

One-on-One Volunteer and Manager Weekly Meeting Tips

Consistency:

- Set a recurring weekly calendar meeting for you and staff
- Meeting should be the same date and time each week
- Meeting should be held in the same conference room each week when possible

Format:

- Start at 15 minutes per staff member
 - o As these progress and dialogue improves, you might want to increase the time slots to 30 minutes per meeting
- Consider including the Managers/Coordinators in the time slots with the corresponding VISTA's that they manage
 - o Could encourage similar format for Program Manager to hold with Site Coordinators

First Meeting/Level-Setting:

- During the first one-on-one, you should explain the purpose of the meetings
- Communicate these will be informal & recurring meetings
- These meetings require openness, trust, & honesty
- This should be a safe setting for staff to raise issues, ask questions, etc.
- In the invite of the first meeting, explain the format and expectations.
 - o **Example:** I plan to start holding one-on-ones for our team. These are intended to be informal conversations to get more feedback from you. We can talk about anything. What's bothering you? Your progress? Or, anything else you find important. This will occur weekly. Let me know if you have any questions.

Dialogue:

- This should be a time for two-way conversation. Time for you to discuss items that you want to address but also time for the staff member to raise any issues or ask questions.
 - o A recommended practice is to allow time for the staff member first to raise their issues/questions.
- Ask questions to promote conversation. It is a good habit to prepare some questions you want to ask before each meeting.
 - o Some sample topics/questions:
 - Work Habits: Which part of the day do you feel most productive? What are the changes that can be made so you can make the most out of a work day?
 - Collaboration & Relations: Who inspires you on the team & what have they done to inspire you? Is there anyone on the team you find it difficult to work with & why? What do you think about the amount of feedback given in our team? Would you like to hear

more/less feedback from me and/or other team members? Any suggestions for improvement in the way we work together?

- Team Happiness: What keeps you engaged with your daily work? What can I do to help make your daily tasks more engaging? What kind of projects do you enjoy working on? What motivates you to work on a project?
- Short-Term Goals: How is your current project going? What are you working on this week? Are there any roadblocks preventing you from completing work? Can I do anything to help move things along? What projects would you be interested in working on next?
- Long-Term Goals & Development: What do you want to achieve in the next 3 years? What needs to be done to move towards your goals? What can we do to help? Do you feel like you are learning at work? What are the new things you learned lately? Whom in the team do you want to learn from? Is feedback helpful for your personal development, and do you think you receive enough feedback? Would you like more coaching? Which aspect of your job would you like more help or coaching?
- Manager Improvement: What can I do as a manager to make your work easier? Would you prefer more or less involvement from me in your daily tasks? How can I support you better?

Wrap-Up:

- End each meeting with accountabilities for both you and the staff member; include a clear path for follow-up
 - As these meetings progress, the next one-on-one meeting would begin with a status update on those accountabilities

Additional Tips:

- Be present & limit distractions
 - Close email; do not answer phone calls, etc.
- Come to the meeting prepared – if the staff sees you taking these meetings seriously, they will as well
- Consider including the Performance Review document in these meetings on a quarterly basis
 - This should be an informal use of the document but a reminder of what criteria of success has been established previously
 - This can be a good check-point measure to ensure employees are on target to meet goals & expectations, and if not, that they have time to get coaching and/or any needed support.