
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:

Next Steps:

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

Summary:

Next Steps:

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

Summary:

Next Steps:

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

Summary:

Next Steps:

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

Summary:

Next Steps:

Want meeting notes like this with no extra work?

With Hypercontext by Spinach, every meeting has a shared