

Small Talk, Big Results

Why One-on-Ones Matter

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Why This Webinar?

- Understanding the power of one-on-one meetings
- Tips for effective one-on-ones

Our goal:

- Share the most impactful leadership practice we've seen
- Appreciate the Whole person comes to work





Charlotte



Detroit

Accelerate

**2,500 leaders
developed**

**10,000 direct
reports impacted**



Select

**12,000 candidates
evaluated**

**2,000 successful
hires**

**1,300 scorecards
built**

The Leadership Dilemma

Why Most Leaders Avoid One-on-Ones

Common excuses:

- Too many meetings
- No time
- I don't really want to get to know my direct reports



The Real Cost Of Skipping One-On-Ones

- Lack of trust
- Misalignment
- Disengagement
- More fire drills



Self-Assessment – How Well Do You Know Your Team?

Quick Quiz - Can you name your direct reports'...

- Spouse/significant other?
- Children?
- Hobbies & interests?
- Pets?



The Case for One-on-Ones

One-on-ones aren't just another meeting. They:

- Build trust & strengthen relationships
- Create a safe space for honest conversations
- Prevent small issues from becoming big problems
- Reserve time to discuss important NOT urgent matters



A Simple 3-Part One-on-One Structure



- **Personal Check-in (10 min)**
 - Start with casual conversation (family, weekend, hobbies)
 - Builds trust & connection
- **Role & Responsibilities (10 min)**
 - What's going well? What challenges exist?
 - Offer support & remove roadblocks
- **Growth & Development (10 min)**
 - Skill-building & career growth discussions
 - Helps retain top talent

Where & How to Hold One-on-Ones

Office Meeting: Private, structured discussion

Walk & Talk: Casual, improves engagement

Coffee Chat: Neutral environment, builds rapport

Common Mistakes to Avoid:

- Turning it into a status update
- Not preparing key discussion points
- Not actively listening



How to Get Started

- Announce the change to your team
- Block time on your calendar
- Keep it simple – just show up and listen
- Let direct reports send the meeting invite (creates ownership)

Tip: Never cancel or reschedule unless absolutely necessary!



Real-World Success Story

Ryan Byers – J DiMarco Builders



- Used to have one meeting per year with direct reports
- Introduced weekly one-on-ones → Less firefighting, better delegation
- Result: More trust, stronger team, more time for strategic work



"If you don't have time for one-on-ones, you don't have time for growth."

The Next Steps

- Start scheduling one-on-ones
- Use the 3-part structure for success
- Download the Small Talk, Big Results eBook
- Need help? Book a 15-minute exploratory session with A The Metiss Group Advisor



Questions and Call to Action

- Give us your feedback.
- Visit our Leadership Academy to develop your leaders.
- Tell us your favorite one-on-one story



**Give Us Your Feedback and Get A Copy
of our One-on-One eBook**





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Upcoming Webcasts

- March - Scorecards for new hires
- April - Assessments in a hiring process
- May - 360 leadership assessments
- June - EQ for high-potentials