



Have you ever left a meeting feeling really clear and confident about what you were supposed to do next?

Then a couple of days later you sit down to do that thing, but you can't remember what it was. So you look around for the notes that you took- if you took any at all- and of course, you can't find them? So now you're in a position where you have to reach out to the person who is facilitating the meeting and they may or may not have remembered either.

This happens all the time.

But not on your watch.

Because you know the strategies and best practices of facilitating effective meetings, you know that you need to have a system to follow up on all of your one-on-one meetings.

Just like when you're creating the agenda you want this to be a shared responsibility between you and the person that you're having the one-on-one with.

You want to have a system in place where you're capturing what happened during the meeting.

Again, you're not always going to arrive at a final decision, but you want to capture the progress that happened during the meeting. You also want to capture things that you didn't quite get to but you want to get to at a later date.

It doesn't need to be extensive but it needs to be clear enough that you're going to understand it should you revisit the notes six months from now, even six days from now. You want to make sure that it's detailed and clear enough that you'll understand what it means. To do this, it's really helpful for you to include any supplementary information. If you had a certain document, you were looking at a policy, some case notes, whatever it is based on the work that you do- include that as well in whatever system you're using so that when you reference that document or whatever it is you were talking about you have it right there at your fingertips.

A big part of this process that doesn't happen very often but is really valuable is making sure that you're taking time after the meeting is over to reflect on what just happened. You're going to do this in the meeting with your staff. It's also helpful for you to do it by yourself without your staff after the meeting is over.

This is one of the many benefits of having a buffer in between your meetings- remember no more back to back to back to back meetings. Schedule a buffer and take a few minutes to process what just happened. You can check in on your feelings about the meeting.

*Did it go well?*



*Did it go badly?*

*Do I feel good?*

*Do I feel bad?*

Also make sure you're capturing the effectiveness of the meeting.

'This was a valuable use of our time' or 'this didn't really feel like we used our time very well' and see if you can't pinpoint what contributed to that.

This should not be a lengthy process. You can shake it up a little bit if you want in how you capture this information or you can use the same thing every single time.

Maybe you want to write down three takeaways or maybe you want to have a quick survey from one to five that you circle how you're feeling about the meeting.

You can try out different options and of course, you can create your own too. Whatever it is, you want to make sure it's something that's going to allow you to do this consistently.

It's really, really valuable- essential really- to give yourself space to reflect. When we just bounce around from one thing to another, we never have that opportunity to let anything sink in and we lose so much of it.

Make sure you're building in this buffer time.

If you have a 60-minute meeting, schedule it for 75 and take that 15 minutes to get a drink, get a snack, go for a quick walk, use the restroom, all those things that you should have time and space to do but also to jot down your reflections on what just happened.

You want to encourage your staff- maybe mandate it.

It's something for you to think about to do the same, so that they're in the process of owning their own experience where they can think about what went well for them and some things that they might like to do differently or they might want you to do differently.

It's also a good opportunity for both of you to say, 'oh shoot, I forgot to say this.'

Or 'I really want to highlight this even though I did say it. I want to make sure I say it at the next meeting too because it was so important.'

If you don't take that moment and you wait too long to think about the meeting, I promise you so much of it is already gone. Do it as quickly as you close the door so you can capture it as clearly as you can.



What I like to do after a one-on-one meeting is send a quick email.

It's not formal minutes.

It's not a whole recap.

It's just a quick something- another way to capture what happened during the meeting.

It might be a celebratory email.

'Hey, congratulations again' or 'thanks again for doing that' or 'wow, I'm still thinking about this thing, you said'.

Focus on positive things.

You certainly don't want to use that follow-up email to say, 'oh by the way...', right?

Send something positive, something you're going to continue to think about, something you appreciated.

It's a really good opportunity to capture something else that happened and really continue to build and develop that relationship with your team.

Then you get to prepare for the next one.

We'll talk about that more in a minute.

There are many benefits that can come from one-on-one meetings.

These are four of the big ones.

You might want to use this in your self- reflection.

Did I feel like this?

I hope to contribute to our relationship or how do I feel like our relationship is going?

Do I feel like trust is building or are we losing it?

Is it kind of stagnating?

How was our communication in this meeting?

Where did we make some headway?

Where are we struggling?



And ultimately how is this affecting our impact?

How are these meetings getting us to the goals that we have for ourselves, for our team, for the organization, are the meetings effective?

Look for patterns and look for outliers. Those both can offer lots of information.

Then you need to get ready for the next one. This is the joy and the challenge of being busy. Of being a supervisor. Of having lots of meetings and lots of things to do. You need to have an ability to move on to the next one.

Just like you took the time to prepare yourself emotionally and mentally for the meeting you just had, you need to extend that courtesy to the next one and the next one and the next one. Even if it was a pretty tough meeting. Perhaps especially if it was a really tough meeting. You need to do whatever it is that works for you.

You can finish your reflection, take a deep breath, and move on and show up as your full self and be as present as you possibly can for the next one.

There's always a next one.

The more that you dedicate to doing it well, the better it's going to be and the deeper impact you're going to see over and over again. Of course not just for you, but for your staff as well.

I know that this seems like a lot. I promise once you start putting it into practice, it will become rhythm. It will become part of the way that you operate.

As soon as you and your staff start to experience those benefits, it's going to motivate you to keep on going.

So thank you for working your way through all of the steps.

I know you are going to lead your one-on-ones effectively and that you're going to continue to invest and make sure that that learning process never ends.