

ONE-ON-ONE MEETING AGENDA

How to Have Productive One-On-One Meetings by Dave Crenshaw

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PRINCIPLES

What (vision or end result)

- At the end of each meeting, both participants should feel respected, valued, and have clarity about future action steps. Participants should have built trust with each other and provided resources to help each other succeed.

Why (motivation or logic)

- Consistent, recurring meetings build trust between participants.
- These meetings will help to slow down or eliminate the number of “fires” that happen in the workplace.
- These meetings create a consistent pattern for following up on delegated items.

Who (motivation or logic)

- Any two people who regularly ask each other questions and exchange information.

When (timing and length)

- A 1:1 meeting is usually 20-50 minutes long.
- Meetings should be held at a consistent time and place. Typical intervals include once per week, twice per month, or once per month.

How much (measuring standards)

- 100% of all delegated items should be discussed and followed up on during these meetings.
- When a participant asks for help, you should always make a serious effort to provide what they need to truly be successful.

With what (required resources)

- Agenda.
- Your 1:1 task list for that person.
- Any necessary training materials.
- A system for taking notes and action items.
- Your calendar.

HOW (system steps)

1. Begin on time.
2. Follow up on previous action items, including:
 - a. Praise for achieving the desired results. Possible question: “What did you gain from...?”
 - b. Correction when results were not achieved. Possible question: “What stood in the way...?”
3. Share a brief training moment.
(optional; 3-5 minutes)
 - a. Cover the area where the other person requested your help.
 - b. Cover the area where the other person has the greatest need.
 - c. Provide training on a new system to be implemented.
4. “What do you need from me?”
 - a. Other person goes through their “1:1 [Name]” task list.
 - b. Find out what they need.
 - c. Get a clear WHO, WHAT, and WHEN for each item.
 - d. Make commitments to follow through and help them be successful at their position.
5. “This is what I need from you...”
 - a. Go through your “1:1 [Name]” task list.
 - b. Give specific descriptions of the results they should achieve.
 - c. Give clear WHO, WHAT, and WHEN for each item.
6. “What is the next step for each of us?”
 - a. Make a clear WHO, WHAT, and WHEN to take action on each item.
 - b. Allow the other person freedom to create their own steps.
 - c. Reconfirm the date and time for next meeting.
7. End on time or early.