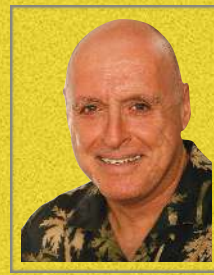


# THE EXTRA POINT

BY JERRY ROBERTS



## # 369 The Beauty of the One-On-One Meeting – Part 2

Today, we pull back the curtain on how to use one-to-one meetings with workers to improve relationships and increase productivity. I'm Jerry Roberts and if you haven't used this powerful tool due to worries it won't work, or you've tried and things didn't go well, we're about to change that. It's coming next on The Extra Point.

Yesterday, we revealed seven good reasons for every manager to incorporate one-on-one meetings in an organization's regular practices. If you missed it, go to [guamtraining.com](http://guamtraining.com) and download Extra Point #368. You'll also find this one there, #369.

For today's purposes I'll focus on the model for a recurring meeting, let's say to be held twice monthly to monitor a worker's progress.

1. First thing's first, both the worker and I will put the meeting on our calendars. One-on-ones are important events and are worth scheduling.

2. We're going to set a time limit of 30 minutes. A shorter meeting may not get the results you want, and only go longer if the worker needs more time to give important information.

3. I'll have a pen and paper so I can make notes. When we go into a meeting with our boss we carry those things, to give indication we believe he/she is going to say something worth writing down. I'll give that same respect to every team member I meet with.

4. I don't start with the question, "So, how's it going?" You're going to hear "fine" or "good" 99 times out of 100. Instead, ask "What's been the best part of your job the past week?" Or, "Since last time we talked, what did you learn that you didn't know before?" The idea is to use a unique question to open with, one that gets the worker to start talking.

5. I'm there to gain information. This is their show and I want to hear what they have to say. An easy way to get rolling is to ask the worker to give an update on their progress. Listen carefully to what they say, then ask more questions based on their feedback. I won't just ask about what they did but also how they feel about their job, the work environment, and other factors that influence worker attitude. I'm just listening here, not feeding back, focused on doing my best to understand.

6. When this segment is completed, I'll give my analysis, keeping things positive. If there is some correction to make, that's fine, so long as we end this portion on a high note. I'll comment on their progress and let them know I'm pleased.

7. At this point we use the remaining time to look ahead and agree on the next steps in our plan, and what we hope to gain.

You might be saying to yourself, "This is basic stuff, a lot of common sense, no exotic strategy involved." You'd be right. While one-on-ones can get more involved and I teach about that in private trainings, I wanted to give you a simple formula that anybody can use — right now.

As mentioned earlier, this is about building better relationships, building trust. Regular one-on-ones, where the worker is free to express him/herself is the key. Make them feel important. That you feel talking with them is a good use of your time. That pays off in the long run.

That's The Extra Point. Get out there and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

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