
1:1 Meetings and the Hard Ask

— Training Institute 2021 —

Introductions!

Name

Pronouns

Team

Role

Favorite Pastime

What are one-on-one meetings?

Why?

- To connect and build relationships
- To maintain relationships
- To troubleshoot challenges
- To set goals, expectations, and debrief
- To escalate responsibility
- To align motivations

When?

- All the time (organically)
- One on one meetings are important but should not be forced
- As we move volunteers up the ladder of engagement the need for one on one meetings is greater

Who?

- Team prospects
 - Already shows passion about Engage
 - Unsure if Engage is the right fit for them
 - Make sure that conducting these meetings isn't too much too soon for new members
- Dedicated members ready to take on greater team responsibility
- Partner prospects
- Potential leads

Why do you think that
1:1 meetings would be
important in our work
to build a team?

Three Types of 1:1s

Introductory - establish relationship and connection

Maintenance - check in, troubleshoot, debrief

Escalation - confirm volunteer into a leadership role

Introductory

GOALS

- Establish a relationship
- Answer questions
- Identify and gauge potential
- Connect on values
- Move to action

QUESTIONS TO ANSWER

- Is there chemistry... shared values, experience?
- Are there specific skill sets or connections that you can leverage?



Maintenance

GOALS

- Continue to strengthen relationship
- Offer support and guidance
- Gain feedback

QUESTIONS TO ANSWER

- Are they happy with their engagement?
- Are there new opportunities appropriate for them?



Escalation

GOALS

- Confirm a volunteer into a new role or responsibility

QUESTIONS TO ANSWER

- Are they willing, ready, and able to take on this new responsibility?
- What support will they need to thrive in their new role?

*It's not a confirmation of responsibilities unless they understand and explicitly commit

What do you think are
some opportune times
to do 1:1s

What is a hard ask?



An ask that results in a commitment to a specific action. The ask should always be direct, concise, and clear and should produce a “yes” or “no” answer

Examples

Example 1: “Can you join us at our team meeting tomorrow evening at 7pm?”

Example 2: “Would you possibly be interested in coming out to volunteer with us sometime?”

The Three Types of “No”

- Not now
- Not that
- Not ever



How to get a “yes”

- Stress urgency
- Emphasize local and person importance
- Set expectations around time/commitment



Hard Ask Framework

- 1) Make an **introduction**
- 2) Give an **update**
- 3) Create a sense of **urgency**
- 4) Present a **challenge**
- 5) Present a **solution**
- 6) Be **specific, direct, and action-oriented**

1:1 Best Practices

- Share your **personal story**
- Ask for **insights and feedback**
- **Connect** on shared experiences
- **Listen** twice as much as you talk
- End with a **hard ask**

Virtual 1:1 Best Practices

- Take off the **burden** from the participant
- **Share** the responsibility
- **Track** through a spreadsheet
- Use your **technology**
- **BRING ENERGY**

1:1 Practice (w/ hard ask at the end)

Breakout groups

- Take turns going through a 1:1 with someone who is new to PIHE (introduction)
- End with a hard ask
- Make sure to give each other feedback each time

Debrief

- When you tried to make a hard ask:
 - What worked well?
 - What was challenging?
 - Did you get a yes? A no? What was the reason?
- When you were asked to make a commitment:
 - Who had a partner who made a great ask? What did they do well?
 - Did you give a yes? A no? What was the reason?
- Any final thoughts or questions?

The 1:1 Meeting Cheat Sheet

The Why, When, and Who of 1:1s

Why	Build, maintain, and strengthen relationships, recruit new members, troubleshoot challenges, and increase commitment.
When	These meeting should happen all the time.
Who	All team members can lead a 1:1 meeting.

Types of 1:1s

Introductory	1:1s that are the first (or first few) meetings with a prospective or new member.
Maintenance	1:1s meant to check in with current members about their involvement.
Escalation	1:1s that help you confirm a member into a new set of responsibilities.

The Structure of a 1:1 Meeting

Attention	Be upfront about the purpose of your 1:1 meeting.
Interest	Have a defined goal for the meeting.
Exploration	Listen to and explore the values, motivations, and resources of the other person. This is an opportunity to be vulnerable about your own values too; this conversation is a two-way street.
Exchange	Share resources, information, support, or insight to create a foundation for future exchanges.
Commitment	Make a hard ask (an ask that is direct, concise and clear and requires a yes-or-no answer) to help continue the relationship.