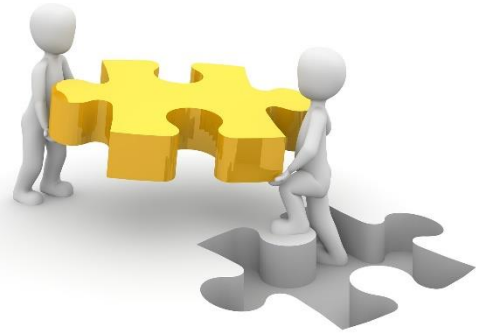


# The Three Components for a Successful 1-on-1 Meeting



## STEP ONE — Pre-meeting:

### Craft a Comprehensive Agenda:

When developing agenda items, ensure clarity regarding discussion topics with your team members. While spontaneity can be beneficial, having a structured agenda provides direction for a fruitful discussion. Directing the conversation helps cover extensive ground, contributing to a productive meeting.

### Send Agenda in Advance:

As a manager, fostering open dialogue with your employees is essential. By sharing the agenda beforehand, you involve them in the discussion, decision-making, and planning process. This cultivates a sense of ownership and enhances engagement. Employees can review and contribute points, fostering a collaborative environment.

### Allocate Time for Employee Input:

When disseminating the agenda, encourage your team members to share their input, whether it's highlighting problems, proposing solutions, or raising concerns.

### Ensure Relevance in Check-ins:

1-on-1 meetings should be tailored to each team member's needs and circumstances. It's crucial to discuss topics pertinent to their current situation, including past achievements, upcoming projects, and nurturing the manager-employee relationship. This relevance fosters trust and harmony within the team.



### Streamline Agenda for Depth:

While an agenda provides structure, it's essential not to overwhelm the discussion. Prioritize depth over breadth, focusing on a few key topics rather than addressing numerous issues without clear resolutions. Exploring select points thoroughly creates space for meaningful dialogue and employee input.

### Empower Employees' Ownership:

In crafting the agenda, adopt an employee-centric approach, prioritizing topics that directly impact them. Consider the meeting from their perspective, ensuring that agenda items resonate with their goals and challenges.

## **STEP TWO — During the Meeting:**

### Attentive Engagement:

During the 1-on-1 meeting, observe your employee's demeanor closely to gauge their state of mind. Listen attentively, not only to their words but also to non-verbal cues. Creating a distraction-free environment fosters deeper insights into their concerns and facilitates effective communication.

### Document Action Items:

Take diligent notes throughout the meeting to capture key discussion points and action items. Active notetaking demonstrates commitment and ensures accountability for follow-up tasks. It reinforces the significance of the 1-on-1 as a constructive and action-oriented session.

### Begin and End on a Positive Note:

Bookend the meeting with positivity by opening and closing with encouragement and coaching. Maximize the impact of these moments, leaving a lasting impression of support and mentorship.

### Coach and Guide:

Approach the meeting as an opportunity for coaching rather than interrogation. Adapt to unexpected topics that arise, suspend judgment, and offer support. Encourage dialogue, ask probing questions, and foster a collaborative problem-solving environment.

## **STEP THREE — Post 1-on-1 Engagement:**

### Share Meeting Notes Promptly:

Consolidate meeting notes, including action items, and promptly share them with team members. Clear communication ensures alignment on follow-up tasks and underscores the importance of accountability.



### Follow Up on Action Items:

Revisit action items from the previous meeting in subsequent discussions to demonstrate commitment to progress. Holding both parties accountable fosters a culture of accountability and drives tangible results.

### Solicit Constructive Feedback:

Invite feedback on the meeting process, encouraging team members to share their perspectives. Utilize the "start, stop, continue" framework to gather insights on areas for improvement and sustainment.

### Iterate Based on Feedback:

Continuously refine the meeting process based on feedback and observations. Adapt to changing circumstances and individual preferences to optimize the effectiveness of future 1-on-1 meetings. Flexibility and responsiveness ensure ongoing engagement and success.

## YOUR RESPONSIBILITIES

### Adapt to the Situation:

Flexibility is key during 1-on-1 meetings. While adhering to the agenda is important, there will be instances where it's necessary to deviate to address emerging issues or delve deeper into specific topics. Recognize when flexibility is required and be prepared to adjust accordingly to meet your employees' needs.



### Navigate Conversational Terrain:

Understand that 1-on-1 meetings are not rigid interviews but opportunities for meaningful dialogue. Embrace discussions about challenges, aspirations, and achievements. Approach these conversations with empathy and curiosity, asking insightful questions and providing support as needed. Coaching your team members through challenges fosters growth and strengthens the manager-employee relationship.

### Exercise Judgment and Support:

Exercise judgment when navigating unexpected conversational shifts. Rather than imposing solutions, foster an environment of collaboration and empowerment. Encourage your team members to voice their concerns and aspirations openly. Offer guidance, ask probing questions, and provide support without judgment. Our coaching program can further assist you in developing these skills.