







Key Points to review:

- Determining a Management Dashboard
 - ⊕What is a Rock?
 - ⊕What is a To Do?
- Identifying Delegation Opportunities
- Communicating Team Objectives
- Simplifying Processes
- Setting Realistic Goals

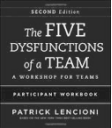


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“Your meeting should be passionate intense, exhausting, and never boring”

Patrick Lencioni: The Five Dysfunctions of Team.



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Value: Leadership Team Meeting


- Aligning focus to “what’s important”
- Spotting developing concerns or issues
- Drives teamwork to solve key issues
- Works with:
 - ⊗ Human Nature
 - ⊗ Real Work Application
 - ⊗ Time Management



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Weekly LT Meeting


- Who: The Leadership Team
- Where: The Same Place Same Time
- Duration: 90 Minutes
- Pre-work and Post-work:
 - ⊗ Rocks Established= Quarterly goals
 - ⊗ Dashboard Completed/ To-do's Updated
 - ⊗ Issues Solving Track
 - ⊗ Meeting Coordinator
 - ⊗ Agenda Coordinator



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Five Rules of Weekly LTM

- Same Day
- Same Time
- Same Printed Agenda
- Start on Time
- End on Time



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Early is on time and on time is late...
 Vince Lombardi



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The Agenda

• Segue	5
• Score Card	5
• Rock Review	5
• Customer/ Employee Headlines	5
• To Do List	5
• Issues/IDS	60
• Conclude	5

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Segue

- This serves as the transition between working in the business and working on the business
 - Good news that is personal
 - Good news that is work related



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The Dashboard


- 5-15 of the most important numbers
 - ⊗ ON Track
 - ⊗ OFF Track
 - ⊗ No Discussion



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How do you measure?

- Courtesy
- Safety
- Efficiency
- Experience Customer
- Experience Team Member



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Team Objectives


- Rock are team goals for the next 90 days
 - ⊗ Company Rocks
 - ON track
 - OFF track
 - ⊗ Individual Rocks
 - ON track
 - Off Track



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Customer/Employee Headlines

- News of the week
- Issues or concerns



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The To Do List

- Items from the last weeks meeting
 - 7 day timeline
 - No more that 2 weeks to accomplish
 - Strike from list (posted) if accomplished
 - Leave on list or add to Issues Discussion
 - Goal: 90% of list removed each meeting
 - Focus: To Increase Accountability, Productivity and Follow-through

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Simplifying Processes

- IDS – Identify, Discuss and Solve
- Magic in your hands
- Bulk of the meeting
- Issues in front of the room (flip chart or board)
- Usually 3-5 from last weeks meeting
- Usually 5-10 from the current meeting
- Issues must be ranked – Companies primary

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Issues List

- Overtime Cost too high
- New Client numbers down
- Wait Time excessive
- Medical Records are not being completed
- Lab Call Backs are not consistent
- CSR's are not scheduling the doctors correctly
- Hospitalization charges are not entered

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SMART Goals

Specific	Measurable	Achievable	Realistic	Timely
S	M	A	R	T
G	O	A	L	S
What do you want to do?	How will you know when you've reached it?	Is it in your power to accomplish it?	Can you realistically achieve it?	When exactly do you want to accomplish it?

abundancedefined.com

Delegation Tree

Branch Decisions – Make the decision. Act on it. Report the action you took daily, weekly or monthly.

Leaf Decisions – Make the decision. Act on it. Do not report the action you took


Root Decisions – make the decision jointly with input from many people. These are the decisions that, if poorly made and implemented, could cause major harm to the organization

Trunk Decisions – Make the decision. Report your decision before you take action.

Figure Courtesy: [http://www.susan-scott.com](#) by Susan Scott page 118

Meeting Conclusion

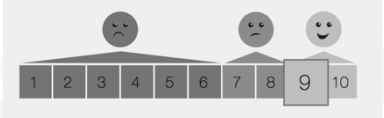
- Recap the To Do List
 - ⊗ Restate action items with person and time line
 - ⊗ Everyone has their action item in writing
- What messages need to be communicated:
 - ⊗ To the team
 - ⊗ How will we communicate
 - ⊗ What medium to use
- Rate the meeting with the Leadership Team



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Rate Your Team Meetings....


Score between 1 and 10.



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Key Points to Take Home

- Determine a Management Dashboard
- Identify Delegation Opportunities
- Communicate Consistent Team Objectives
- Simplify Processes
- Set Realistic Goals
 - ⊗ SMART
 - ⊗ 90 day mindset (Rocks)
 - ⊗ To Do (7 Days)



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