

P O R T F O L I O

1-1'S

Leadership

TRENT RHODES



1-1'S

SITUATION

With a growing career success coaching team, 7 at its height under my leadership, and working remotely, it was important to establish a way of maintaining rapport with each member, individually. The 1-1 model was an opportunity to strengthen this connection.

CHALLENGE

Challenge with setting up the one-on-one schedules was time distribution.

During my tenure as manager, I also had a relatively high client caseload, where I also received bookings for job search support and career development. I also owned student cohorts in the program, learning their skills and held presentations, workshops, and office hours for them.

Additionally, I was involved in several collaborative projects with different teams and responsible for the usual tasks that would be needed in the managers role, including staffing and data reports. Main challenge was ensuring existing operations were uninterrupted.

ACTION / REFLECTION

I accomplished this by making the 1-1 meeting a priority. I saw individual meetings as an investment for the coaches who either needed support in some form or wanted to discuss topics. It was an opportunity for us to know each other better, for me to understand their interests and talents, how they wanted to contribute to the team objectives.

As a priority, it meant that nothing would be able to compromise the 1-1 unless there was an emergency needing attention. 1-1's were weekly for majority of the team and biweekly for some who were more experienced, and I was already connecting with them in different ways, through Slack huddles, chats and impromptu meetings. This combination of individual and team meetings, designated as priorities, facilitated stronger connection.

In addition to the 1-1's, I created a living document for each coach. We used it as meeting history with discussion topics and issues to be resolved. The document was used as a way of communicating beyond 1-1 time. Coaches used it to comment, tag me on questions and ideas. I received email notifications and could respond accordingly.

