



theCgap™

Bridge the Conversation Gap and unlock your potential

theCgap helps you and your manager think creatively about your career. There are three stages in the process. Print a copy for yourself and your manager, and use it to build your future success.

1

The Insight Phase

theCgap helps you to take more control of your career

The Insight Phase is about:

- ▶ thinking laterally
- ▶ creating new possibilities
- ▶ clarifying what inspires you and what frustrates you at work

2

The Innovation Phase

theCgap enables you to share your ideas with your manager or mentor

The Innovation Phase is about committing to:

- ▶ time out to prepare
- ▶ focussed time for discussion
- ▶ openness on both sides

3

The Impact Phase

theCgap facilitates a win-win partnership for you and your organisation

The Impact Phase is about:

- ▶ visualising the future
- ▶ identifying quick wins for you and your manager.

How can I make this a sure success?

See the Conditions for Success at www.theCgap.com

THE INSIGHT PHASE

These questions will help you and your manager to prepare for your career discussion.

Print them out and use them to identify barriers and develop ways to meet your career goals. Allow 1-2 hours for this discussion. When you succeed in this, you'll become more productive in the short term, so your manager will feel it is time well spent.

YOU

I want to be in control of my own career

- What are my hopes for the future?
- What sort of lifestyle do I want?
- What do I really enjoy doing?
- What frustrates me at present?
- What would my ideal job involve?
- Where do I feel I make the greatest contribution?
- How steep is my current learning curve?
- How might my current role be enriched?

What holds me back?

How can I expand my thinking?

Try the Question Bank at www.theCgap.com

I don't have to have ALL the answers

YOUR MANAGER

- What sort of potential does my team member have?
- Where do I see him/her in the future?
- When does he/she really shine?
- What frustrates him/her at work?
- What other career path could he/she pursue?
- Where does he/she make the greatest impact?
- Is he/she being stretched?
- How might I support his/her development?

What stops him/her from contributing?

How can I identify what it is I really value?

Check your career values at www.theCgap.com

THE INNOVATION PHASE

You've prepared your discussions using the Insight Phase questions. Now use them in the Innovation Phase - dedicated time to exchange ideas, gain insights and discuss your career goals.

In the Innovation Phase you need to...

- Share your responses from the Insight Phase
- Ask for feedback and new ideas
- Seek clarification
- Demonstrate where you can add value

In the Innovation Phase your manager needs to...

- Have an open mind and listen to you
- Ask for further questions
- Provide feedback and ideas
- Highlight the one thing that would help them to add more value

- What ideas stand out or repeat?
- What new insights/ideas are emerging?
- What changes or opportunities are on the horizon?
- What are the key points arising from the dialogue?
- Where is there agreement?
- What needs to be resolved or given further thought?
- How can individual needs be aligned to corporate objectives?

DON'T BE DEFENSIVE
KEEP OPEN MINDED

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THE IMPACT PHASE

The Innovation Phase has given you and your manager a sense of the way forward. The Impact Phase is the time for agreeing outcomes and focussing on some quick wins.

What are the time horizons?
What's achievable now?
What are the priorities?
Who else can help?
Agree an action timeline

theCgap AGREEMENT

This agreement will help you improve the partnership with your organisation, by agreeing actions and deciding when you should next meet for a theCgap discussion

YOU

What will I now commit to doing?

- 1.
- 2.
- 3.
- 4.
- 5.

YOUR MANAGER

What actions am I prepared to take?

- 1.
- 2.
- 3.
- 4.
- 5.

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Today's date:

Next discussion date: