

Face-to-Face:
How to Leverage
1-on-1 Meetings™
to Inspire
Performance

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"Somewhat surprisingly...
interpersonal skills is where
we're seeing the biggest
imbalance."


Communication is the
No. 1 skills gap ..."

Jeff Weiner, LinkedIn CEO




How to Leverage 1-on-1 Meetings™


[In conflict or emotional context]
93% of communication
is non-verbal




Email

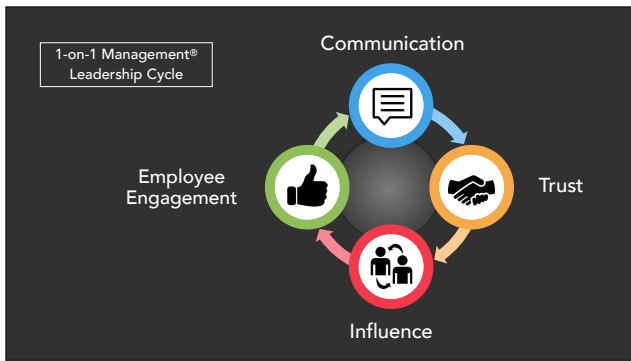


Phone



Face-to-Face



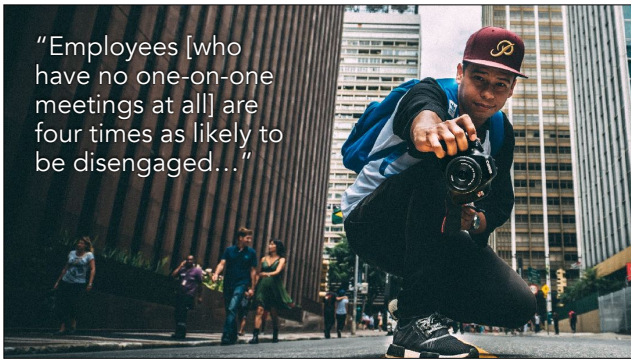


ENGAGED Employees

- 18% increase in productivity
- 18-43% less turnover
- 10% increase in customer loyalty
- 41% fewer quality defects
- 23% increase in profitability

Source: The Results of Research Engagement (Feb 2015)

"[Employees] who get twice the number of one-on-ones with their manager relative to their peers are 67% less likely to be disengaged."



“Employees [who have no one-on-one meetings at all] are four times as likely to be disengaged...”

How to Leverage 1-on-1 Meetings™



The 1-on-1 Meeting: What is it?

- Weekly meeting, preferably Monday or Friday
- Typically 30 minutes
- It's the employee's meeting - they should be doing 75% of the talking
- It is a meeting designed specifically to build a relationship, create trust, and provide visibility



How to Leverage 1-on-1 Meetings™



Why Have a 1-on-1 Meeting™?

- Drives employee engagement
- Improves communication (face-to-face)
- Develops mutual understanding & alignment of expectations
- Allows for feedback and recognition
- Creates a coaching environment
- Provides for real-time performance management



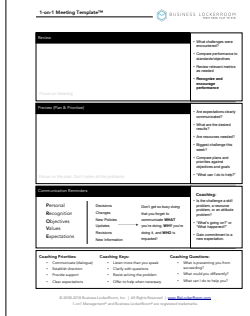
Meeting Mechanics

REVIEW

PREVIEW

PLAN

PRIORITIZE



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Thanks!
