



For your Team 15 for today we're going to be thinking about one-page profiles, and in particular, how we find out more about what matters to a person. As you know, a one-page profile is developed through conversations, as you talk to the person, you use a process where you think about what they're saying, you guess what that tells you about what matters to them or how to support them, and then you ask them a little bit more if you need to and check out that you've got it right. Then you write something on the one-page profile. We're going to practice that process today.

To start off a conversation about a one-page profile, it is helpful to have some questions in mind – and we normally would have six questions that we ask: Who are the most important people in your life? What would be your best and worst day? What do you usually do on the weekday evenings or weekends? What makes you feel better when you're unhappy or feeling stressed? What you would never leave home without? What your family would say they like, love and admire about you? Today, to practice this, we're going to be focusing on the fourth question: 'What makes you feel better when you're feeling unhappy or stressed?'

What I want you to do is to pair up with somebody in the room, make sure you've got a piece of paper handy, and whoever's going first is going to ask their partner that very question: 'What makes you feel better when you're unhappy or feeling stressed?' Your partner's going to talk for a few minutes about that; you're going to write down what they say; you're going to make a guess about what that tells you about what's important to them or how they might like to be supported; and check that out with them. And then, after five minutes, you're going to swap over – and from that, you're going to have a conversation that helps you find out about really good ways to support each other at work when you're unhappy or feeling stressed.