

Support and development toolkit

This toolkit provides information and templates for managers to use in their professional development meetings with all employees. It is not essential to use these templates exactly. As they are, they might serve as a helpful guide to facilitate conversations.

Example:

Good Day and Bad Day

This tool looks at documenting what makes a good day and a bad day for your employee, along with the reasons why. It serves as a way to understand what matters to the employee and what supports could help them avoid a bad day. Support your employee to complete the Good Day and Bad Day tool, use this opportunity to open up a conversation about how to best support the employee.

This information can also be used to form part of a One Page Profile.

How to use the Good day and Bad day tool

- Use the template as a guide to ask the questions related to each column.
- Explore the areas that make a positive change and discuss how these can be achieved when the day turns bad.
- Reflect on each question and provide feedback if needed.

Good Day and Bad Day

Good day at work	Bad day at work
What happens that contributes to a good day?	What throws your day off?
<i>Getting to work on time. I know what work I have to do. Doing different tasks.</i>	<i>Not knowing what will happen.</i>
What do you look forward to doing?	What makes the day bad for you?
<i>Talking to customers and the people I work with.</i>	<i>People do not have time to talk to me. I cannot get help when I need it.</i>
Who do you look forward to seeing?	What makes you frustrated? Bored?
<i>My work friends. The regular customers.</i>	<i>Not having enough work. If my work is too hard or boring.</i>
What happens that gives you energy to deal with difficult situations?	What takes the fun out of your day?
<i>Having good support. Having a laugh. Talking to people.</i>	<i>Having no one to talk to. Not having anyone to help me if I need it.</i>

Template:

Good Day and Bad Day

Good day at work	Bad day at work
What helps make a good day?	What throws your day off?
What do you look forward to doing?	What makes the day bad for you?
Who do you look forward to seeing?	What makes you frustrated? Bored?
What happens that gives you energy to deal with difficult situations?	What takes the fun out of your day?