

Job Chat – Preparing for the meeting

Job Chat

A job chat is an opportunity to stand back from the day to day work and have a two way conversation with the employee as to how things are going. It can be used to

- Get everyone's ideas of how things can be run more effectively
- Help identify gaps in skills and highlight training needs
- Look at ways to improve job satisfaction

- It is not a disciplinary (in any shape or form)
- It needs to be planned in advance so both employer and employee can prepare
- It should be a regular occurrence not random.

Before the Job Chat meeting

- Give the employee advance notice so they can prepare – give them an idea of what you will talk about, i.e. how they feel they are getting on, any ideas they have, how you feel they are getting on, any training or development they need.
- If there have been previous job chats, have a record of any action points agreed at those
- There is a separate document "Job chat information for employee" which you can give to them to help them prepare.
- Decide who is best to meet with the employees – ideally someone who is well informed on their work and that they feel comfortable talking to

At the meeting

- Tell the employee that is an informal and relaxed chat.
- Be positive
- Advise the employee that a record of points agreed at the discussion will be kept.
- Ensure time is set aside and that there will not be interruptions
- The NTF guidance sheet "Job Chat Meeting Template" gives suggestions on topics for discussion
- Agree the record of points to be kept

After the meeting

- Provide the employee with a copy of the points
- Ensure any action points are followed up