

1-ON-1 MEETINGS FOR AN ENGAGED TEAM

By Jay Chapman,
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There's never been a better time to take stock of where each team member is up to in your business.

One on one meetings are the backbone of your business. It is the time where you communicate your big vision with your team, spend time with your team to make sure that they are happy and engaged, and of course motivate your team to move forward and improve the overall performance in their KPI's

The quality of your communication will dictate the results you get in business. Simply put, if you have lacklustre comms you are going to get lacklustre results!

Quality communication will have you becoming a real leader not a dictator or manager in your business.

You need to make time every week for a 15 minute meeting with everyone on your team. YEP! everyone. It's about taking the time to sit down every week to conduct a 1 on 1 meeting, This is where you make a plan to grow by checking in on what they are working on and where they need your help!

I really want you to pay particular attention to planning your 1 on 1 meetings in advance! This ensures that you get the most out of the time spent with each individual or team member.

Remember to keep in mind the challenges that you have experienced in the past and put your plan of action in place to move past this. Help them push past their comfort zone and into career success!

When it comes to actually having the meeting, yourself and your team member should always go to a cafe, for a walk or even to the park (weather permitting!). This shows your team that you are serious about their time, giving them uninterrupted time to help them with their important role within your business.

As much as we critique, we need to hear it back as well! My suggestion is to keep the conversation balanced by asking for feedback. Actively listening to your team about what you could do different to support them better is key.

I know, I know.... It's a challenge to wrangle the diary and to find the time, However we both know that up to 48 meetings per year with each team member is going to be a game changer right?!



To give you a head start, here are a few questions to go through.

1. What was your focus from last week and how did you go with that?
2. What's the plan for this week and what would you like to focus on?
3. What do you think this number should be?
4. What do you feel is holding you back in this area specifically?
5. Why do you feel you need to work on this area what's the payoff for you and the client?
6. What will your numbers be when you are absolutely nailing it?
7. So what is the first thing you need to do to grow this area?
8. What can I do to help you with this?

Use this time to ask questions and actively listen. My rule of thumb is to listen as much as you talk. We can often feel uneasy in silence and feel the need to fill it, but asking better quality questions

will have your team find their own answers.

I want you to think about the feelings you want the team to feel when they leave your meeting. Motivated? Inspired? Proud? You need to make sure you really 'land the chop-per' on the the outcomes and the emotions you want them to feel.

It's your job to provide an incredible environment for your team! You want any meeting with your team to be a positive experience so the leave feeling awesome! Not like they have been smacked or not listened to.

We feel it is so important to commit to weekly 1 on 1 team meetings that we can't coach you if you won't make this your number one priority.

Remember it's about finding out what is holding us back and making a plan to push past this. Accountability is the new key to motivation.

Jay Chapman is a Senior Business Coach at The ZING Project. For more advice for you salon join the 'Salon Smarts' private Facebook group today or contact Jay at Jay@zingcoach.com.au.