



Set a time each week to focus on what's important. It may seem impossible at first, but once the habit is created and the meeting is structured properly, most people will look forward to the meeting and find they can't function properly without it. In fact, some companies have employees in a huddle of some kind on a DAILY basis. These team meetings are THE major building block for implementing your priorities.

To make these meetings productive and useful, I suggest using the following specific agenda. I also recommend you back it up against a critical time deadline, like lunch or 5 p.m. or 8 a.m. This will cause the meeting to end on time.

Suggested Agenda

5 to 10 minutes • Good News Go around the group and have everyone share a SPECIFIC good news story, personal and business, from the past week. This is a way to counter the negativity of these meetings, since they are mainly focused on addressing challenges, and helps people begin to see the good, not just the bad. It's also a great way to get to know each other better and to give each other a pat on the back. This may feel awkward at first, but make sure everyone participates.

5 to 10 minutes • The Numbers Go over everyone's individual or team weekly measures of productivity. Don't get hung-up in conversation. Just report the numbers. Its best if every team graphs the weekly measurements as they are shared in the meeting. It helps people see trends in the data.

10 minutes • Customer & Employee Data Go over the hassle logs. Again, don't get hung up in conversation. Just review if there are any recurring issues or concerns that the team or its customers are facing day in and day out. Choose one issue, get to the root cause, and assign a person or small group to explore it.

10 to 30 minutes • Collective Intelligence Open the conversation around a rock—a large priority. Use the *collective* intelligence of the team to drill on a big issue. Have the person with accountability for a rock make a presentation on how they are addressing it.

One Phrase Closes Go around the room and let everyone say a word or phrase that represents how they feel at that moment about the meeting.

Keep a Log Record who said they would do what when.

This 30- to 60-minute meeting each week, if effective, will help make everyone's job easier and more productive. If it doesn't, reexamine how the meeting is being run and what is being discussed, but don't quit this crucial rhythm.

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