

Action Pact, Inc.
www.Culturechangenow.com

Culture Change in Practice

Meetings



Posted by Steph Kilen at 3:46 PM

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Meetings. We know they are necessary, but who hasn't at some time walked out of a meeting and felt nothing was accomplished. The thing with meetings is they need have a clear agenda and to keep focus on that agenda. Here are two meeting models that should help things move smoothly (and quickly!).

Team Meeting Model

To help the team get through a meeting most effectively, team members volunteer to fulfill roles during a meeting (from the workbook *Champions for Change* by LaVrene Norton). Be sure to take turns with each of the roles so that everyone has a chance to strengthen different skills. You'll find descriptions of the roles in the *Team Meeting Model* handout.

Stand-up Meeting Model

While the model above works best for longer meetings where multiple topics will be addressed, the stand-up meeting is a great way to tackle specific concerns or information and can be used when something needs to be addressed outside of scheduled meeting times. The *Stand-up Meeting* handout describes the process.

"Culture Change in Practice" is our own weblog where people can become involved in a conversation about Culture Change as it is practiced by professionals in real nursing homes. Feel free to join the conversation, or post a comment about something you have learned on your journey.

www.culturechangenow.com/weblog.html



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Team Meeting Model Handout

The Team Meeting Model

To help the team get through a meeting most effectively, team members volunteer to fulfill the following roles during a meeting (from the workbook *Champions for Change* by LaVrene Norton). Be sure to take turns with each of the roles so that everyone has a chance to strengthen different skills.

Team Meeting Roles

Meeting Leader: Focus the team on outcomes, work with the team to determine the agenda, to determine the time needed and the process to be used, and then lead the team to follow the agenda. Make decisions when necessary to move the process toward the stated outcomes.

Coach: Observe the process, advise the meeting leader and reflect observations on the process back to the entire team. Assure that everyone has opportunity to share. Gently intervene to reduce excessive talking, to bring people back on track and to acknowledge agreement and conflict.

Timekeeper: Have a clear understanding from the leader or team as to time (“How much time do we want to spend on this activity?”) And then remind periodically of where the team is at (“We have seven minutes left, we have two minutes left, “etc.) Point out excessive deviation from agenda (“We had planned to spend 15 minutes on the item, it’s now 20 – do we continue, and for how long and what do we drop off our agenda to compensate for it?)

Scribe: Record on the flip chart or take notes as per meeting or meeting leader’s direction. Should work to record words as stated, not reword. Record attendance, key content of discussion, actions steps and outcomes. Distribute copies of notes.

Welcomer (optional but highly recommended to strengthen involvement in the team): Starts off meeting with a bit of inspiration; good news, interesting and relevant article, poem, etc. May also be in charge of refreshments when appropriate. Residents often love this role as they can prepare for it ahead of time and know that they are making a serious contribution.



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Stand-up Meeting Model Handout

Stand Up Meeting:

Leader's steps in facilitating a stand-up meeting:

1. Determine the purpose for the meeting. It may be one or more of the following: increase team spirit; opportunity for team members to share feedback to one another; opportunity for team members to share knowledge and information about operations, policy changes or residents with each other; opportunity for news on household or organization-wide changes; opportunity for ventilation of daily frustrations; opportunity to share one's daily work plans with others to determine overlaps, gaps, etc.; the daily routine of bringing folks up to date as the day goes on and a staff member or two go home and others come in to work ; or any other topic that needs to be addressed;
2. Consider the number of staff to be involved and what it is you want them to share. Then, determine the length of the meeting. For example, you have four staff starting the morning in the household that you want to involve. Your primary purpose is to increase team spirit. You wish to have them accomplish this by setting the right mood for their work and sharing their daily work plans to determine how they can help each other. You decide to meet for a maximum of 5 minutes in a stand-up after the fourth person arrives (you have staggered work times but all four are in the house by 9:30 and breakfast is usually winding down. You've found that just stopping and standing in the kitchen for five minutes to go over the day works great. You always decide at that time who will facilitate the morning learning circle with residents and staff – that usually takes place about 10:30 a.m.
3. As leader, spend no more than one minute in introduction – setting the mood, motivation or outlining the topic for the meeting
4. Have each person share his or her feelings or concerns about the day's work or the topic at hand.
5. Let it be your responsibility to make note (mental or actual) of all comments so that you may summarize and respond to any questions left unanswered.
6. End on a motivational, upbeat note. "Let's make it a great day!" or....

