

One-On-One Conversations

Conducting One-On-One Meetings

Thank you for your efforts to ensure that every member in our union will have an opportunity to be heard. These one-on-one conversations will help us identify what our members care about. Listen for their passion, their ideas, their concerns and their willingness to support our union in our work together. Here are a few points to remember:

- Make an appointment with the member. Work to honor their time and yours; strive to remain within that timeframe.
- Make every effort to listen to our members. Avoid the urge to write as they are talking. Think of this experience as a conversation rather than an interview. You'll have an opportunity to write down what you heard after the meeting.
- This is not the time to debate with members on issues where you might not agree. It's appropriate to join in the conversation, but avoid the temptation to solve problems. If a member angrily speaks to an issue, you should refrain from responding in a defensive manner. Instead, invite our member to share ideas how our union should address the concern and what contribution the member might make to help our union solve this issue.
- Thank the member for sharing this time with you. Let them know that we will be working to organize around what members have deemed to be important.
- As soon as possible after each one-on-one meeting, take ten minutes reflecting on and recording what you heard. Schedule a follow up meeting.

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Setting up a One-On-One

- What is the purpose?
- Introduce yourself
- Verify who you are talking to
- Explain why you are calling
- Open Ended question – how are things going, how was your year
- Ask to have a short 20 minute meeting
- If answer is yes, make a plan to meet — time, place, date
- If answer is no, double-check, thank them for their membership and support

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One-On-One Conversation Questions

Kick Starting the Conversation:

- How long have you worked at your job?
- What changed since you started?
- What did you expect when you started your job?
- Why did you want to become an educator?
- What would you change about your job?

Digging Deeper:

- What gives you joy in the work you do?
- What drains your energy at work?
- How does your work impact you and your family?
- Is your salary enough to live comfortably on?
- Who do you think makes the decisions about your work?

Moving to Action:

- Do others in your workplace share your experiences?
- What would happen if we came together to make a change?
- How can you and your coworkers make a difference?
- What actions can you and your fellow union members take to make a difference?
- What actions are you willing to do to make your union stronger?

Good for anytime:

- Tell me more?
- How did/does that impact you?
- Do you feel the same?
- Do others feel the same?
- Why do you think _____?