



### Talking Point 1: Telling staff what to do!

Do you find this easy or hard?

How effective are you at doing this?

How do the staff feel when you tell them what to do?



### Talking Point 2: Commands and Directions

What's the difference between giving a command and giving a direction?

Which approach is better and why?



### Talking Point 3: Training

What does **training** mean?

How is this different to instructing, or directing?



### Talking Point 4: Tasks by Whatsapp

Do you issue tasks to be completed by your team via whatsapp? Can you think of examples...?

How effective is this?