:

1. **Define the focus:** Start by identifying recent wins and effective behaviours.
2. **Discover patterns:** Explore which actions to stop, start, or continue based on real experience.
3. **Design:** Co-create 1–2 next month goals based on strengths and vision.
4. **Deliver:** Outline support needs and set a follow-up to ensure momentum.

Why It Matters for You as a Manager

- Promotes positive, engaging dialogue that energises both you and your staff.
- Shifts from problem-solving to strengths-building, focused on creativity and ownership.
- Enables quick, measurable impact, not just talk; it’s about reality and follow-up.

Manager’s Key Takeaways

Appreciative inquiry	Why It Matters
Start with a win	Builds confidence and sets a collaborative tone.
Use (“Stop / Start/ Continue”)	Helps translate feedback into clear, actionable shifts.
Co-set 1–2 goals for the next month	Keeps momentum focused and aligned with strengths.
Ask: what support do you need?	Demonstrates practical backing—training, tools, guidance.
Agree a follow-up	Ensures accountability and reinforces learning.

This session isn’t about performance review, it’s a mini strengths-based coaching session that helps your team member feel appreciated, heard, and the opportunity to grow.

It supports higher engagement, better performance, and deeper trust and all in just 15 minutes.

MEETING STRUCTURE

Manager introduction (1–2 min)

“Thanks for taking the time for this quick one-on-one. Today, my aim is threefold:

1. To celebrate what's working well in your role and the progress you've made.
2. To co-create ways to enhance our performance going forward, whether that's stopping something that doesn't help us, starting something new to support your goals and continuing what's going well.
3. We'll also talk about next month's objectives and any training or support you feel would help.”

This is a strengths-first conversation based on Appreciative Inquiry.

“We start with what's working and build from there. However, I also want to create a safe space for you to share any frustrations or things that aren't meeting your expectations.”

Honesty here is important.

“We'll handle negatives by turning them into opportunities: ‘What feels off, and what would “better” look like?’ That way, we can understand root concerns and move toward constructive solutions together. How does that sound?”

Why This Works

- **Positive start** sets a trusting tone and opens the door for balanced feedback
- **Explicit invitation to share negatives** acknowledges real issues and normalises them, making the conversation safe.
- **Reframe from problem to possibility** by turning “what's wrong” into “what could be better”, which encourages proactive, growth thinking .

Possible Employee Response (Negative Feedback)

Employee:

“Honestly, I've been feeling overwhelmed by last-minute requests, and it's disrupted my planning. It's stressing me out and impacting my quality of work.”

Sometimes they will say “Nothing is wrong”

Manager's Response (Appreciative Reframe)

“I appreciate your honesty. That gives us a chance to co-create a solution. So:

- **“What would you like to stop doing?”**
- **“What could we start, like setting clearer deadlines?”**
- **“What needs to continue from our current workflow”**

“Let's explore what success looks like and how I can support you, whether by prioritising tasks, adjusting deadlines, or elevating a recurring issue with stakeholders.”

Team member name	Manager name	Date

1. DEFINE: Purpose: Kick off positively, which builds energy, trust, and openness.

Questions:

"What recent win in your role are you most proud of?"	
"What strengths or habits supported that success?"	

Feedback frame: Praise those behaviours.

Manager prompt:

"I appreciated how you... (specific behaviour). What support helped you do that?"	
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2. DISCOVER: Stop / Start / Continue: Purpose: Focus on improvement without blame.

Questions:

"What should we stop doing that's holding us back?"	
"What's one new thing we should start to build on your success?"	
"What are you doing now that you'd like to continue ?"	

Manager prompt:

Stop: "We might stop... because..."	
Start: "Let's begin... and we'll know it's working when..."	
Continue: "Let's keep doing... because..."	

3. DESIGN: Goals for Next Month: Purpose: Co-create motivating, focused actions.**Questions:**

"Imagine next month is a success, what are your top 2 achievements?"	
"What strengths will you draw on to reach them?"	

Manager prompt:

"Let's set 2-3 key goals for each, what does success look like and what help would you need?"	
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4. DELIVER: Assess Training and Support Needs**Purpose:** Inject proactive care and growth.**Questions:**

"What tools or learning would energise your work or reduce stress?"	
"Think of a time you felt most confident. What support contributed to that?"	

Manager prompt:

"I can support that by... Would that help?"	
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Appreciative Close and Follow-through**Purpose:** Reinforce positive intent and accountability.**Questions:**

"What part of today's talk are you most excited to action?"	
"How can I best follow up with you on this next month?"	

Manager prompt:

"Thank you for sharing these strengths and ideas." Check in on their progress and scheduled next date.	
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Meeting timing

Segment	Time
1. Celebrate	3 min
2. Stop/Start/Continue	3 min
3. Goals	4 min
4. Training support	3 min
5. Close	2 min

Each part follows the **Define** → **Discover** → **Design** → **Deliver** stage of Appreciative Inquiry , ensuring a strengths-based, forward-focused, co-creative conversation.

Outcomes You're Aiming For

1. **Shared appreciation** of existing strengths and supports.
2. **Clear articulation** of negative pain points, and their underlying needs.
3. **Co-designed shifts** (Stop/Continue/Start) that feel actionable.
4. **Agreed objectives** for the next month and how to resource them.
5. **A follow-up check-in** to review progress and continue the cycle.

2 MINUTE CHECK UP

"How are you doing?"

"How is the team doing?"

"Is there anything you need or I can do?"

15m TEAM MEMBER BREAKOUT TEMPLATE

Team member name	Manager name	Date

1. DEFINE: What went well?

Staff response:	
My praise:	

2. DISCOVER: Stop / Start / Continue

Stop	
Start	
Continue	

3. DESIGN: Next-month Goals

Goal 1	
Needed support	
Goal 2	
Needed support	

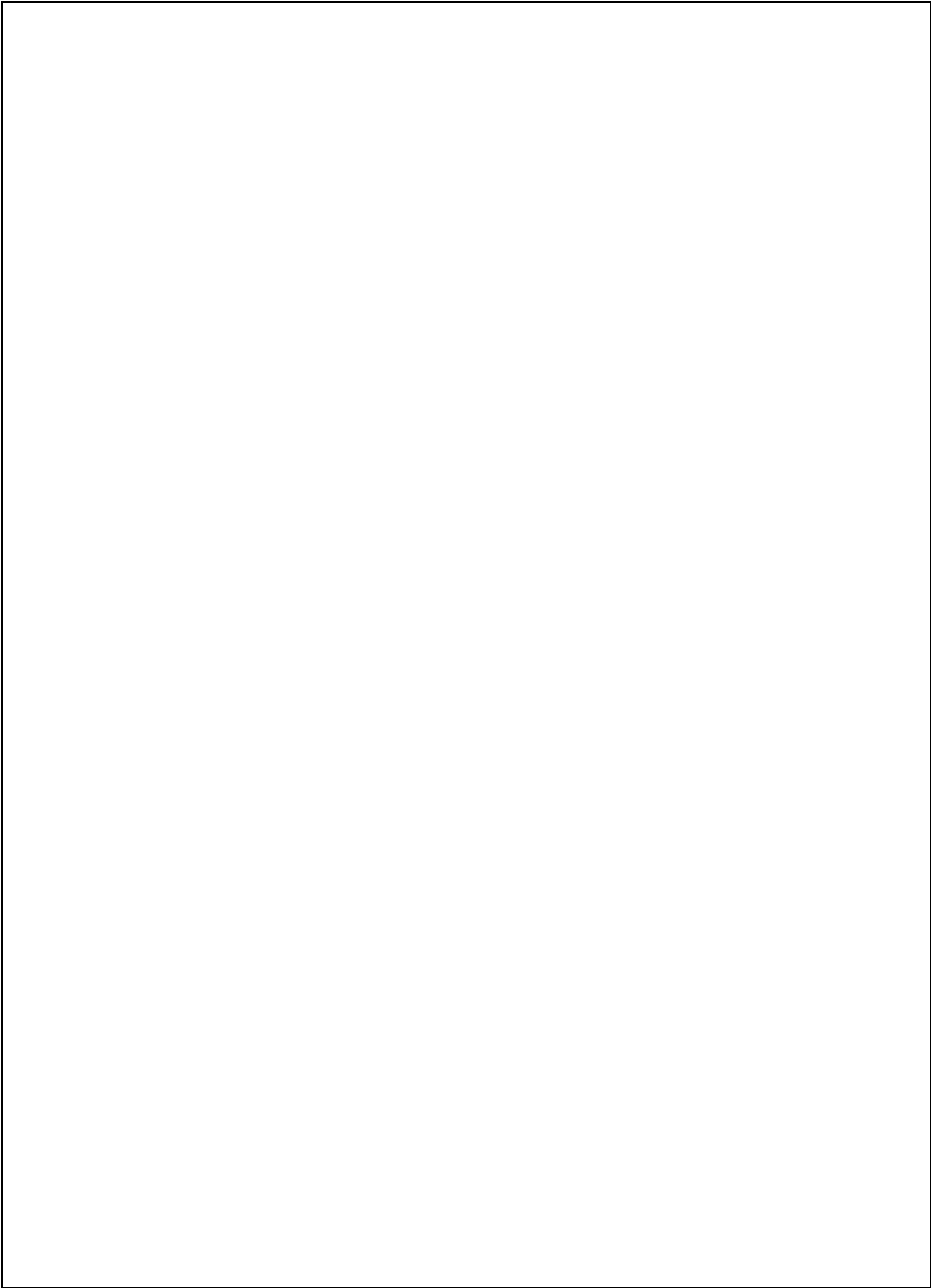
4. DELIVER: Training / Support

"What can I do to help?"	
"What can you do to help?"	

Appreciative Close and Follow-through

Most exciting insight	
Follow up on goals and progress	
Next meeting date	

TAKE AWAY

A large, empty rectangular box with a thin black border, intended for participants to write down their key takeaways from the session.

ABOUT US

Graham (GTE) leads over 100 workshops annually, focusing on leadership, sales, fixed operations, and customer experience. He's the founder of Success Resources International, a Registered Training Organisation based in Brisbane, and the Managing Director of GTE Training and Development in New Zealand.

Originally from North Wales, Graham has spent 17 years in Australia (2001 – 2019) after more than two decades in New Zealand. His background includes service in both the Royal Navy and the Royal New Zealand Navy.

He's married to Shelley, a Kiwi from the Bay of Islands, and together they have two children Mackenzie and Gareth, along with four grandchildren: Hudson, Avyana, Reo and Vivienne.

Graham (GT) is a highly regarded coach and workshop facilitator specialising in leadership, sales, service and customer experience.

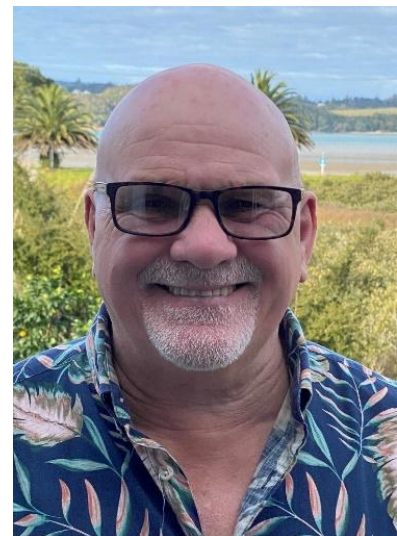
He brings a wealth of expertise with the following qualifications:

- Advanced Diploma of Leadership and Management
- Diploma in Automotive Management
- Diploma of Training and Education and Design
- Certificate IV in Finance and Mortgage Broking
- Certificate IV in Business Sales
- New Zealand Certificate in Marketing
- NLP Practitioner

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Appreciative Inquiry-style questions using the **Stop-Start-Continue framework**, along with prompts for **improvement areas** and **personal development opportunities**. These are positively framed to encourage reflection, ownership, and growth.

STOP – What could we let go of to improve effectiveness and morale?

1. What current practice or habit no longer serves you or the team well?
2. Is there anything that slows you down or drains your energy that we could stop doing?
3. What should we stop doing that gets in the way of great customer or team experiences?
4. Are there meetings, processes, or habits that don't add value anymore?
5. What is one thing you'd feel relieved to stop doing—and why?

START – What could we introduce to enhance performance and engagement?

1. What new habit, practice, or mindset could help you be more effective?
2. Is there something you've seen work well elsewhere that we could try here?
3. What would you like to start doing that would make your role more meaningful?
4. What could we start doing as a team to support each other better?
5. What would you be excited to experiment with in your workflow?

CONTINUE – What's working well that we should keep doing or expand?

1. What strengths or successes should we build on?
2. What practice or habit helps you do your best work that you'd like to continue?
3. What part of our culture or team dynamic is worth preserving?
4. What feedback have you received that confirms you're on the right track?
5. What motivates or energizes you that we should continue to nurture?

Areas for Improvement – Framed for Positive Growth

1. If you could improve one skill or area of your role, what would it be?
2. Where do you see an opportunity to do something 10% better?
3. Is there a challenge you've been avoiding that could be a growth opportunity?
4. What feedback have you received that you'd like to act on?
5. If you were mentoring someone in your role, what advice would you give them—and how could you apply it yourself?

Personal Development Opportunities

1. What skill or knowledge area would you love to grow in the next 6–12 months?
2. What kind of project would stretch you in a good way?
3. What part of your job would you like to feel more confident in?
4. What training, mentoring, or coaching would help unlock your next level?
5. What would you like to be known for in your role or team?