

The Effectiveness of the One-on-one Meeting

In every single case when we have encouraged our clients to begin holding one-on-one meetings with their team members, the feedback has been simply stunning.



The purpose of the one-on-one meeting is for the leader to genuinely display an interest in the individual team member. To find out where they want to go, what they want to do, and what's in the way. As well as encouraging the team member to set written goals and support that team member with the resources to achieve them, as well as holding them to account in the pursuit of their goals.



The first objection we tend to get when suggesting to implement Toolbox meetings, One-on-one meetings and Team meetings is, "if I'm having all these meetings when will there be any time to do any work." This paradigm is one of



the biggest stumbling blocks to building an effective team that will run your business for you. The short answer to this question is; a leader's purpose is to lead and support.

You may recall in a previous article, I mentioned two the biggest and most common reasons for people leaving an organisation was feeling unappreciated, and not listened to. The One-on-one meeting is a perfect environment to ensure that both of these needs are taking care of. For the leader having the opportunity to really understand what the interests, passions and skills of their individual team members are, gives them the opportunity to make sure they are in the right position in the organisation, as well as what future positions, individuals can be prepared for.



Another valuable discussion point for the One-on-one meeting is what is called pathways. Basically this is outlining the possibilities and directions and individual can take within the organisation. Being able to do this means the business owner must have put some thought effort and planning

into how their businesses is going to grow, and what opportunities will be available to team members in the future. Far too often in small business, skills and talents of individual team members are left dormant to rot, because there isn't a forum to discover them. And it stands to reason that team members will perform significantly more effectively if they are contributing to the business in an area when they have enthusiasm and passion for. There is no mechanism to discover their passions, interests and possible skill sets. The business will never gain maximum contribution from most team members.

The business owner must understand that in an effort to be more efficient, by focusing on work activity, rather than actions that support the team members; they are shooting themselves in the foot when it comes to effectiveness and getting the most from the team.



You may discover when implementing One-on-one meetings initially it is difficult to engage the team member. But with perseverance and a genuine desire to support, assist and coach the individual team member to achieve their goals, they will not only become comfortable with it, they will seek out more assistance.



Imagine having a team of people in your organisation that put effort into identifying specific goals they want to achieve within the business, write them down and go for it. You don't have to imagine, you can make it a reality by giving your priority, support and assistance they need it and will return to you in spades.

The purpose of the One-on-one meeting is to encourage the identification of goals for your individual team members. Cheerleading and backslapping your team members on their progress. Helping them to identify possible roadblocks and obstacles and supporting them with resources, tools and assistance in overcoming them.



And finally one of the most invaluable parts of the One-on-one meeting process is for the leader to gain valuable insights on what they can do themselves to improve how they lead. This is done by simply asking the following question at the end of each One-on-one meeting. "Before you go, I would really appreciate you giving us one suggestion as to how I can improve the way I do things that would make things better for you and the team."



The dynamic that this one question can set up between you and your team members can be absolutely profound.

But the secret isn't just in the asking of the question, using the implementation of the suggestions. So it is imperative that not only do you implement the suggestions, but you are seen to be implementing the suggestions. This can be quite a scary thing for most business owners, as they are used to telling everyone else how to improve, but the smart business owner knows the key is in supporting, growing and recognising excellence in their team members.



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