

# - THE WEEKLY ONE TO ONE -

**The Weekly One To One** meeting is a 15 minute meeting that takes place between the manager/director/team leader and each team member in a one to one setting.

Its purpose is to look back on the week that has just gone, objectively assess performance, safely address any issues and quickly provide the right feedback regularly so that everyone continually improves their performance and you hit your goals together.

It occurs at the same time each week and prior to this crucial meeting, each team member needs to complete their one to one weekly meeting form.

This is crucial to building and maintaining the culture and business that you want, and that your team and patients want to be a part of.

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**Share your top 3 wins for this past week and why they matter**

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**What is your behavioural goal that you're focused on for this 6-week period?**

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**What have you done this week to demonstrate an improvement?**

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**Insert role specific questions that contribute to growth.** (so that you can have difficult conversations that you otherwise wouldn't have and bring your goals absolutely out in to the open)

**Eg: How many new patients were successfully re-booked as per our standards?**

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**How many new patients were not re-booked in accordance with our standards and why?**

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**What are your learning goals in regards to patient management from this week?**

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**What help do you need to achieve these goals?**

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**What are your top priority actions for next week?**

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**Your goals for next week?** *(assessor to complete) (make these around growth activities)*

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**Assessor to review individual score card and provide feedback** *(refer to Building Your Dream Team training to create your own scorecard)*

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**Assessor to review behavioural score card and provide feedback** *(refer to Building Your Dream Team training to create your behavioural scorecard)*

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## **GETTING STARTED**

- Set up a google doc with the above questions that the manager and staff member can access
- Set up a blank template of the questions with the date of the meeting at the top of the page
- Staff member to complete form on the Friday morning at a diarised time eg: 9am
- Meeting takes place at a diarised time that recurs weekly eg: 9.30am Friday

## **FAQ's**

### **Should you pay your staff for these meetings?**

Yes

### **What if I have multiple different clinic locations?**

Run these on skype or zoom

### **Who should run the meeting?**

You until you train someone to impersonate you

### **I think my team are doing well, I don't think they need this!**

You're kidding yourself!

### **But my team are contractors**

Then you can't manage them...