

Fairview

One-on-One Meeting Strategies Talent Retention

Purpose

Having regular time on the calendar to meet one-on-one with team members is an effective strategy to connect on issues, communicate effectively, and foster a strong relationship. The goal is to have dedicated time on the calendar, in a regular cadence, to have open-ended conversation, and promote engagement. This time can be used for coaching, mentorship, problem solving or the team member voicing their concerns. The leader's main role is to ensure the meetings occur, actively facilitate, listen, encourage genuine conversation, and offer support. The most important aspect is to create a space where the team member feels respected, heard, valued, trusted, and included.

Helpful Tips

Preparing for the 1:1

- Schedule regular 1:1's for 30 to 60 minutes on a weekly or bi-weekly cadence
- Consider a bi-weekly cadence for larger teams (10 or more)
- Consider weekly meetings if your team is remote to counter lack of spontaneous face-to-face contact
- Avoid canceling 1:1's to let team members know they are a priority
- Choose a location where the employee will feel engaged, present, and free from distractions
- Consider having walking meetings or meeting outside of the office
- Encourage the team member to keep a list of topics throughout the week

During the 1:1

- Consider the meeting a focused space for team member needs
- Do not multitask and be present in the meeting, silencing emails and notifications.
- Actively listen and display genuine interest
- Adjust to team member's unique needs (e.g., being very detailed, allowing for more reflection time)
 - Enroll in [Insights Discovery](#) and/or consider a follow-up education session to help you and your team to improve communication and collaboration
- Be flexible and if an item is not discussed from your agenda, move it to the next 1:1
- Recognize achievements and celebrate good work
- Discuss longer goals, career planning, and development opportunities periodically

Example Questions

- What would you like to discuss today?
- How are things going with you and your team?
- What are your current priorities?
- Are there any concerns you would like us to talk through?
- What barriers are you encountering with the project?
- How is your work going on this project/task/area of responsibility?
- What was one point of pride this week?
- Is there a challenge that the team is facing that leadership might not know about?

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Example Agenda

One-on-ones commonly begin with a casual check-in on things outside of work, call back to previous meeting topics, and then move on to new topics that the team member would like to discuss. A shared area to keep a list of agenda items is preferred, but each person can also keep an agenda for the upcoming meeting. The agenda and conversation should be driven by the team member.

Feel free to share, use, and adapt the example agenda and talking points below!

Agenda	Talking Points
1. Personal check-in	- Ask about weekend or recent time off
2. Awareness and updates	- Share any upcoming scheduled time off or time away from the office - Provide updates or announcements from the organization or team
3. Call-back to last one-on-one	- Reflect on any action items from the previous meeting
4. Priorities	- Discuss current work and priorities - Update on any forthcoming work
5. Capacity / Workload	- Reflect on capacity of work - Discuss any barriers or challenges that need to be addressed
6. Achievements / Shout Outs	- Share highlights and achievements - Share impact of work and recognition - Discuss any achievements or progress towards goals
7. Action Items	- Identify action items, timeline, and how you will follow-up