

RIVCO 1HR

learning & organizational development

The Basics of Effective One-on-Ones

What are the BASCIS?

- Regularly Scheduled
- Rarely Missed
- Primary Focus on The Team Member
- Notes & Follow up Critical

WHEN Do We Do One-on-Ones?

Good Managers Rarely Miss Them

- For Most, Weekly with Each Team Member
- For Some, Bi-Weekly With Each Team Member

WHERE Do We Conduct One-on-Ones?

- The KEY is NOT IN PUBLIC– It does NOT have to be “in private”
- If you have an office, in your office with door closed
- If you have a cubicle, at your desk, with sensitivity- it really does work

WHAT Do We Do and HOW Do We Do It?

How Long? 30 Minutes

- 10 Minutes for Them
- 10 Minutes for you
- 10 Minutes for Development

HOW Do I PREPARE?

Ask yourself These Simple Questions:

- What do my follow up notes say I need to check on? Am I committed to following up? What notes should I make now? How might I ask that question? Am I really committed to following up?
- What do I need to be sure to communicate? What behavior of his/hers am I focusing on? What projects or work am I involved in? What organizational issues/ news/ efforts can I share? What meetings have I just attended- what did I learn? What are the common items I need to get out to everyone- About schedules or projects or workload or our team?

- What positive feedback can I give?

- What adjusting feedback can I give?

- Is there something I can delegate? what project, task or work would be helpful to their development?

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What Are Some Effective Questions I can Ask?

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| • Tell me about what you've been working on. | • What questions do you have about this project? |
| • Tell me about your week- what's it been like? | • Where do you think I can be most helpful? |
| • Tell me about your family/weekend/activities. | • How are you going to approach this? |
| • Tell me about anything you stumbled over. | • What are your thoughts on my changes? |
| • Would you update me on Project X? | • What do you think about it? |
| • Are you on track to meet the deadline? | • So, you're going to do "X" by Tuesday, right? |
| • What questions do you have about the project? | • How do you think we can do this better? |
| • What areas are ahead of schedule? | • What are your future goals in this area? |
| • What areas of your work are you confident about? | • What are your plans to get there? |
| • What worries you? | • What can you/we do differently next time? |
| • What suggestions do you have? | • Tell me about what you've learned on this project. |