

Staff/Team Meeting Outline

Meetings consist of these elements: Educate-Inspire – Inform

Team meeting are not the place to address “what’s wrong” You want to have one on one meeting when you have staff members not living up to business rules or expectations.

Team meeting are the place to let the team know what is happening, what we want from any marketing we are doing, celebrating team members successes, new products, new technical techniques, new services etc... As you can see we are not addressing people being late for work or lack of dress code being followed. As an owner/manager you really want meeting to be something staff look forward to as inspiring, educational and informative.

To have good and effective meeting below are a few suggestions and guidelines.

1. Choose a day and time that the team agrees on to meet.
 1. You will need 1-2 hours consistently. Every month same time same day the key is to have this consistently to create new habits and working behavior.
 2. Everyone is expected to arrive 15 minutes so we can start and end on time. (anyone not adhering will get a formal write up)
 3. Always keeping in mind that our staff are our 1st customer, When we take good care of them they will in turn take great care of the guests.
 4. You can have the 1st 30-45 minutes being about celebrating success and making announcements and the 2nd have of the meeting can be about training or advanced education.
 5. Bring something for them to snack (it always helps).
 6. If a team member misses the meeting it is up to them to find out from the note taker what was covered. And get the training delivered; they need to be held accountable to stay up with the rest of the team.
 7. Always end on time
- Start by reading the company Vision – Mission Statement and company values (suggest you chose team members to read these. (You want to keep who you are as a company and team alive.
- Thank everyone for being there and being a great team.
- Create the energy you want for the meeting with an ice breaker or energizer
- Share from the last meeting the success that has happened
- Acknowledge team members and what they are doing great! (be specific)
- Tell them about any marketing or special going on, making sure everyone understands it and is excited about it