

## Jason Ball's One-on-one Meeting

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Jason Ball, Customer Support Manager at Intercom, engages his support team by asking these top 5 questions in one-on-one meetings.

**How's life?**

Summary:

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Next Steps:

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**KPIs - how'd you do last week? Where do you need to focus more this week?**

Summary:

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Next Steps:

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**How are your 10% time projects coming along? What can I do to support?**

Summary:

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Next Steps:

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**What's felt harder than it needs to be in the last week? How can I help?**

Summary:

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Next Steps:

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**Feedback - any feedback for you, any feedback for me?**

Summary:

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Next Steps:

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