

The “One-to-One” Meeting

The one-to-one meeting is an effective technique for initiating relationships and can be used to recruit new members to the team or partnership. It can be especially useful to broaden your table and to meaningfully engage members from diverse and intersectional communities from your region in the health transformation work. Relationships provide us the opportunity to explore values, learn about resources, discern common purpose, and find others with whom leadership responsibilities can be shared. Through a one-to-one meeting you will learn about another person’s values, their interests, skills, and resources the other brings to the work, and what the next steps are for building your relationship. This resource describes the 5 steps to conducting a one-to-one meeting, a key practice in any community building toolkit. *In practice, this meeting should take 30-45 minutes. This exercise is developed for a 10-to-15-minute workshop session.*

Practice Relationship Building

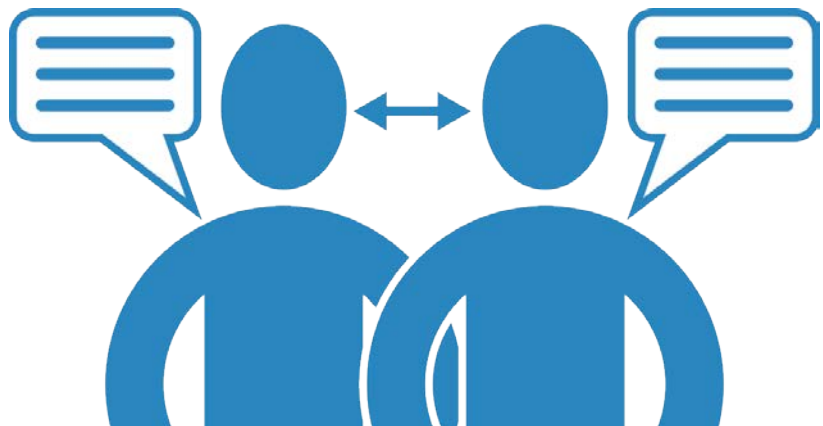
We build relationships with potential collaborators to explore values, learn about resources, discern common purpose, and find others with whom leadership responsibility can be shared. We need to invest significant time and intentionality into building the relationships that generate commitment to each other and our shared purpose. The more that volunteers or members find purpose in the intentional community we build, the more they will commit resources toward our shared purpose. Commitment is one of our greatest resources in leading transformation.

The one-to-one meeting is an effective technique for initiating relationships. This five-step method for relationship building has been developed and refined by organizers and system leaders over many years. Use the guide below to practice the one-to-one meeting with a partner.

Worksheet: The One-To-One Meeting (10-15 minutes)

Choose a partner who you do not know well. One of you will initiate a 10-15-minute one-to-one meeting with the other. If you are the instigator, you may want to take a few minutes to think through and write down notes about your interest, purpose, and the specific “ask” before starting the activity. During the one-to one, be sure to move through all five steps shown below:

Step #1 – Get the person’s attention. In this exercise, you have already gotten their attention by asking the other person to be your partner. Check to make sure that the person has 15 minutes for the meeting, so you are clear from the start on when you need to end. *In a real-life scenario, you will need 30-45 minutes for the 1:1 conversation.*



Step #2 – Describe your interest and purpose. Be clear and straightforward when stating your reason for the meeting. For example, “I am working on a project to improve the health of our community by involving stakeholders to work together in new ways. I want to learn more about your interests; tell you about our efforts; and see if you want to get involved in some way.”

Step #3 – Elicit and explore. Most of the one-to-one is devoted to exploration to learn about the other person's values, interests, skills, and resources. Ask probing questions and listen deeply to get to the choice-points and specific experiences that shaped the other person's life. Listen carefully for the motivations and the resources she or he might bring (particular leadership skills, network, etc.). Once you hear your partner's story, briefly share your story of self – where you came from, what drives you, and what motivates you to participate in this work. Be specific – avoid talking about issues in an abstract way. Use the questions below to guide your exploration:

- **Story:** What in your life brought you here today? What made you care about this? How did you learn these values? From whom?
- **Hope:** What is your vision of how things could be different? What motivates you to act?
- **Challenge:** What keeps you from action? What do you fear? What would you want to learn?
- **Leadership resources:** What skills do you bring to this work? How would you describe your leadership style?

Step #4 – Make an exchange. As you listen, take mental notes about what you are discovering and think strategically about possible exchanges of resources – it may not be the same exchange that you originally imagined. Also, identify the exchanges happening during the meeting such as information, support, appreciation, challenge, and insight.

Step #5 – Seek a commitment. Make a specific “ask” of your partner. Put a date and time on it as a way to secure the commitment. If the person does not want to get involved directly, will he or she introduce you to others? Look for ways where you might find points of synergy and seek a commitment to those particular follow-up steps.

By the end of your one-to-one meeting, be sure you can answer the following:

1. What does this person **value**? What is their history of acting on their values?
2. What **interests** does this person have? How can the coalition support their interests?
3. What **skills** and **resources** do they bring to this work?
4. When will we **meet again**, and / or **what will we do next** to take action and continue building this relationship?

Reflection

- How does this way of doing one-to-one's compare with other types of conversations you have?
- How is it different from an interview? How is it different from a sales pitch?
- What was most challenging about conducting a one-to-one meeting?
- How could this type of relationship-building tactic be employed in your setting?

Originally adapted from the works of Marshall Ganz, Harvard University

Copyright ©2021 THE RIPPEL FOUNDATION. This work **may** be used, photocopied, and distributed for educational purposes only and as long as the copyright notice remains intact. For use on a website or social media platform, link directly to the work on our website. Unless prior written permission is given by **The Ripple Foundation**, this material **may not** be (i) used or distributed for monetary purposes (i.e., do not sell our work), and (ii) edited or changed in any way.
Please email requests or questions to: info@rippelfoundation.org

Version 01192021