



At long last the moment you've been waiting for- the video on facilitating one-on-ones.

But really when you think about it, haven't we been talking about facilitating one-on-ones all along?

Much like Dorothy trying to find her way home from Oz or something like that.

Because we have been talking about it all along.

Even if it hasn't been the title of the video.

Your ability to effectively lead one-on-ones is contingent on how well you prepare for those one-on-ones and how well you follow up on those one-on-ones.

You can't just walk into a meeting without any forethought and without any follow-up and expect it to go well.

You can't dive into a course on how to successfully lead one-on-one by just diving into what happens from the moment the meeting starts to the moment it ends.

There's so much more that goes into it.

That's why we've been spending the time talking about the other stuff that goes into it.

It all impacts what the actual facilitation of that meeting is going to look like.

So let's talk about it.

First and foremost you need to remember to be human.

Ultimately, you are building a relationship with another human being.

Something weird happens to a lot of us when we become supervisors.

We act in ways we would never act in any other relationship in our lives because we've created a story of what it means to be a supervisor and supervisee.

Yes, there are unique dynamics to that relationship but in the end it is human to human being.

Think about any other occasion when you invite someone to do something. You want to make sure that they are as comfortable as possible, that they enjoy the experience, that they have some say in what is going on.

These things hold true for one-on-one supervision.

Be a human being.



Offer the person a drink.

Maybe have a box of tissues on the table.

You want to make sure the temperature is okay.

Maybe you have some music going.

You want to make sure that you are a human being.

Personalize the experience.

Check in and see how they're doing.

How was their day?

What's the first thing you do when a friend calls on the phone or you meet up?

*How are you?*

*How's it going?*

You shouldn't lose that because suddenly you're a supervisor.

You need to maintain that level of human connection in each and every interaction you have with your staff including one-on-ones.

When you're ready to get down to business, review the agenda together.

See if there's anything either of you wants to add or maybe even take away.

You may realize you no longer need to discuss an item, or maybe it can wait for another day.

Decide together what a successful meeting is going to look like.

What is the outcome you want at the end?

Do the same for every item on the agenda.

Because a lot of things can't be decided in one meeting. A lot of times you need to go from A all the way to Z, and in one meeting the best you can hope for is maybe to go from A to C. Or A to F depending on what you're talking about.

Decide together, what would make a successful outcome of that item on the agenda?



You don't want to rush decisions. You also don't want to spend too long discussing things that don't need that long to discuss.

Another example of balance that is required for successful meetings. Decide together, what would feel good to accomplish in this one meeting?

Remember that ultimately this time is for your staff. You want to make sure the focus is on your staff, their goals, their needs, their growth, their challenges, their wins that you're focusing on them.

You want to make sure you understand everything that's going on with their work experience and how you can best support them to make it the best work experience possible for them to help them reach their goals, to help them grow and to give them everything they need to get there.

There should be at the very least a 50/50 split in who's talking but ultimately you're going to want your staff to take up most of the airtime. This is their time to sit down with you and to get what they need from you.

And celebrate, celebrate, celebrate. We're not so good at this part. If we celebrate at all we tend to wait for big things, for big work, things like the end of the year or quarter or maybe personal things like birthdays or a holiday party.

We like to think of celebrations as big and we're missing out on an essential component of effective supervision, which is constantly reminding your staff how much you appreciate them and recognizing how much value they bring to your team.

So celebrate every chance you get. Recognize the good stuff that's going on with your staff. It doesn't always have to be that they reached an end goal. You can talk about celebrating progress or even a mistake that happened that they learned something from.

It doesn't have to be huge but it needs to be consistent. You need to constantly remind your staff how much you appreciate what they're doing.

I use the analogy a lot of a mountain and when we're so focused on climbing that mountain and all we can see is how much farther we have to go.

It's important for you as a supervisor to remember to look back down that mountain to remember how far you've already come and more specifically how far your staff has already come and continue to remind them of that. Of how much growth you're seeing and how much you appreciate the work that they're doing.

Remember the topics that you want to focus on are topics that require in- person or virtual conversation, not emails, not a quick check-in.

You should be having some level of feedback and coaching in every session you're in.



You want to make sure you're clear about goals and where your staff is at with their goals, what they need from you, if they have any problems, conflicts that they need to work through with you, support that they need, any ideas or thoughts that they want to share.

By taking this time you are automatically working on your relationship and your trust. You don't need to have every one of these at every meeting you ever have with your staff.

I've put stars next to the ones that you should pretty much be doing in every single meeting and making sure that the time is valuable for connection and conversation that ultimately benefits your staff.

And no surprises.

Part of the reason that you meet consistently with your staff is you want to make sure that both of you are on the same page about what's going on.

If you wait too long to meet, a lot of miscommunication can happen. A lot of missed communication can happen.

Also, if there's a problem that you don't know about, it continues to get bigger and bigger because you're not meeting and discussing it or there's a mistake being made that you're not aware of.

Also, if good stuff is happening, you want to make sure that you're acknowledging that.

If you still work in the system that does some type of performance review, I always say you want that review to be the most boring meeting of the year because you've been talking about this stuff- the good and the not so good- throughout the year, so your staff knows exactly where they stand and what to expect during that performance review.

I have a tool that I share because it's really valuable to understand what people need.

Gallup did this study of a million people to figure out what makes people satisfied at work and these are the 12 answers in order of what came up most often.

Now of course because we are individuals, this won't be the exact same order for every one of your staff but on the whole, this is what staff need to feel satisfied at work.

Many of these things are exactly what should happen during one-on-one meetings for maximum impact. We want to make sure that your staff are getting everything they need.

This is but one tool to try to gauge it, but I think it's a good illustration of how much of this should be taking place during your one-on-one meetings to get the most value out of them.



Again, you want to check in about once a quarter for meta supervision to make sure that you're understanding what's working and what's not working with your supervision meetings to adjust accordingly.

Your staff should have lots of input there into what may or may not be working.

Make sure you do close out.

A lot of times with meetings, we're running into another meeting- remember don't do that. Schedule a buffer. A lot of times it's just this last minute like, 'oh I got to go' and there's not really any closure.

It's really helpful to save some time at the end to check if you met the outcomes you set. If not, how are you going to do it next time?

Make sure you're capturing what needs to be done as a next step and again, as a human, thank them for their time.

Wish them well on their day, if you know, something's coming up this weekend that they're looking forward to, wish them well on that.

Be a human being and close out the meaning in a way that both of you feel really great about what just happened.