



SYSTEMS APPROACHES FOR HEALTHY COMMUNITIES

101 on One-to-Ones Quick Guide

Adapted from Jewish Community Action guidance on one to ones, St. Paul, MN
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BACKGROUND

This quick guide describes an activity for instructing a group how to conduct relationship-building conversations called one-to-ones. From this activity and the accompanying *101 on One-to-Ones Participant Guide*, participants will learn the purpose of one-to-ones and how to set them up to be successful. The activity also gives participants practice in doing one-to-ones.

You may want to conduct this activity with internal team members before doing so with external partners. As outlined in Module 3 of *the Systems Approaches for Healthy Communities* course, one-to-ones are a way of following several of the principles of engagement: *Listening Conversations; Everyone Has Gifts; People Care about Something; and Motivation to Act*. This activity is also a useful tool for implementing several levels of the IAP2 Public Participation Spectrum as outlined in Module 3: Level 3, Involve; Level 4, Collaborate; and Level 5, Empower.

LEARNING OBJECTIVE

Participants will understand how to use one to ones to build trusting relationships in order to create community-engaged policy, systems, and environmental changes.

MATERIALS

Use the *101 on One-to-Ones Participant Guide* to conduct this activity — one copy for each participant.

FACILITATOR INSTRUCTIONS

Follow these steps to conduct the activity:

- Introduce the concept of one-to-ones to the group, using the *101 on One-to-Ones Participant Guide* as a reference. Explain that one-to-one conversations help build trusting relationships that are important for establishing authentic community engagement and partnerships. Distribute copies of the participant guide to participants following your opening remarks.
- Prepare to demonstrate one-to-ones using the “fishbowl” technique. Explain that you will ask a volunteer to do a practice 10-minute one-to-one with you, while the rest of the group observes.

Note that this is not a normal set-up for a one-to-one, which is conducted in private. Instead, explain that you're using the fishbowl technique merely to demonstrate how one-to-ones work.

- Tell the group that during the demonstration you will follow the process outlined in the *101 on One-to-Ones Participant Guide*. Say you will ask questions that uncover the volunteer's self-interest and allow him or her to express feelings. Explain that you will model sharing that promotes openness, but that the volunteer will not be expected to share anything that he or she is not comfortable with.
- Next, ask for one volunteer to join you in the demonstration and another to keep time and let you know when 10 minutes are up. A great place to start is by asking the volunteer what got him or her interested in this kind of work. Encourage the volunteer to share some of the fundamental values that motivate him or her.
- Continue the demonstration with you, as facilitator, serving primarily as listener. However, sharing some anecdotes and personal feelings is helpful to establish rapport and build trust.
- After the fishbowl demonstration, ask all participants to reflect and share their thoughts on what they saw during the demonstration. Ask what they noticed about your body language and whether you showed you were listening. Ask for any other observations they have. Also ask your partner to share feelings regarding talking about himself or herself. Was it easy? Hard? Did your partner feel heard?
- Now ask participants to pair off and practice one-to-ones on their own, taking turns being the listener. Ideally give each pair 20 minutes — 10 minutes for each listener to practice asking questions and showing deep listening skills. Encourage partners to talk about each other's self-interests and values, and to see what common interests might be uncovered.
- If more time is available, you may allow pairs to practice for a full 45 minutes. However, 20 minutes is sufficient to gain a basic understanding.