



THE ONE-TO-ONE MEETING | SHOW YOU C.A.R.E

This “One-to-One” meeting outline is designed for each supervisor and direct report. Because the tension between accountability and encouragement is a challenge in many churches, frequent and regular touch-points are recommended to foster a healthy pattern of exchange. This approach is designed to keep a continuing dialog around personal and work related matters. This 4-step process takes less than 30 minutes a month, and facilitates encouragement while emphasizing accountability.

Accountability – The practice of identifying and addressing a teammate’s contributions, both beneficial and detrimental, in order to best advance the mission of the organization.

Consider their current wellbeing – How are you doing personally?

Assure their value to the organization – How can I appreciate, celebrate and encourage?

Reconcile any unsettled concerns – How can I clear my accounts?

Empower them for success – How can I help you succeed?

1. **CONSIDER** – This is a time to catch up on his or her emotional wellbeing, relationship with God, staff relationships, roles in life, and struggles. Additionally, this can gauge their basic receptivity for challenge.
2. **ASSURE** – Show appreciation with specific examples. If you are unaware of your direct report’s positive contributions, some due diligence might be in order. Set your mind to look for things to celebrate. An employee who knows his or her value to the organization is in a healthier emotional and spiritual state to respond to a professional challenge.
3. **RECONCILE** – This is the time to clear accounts. If you find you are holding back a difficult truth, or having imaginary conversations concerning that person, it is better to address it openly in this conversation. You could frame it around; “I noticed _____, what was going on that I needed to know about?” or “Help me understand...” These starters can be non-threatening and encourages conversation now, versus dreaded conflict and confrontation later. Be clear about the situation, and agree on an action for recourse.
4. **EMPOWER** – Ask them if there is anything they need to better perform their job. Offer your assistance to help them be more successful in their work.

Ultimately, leadership is not about glorious crowning acts. It's about keeping your team focused on a goal and motivated to do their best to achieve it, especially when the stakes are high and the consequences really matter. It is about laying the groundwork for others' success, and then standing back and letting them shine.

Chris Hadfield

*Please note, this approach is designed for use alongside a bi-annual or annual performance review as a system for fluidity, fostering positive recognition and addressing concerns.