Bluebird360 manager practice sheet

MANAGER CONVERSATION / Fictional example · Practice agreement

What to observe

Proposed practice · Check the customer date with the crew

Agreement for the next 1:1

Choose one date given to a customer. Ask the account contact what was promised, then ask the crew what they expect and when.

Evidence to bring back

Keep the customer commitment and the crew’s account side by side. Mark any difference in scope or timing.

What to ask afterward

Where did the wording or timing of the commitment change?

Check-in dates

Agree on the first opportunity this week. Compare observations at days 30 and 60. At day 90, decide which part of the practice to keep in the regular routine.

Set the first observation

Work occasion _____

Person observing _____

Date to compare notes _____

What the observer saw _____

Who sees this sheet

The leader can share this practice agreement with a manager. The individual ratings and the coach’s debrief stay with the leader and coach.