

CHOOSING THE GUIDANCE FORMAT

Make the task visible

Choose the clearest way to make the task understandable before independent work.

- 1 New task · SHOW**
Show + picture/video + show-back
- 2 Repeated work · REPEAT**
Checklist + first result check
- 3 Changed situation · COMPARE**
Explain what changed + plan-back
- 4 Multilingual team · ILLUSTRATE**
Picture/video + demonstration + less text
- 5 Safety risk · STOP**
Stop + check + ask before continuing

EXAMPLE · RECIPE 3 · OIL CHANGE · MAKE EVERY STEP VISIBLE

Prepare → drain → refill → check level → wipe → log. Five-picture checklist on the machine.

Check: next time, all five steps unprompted.

Demo tasks in the web app: Lawn mower oil change · Irrigation setup · Weeding a planted bed.

ALL 12 RECIPES

Find the closest work situation

Profile 1 · Structure and safety

1. Afraid to ask
2. Too much information
3. Basic steps skipped
4. Freezes or guesses

Profile 2 · Clarity and confidence

5. Standards are unclear
6. Wants confirmation too often
7. Feedback becomes only correction
8. Cannot handle variation

Profile 3 · Trust and growth

9. Capable person is micromanaged
10. Gets only small tasks
11. Ideas are not included
12. Ownership is unclear



Find all the recipes here

12 recipes · 3 profiles · demo videos
in Estonian, Finnish, Latvian and English
yebisu.ee/wlife-app



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WLIFE · WORKREADY RECIPES

PRACTICAL MENTORING RECIPES

The right support at the right moment

Who are the mentoring recipes for, and why?

The mentoring recipes are a practical tool for supervisors, mentors and team leaders who support people in everyday work. In common work situations they help you quickly choose what to say, what to do and how to check whether the chosen support worked.

This leaflet gives you three sample recipes – one from each profile. All 12 recipes, the profiles and the demo videos are available in the WorkReady Recipes web app.

How to use

- 1 SEE**
Start with visible behaviour, not a judgement about the person.
- 2 CLARIFY**
Clarify the task: is it new, changed, multilingual, repeated, or safety-critical.
- 3 MATCH**
Which support profile fits this situation today?
- 4 MOVE**
Use one move, one sentence, and one check.

Remember that the profile describes the support needed in this situation — not the person.

12 work situations · 3 profiles · yebisu.ee/wlife-app

Three profiles

PROFILE 1 Structure and safety



WHAT YOU MAY NOTICE

The person needs step-by-step guidance, may freeze or guess when unsure, and mistakes often come from missing basics or unclear expectations.

WHAT SUPPORT TO OFFER

clear instructions · showing · reassurance · one task at a time · visual cues · fast feedback

GUIDANCE PATTERN

Show → Do together → Try alone → Check early

GOOD SUPPORT SOUNDS LIKE

"It is normal to ask again. Better safe than wrong."

AVOID

- information dumps;
- leaving them alone too soon;
- correcting with irritation.

PROFILE 2 Clarity and confidence



WHAT YOU MAY NOTICE

The person can do routine tasks, but hesitates when conditions change. They can try options, but may still want confirmation.

WHAT SUPPORT TO OFFER

clear quality standard · decision limits · confidence building · examples of good work · plan-back · regular feedback

GUIDANCE PATTERN

Explain target → Ask plan-back → Let try → Review

GOOD SUPPORT SOUNDS LIKE

"What does good look like here? Let us compare it to the example."

AVOID

- keeping the standard in your head;
- confirming every small choice;
- turning feedback into a fault list.

PROFILE 3 Trust and growth



WHAT YOU MAY NOTICE

The person works independently, adapts methods, solves problems in context, and learns from outcomes.

WHAT SUPPORT TO OFFER

context · responsibility · trust · clear outcome · reflection · ownership area

GUIDANCE PATTERN

Ask → Delegate outcome → Review milestone

GOOD SUPPORT SOUNDS LIKE

"Lead this outcome; I will check at the milestone."

AVOID

- calling it ownership while approving every move;
- only handing out small tasks;
- taking the work back after one mistake.

Three sample recipes

RECIPE 1 · PROFILE 1 · STRUCTURE AND SAFETY Person is afraid to ask

YOU NOTICE

The person stays quiet, apologises before asking, or waits until the problem has already grown.

SAY THIS

"I'd rather you ask ten times than guess once."

CHECK

The person asks earlier next time, before the mistake grows.

DO THIS

1. Say clearly that questions are expected before errors grow.
2. Thank the person when they ask early.
3. Agree one simple phrase they can use when unsure.

AVOID

- Correcting with irritation or saying "I already told you."

RECIPE 5 · PROFILE 2 · CLARITY AND CONFIDENCE Standards are unclear

YOU NOTICE

The result is uneven because the quality standard is not clear. They ask "is this good enough?" instead of checking against the standard, or wait for you to judge the quality.

SAY THIS

"Before you start, tell me what good looks like here and what you will check."

CHECK

The person uses the agreed quality checks without waiting for you to define them again.

DO THIS

1. Show one good example and one not-yet-good example.
2. Name three quality checks before the task starts.
3. Ask the person to say what they will check first.

AVOID

- Saying "just do it properly"
- Keeping the standard only in your own head.
- Changing the standard after the work is done.

RECIPE 9 · PROFILE 3 · TRUST AND GROWTH Capable person is micromanaged

YOU NOTICE

The person can own the work but every step, timing choice, or small decision is still checked.

SAY THIS

"I'm giving you the outcome, not the steps. You choose the method. We'll check progress at the milestone."

CHECK

The person chooses the method within agreed boundaries and checks in at milestones.

DO THIS

1. Name the result, deadline, and quality standard.
2. Agree the boundaries: risks, budget, safety, customer limits.
3. Let them choose the method and agree milestone checks.

AVOID

- Calling it responsibility while approving every move.
- Checking every small decision instead of the milestone.
- Taking the task back after one imperfect choice.