

GLOSSARY

Leading Productive One-on-One Meetings (2018)

With Dave Crenshaw

Use these terms and definitions below to understand concepts taught in the course.

Transcript Search: note that you can search for terms directly within the course. To search video text, switch to the *Transcripts* tab, then press Cmd/Ctrl + F on your keyboard to run a search within the active transcript.

Term	Definition
action items	The list of pending tasks identified by the conclusion of a one-on-one meeting.
delegation	The process of handing off responsibility for tasks to an employee.
one-on-one	A regular meeting between a manager and team member to communicate with each other and follow up with each other on the things unique to their working relationship. The one-on-one meeting is a place where both should feel respected and valued, and a place where both parties can ask questions openly and express their needs. A one-on-one is also a place where a manager can offer guidance and training as needed.
one-on-one training	A meeting that goes beyond discussion of delegated tasks and action items, delving into apprenticeship-oriented training on a particular topic or process. Stories, videos, and visual aids help boost the effectiveness of one-on-one training.