
One-on-One Meetings

Regardless of an employee's level of performance, it is essential that coaches meet one-on-one with each employee to "touch base." The purposes for these meetings are to:

- Acknowledge the contributions this employee makes, and demonstrate that what he/she does is important to the organization.
- Establish and review goals.
- Take interest in the employee's professional and career development.
- Discuss barriers to successful performance and formulate a plan to remove the barriers.
- Ask for input on unit processes, operations, and direction.
- Give and seek feedback.

Conversation Helpers

Consider using these open-ended questions in one-on-one meetings:

- How can I support you?
- What progress have you made on your goals?
- What barriers prevent you from accomplishing your goals?
- What has been a recent success? How did that work? How do you feel about it?
- What new ideas or opportunities would you like to mention?
- What decisions do you need to make?
- What information do you need to make a great decision?
- If we had to do "x" project all over again, what would we do differently?
- What skills, experiences, and/or knowledge would you like to obtain to position yourself for the future?
- What kind of feedback would be most helpful right now?
- What alternative approaches can you think of?
- Do you have something on your to do list that you should reconsider, put-off, or delegate?
- If you could change the way you do your job, what improvements would you recommend?
- What frustrations are you experiencing? What steps can we take to minimize the frustrations?