Speedy Pulse Sessions

Early morning speedy power team meetings are a great way to share information and build intra and inter-team collaboration. It's not an opportunity to solve problems; it's meant to be a status update, making sure everyone is on the same wavelength about the day's business matters. Successful teams keep a daily speedy meeting rhythm.

Why it is important:

Stay in the loop and connected

No one in a team works in isolation these days, there are always process interdependencies. Better information sharing therefore can encourage collaboration, leverage ideas and support, resulting in better customer service and products.

The only constant is change

What we plan for often does not always pan out. There are many unpredictable things which make our best plans obsolete. When this happens it is crucial to quickly to communicate these changes with all the affected. Therefore, regular "soundbite" speedy feedback pulse sessions about these changes can increase your response rate and produce a better result for all. It also increases a culture of transparency within the team.

Keeping your finger on the pulse

These speedy sessions are a great way to also "check-in" with the team and listen to what individuals are working on and how they are progressing. You can easily pick up who might need support or redirection, before things get any worse. It's also an opportunity to see who might need your encouragement and recognition.

A burden shared is burden halved

One of the building blocks of resilience is to know when to ask for and give support. These speedy meetings very quickly create the opportunities to offer each other support or to ask for help. This builds team comradery and Esprit de cor.

Simple consistent meeting structure

Keep the meeting structure and agenda the same. Keep the agenda items to no more than three items per person (See session template).

Guidelines

1. Hold these meetings every day and preferably in the morning.

   a. Maximum meeting duration (15mins)

2. Stand in a circle to reflect unity and equality (this will also discourage long meetings)

3. All hands on deck. Attendance is mandatory, no late coming and feeble excuses are not tolerated.

4. Don't problem solve. Try your best not to problem solve or you will run out of time. If you problem solve in this session, then some members will not have all their issues raised and you will run out of time. Therefore, know when some issues must be taken off-line.

How to run these meetings

1. Always start by asking one member to recite the ground rules. This helps to keep everyone on track and it grants permission to correct a member if they should stray.

2. Opening announcements: make only important announcements and only if the information will affect the team's work that day. If you keep making announcements or sharing information deemed not necessary by the team, don't be surprised if they don't pitch for the next meeting. Hence, keep the first announcements necessary i.e. these announcements must:

   a. Have operational effect and impact.
   b. Be brief and absolutely relevant.

3. Invite each team member to announce what they are working on for the day e.g. mention highlights and lowlights, key priorities, key daily objectives, challenges and anything else important that might affect the team or certain team members. Each team member is encouraged and guided to mention only the important matters.

4. This "speedy pulse meeting" is an opportunity to encourage the team members to raise any barriers or blocks they may be experiencing. They are also encouraged to raise issues if they need help, information, resources. If team members need to have a heart to heart with another team member, they must do so outside of this meeting.

5. At the end of the meeting the team is thanked for their participation by the team leader.

Speedy Pulse Sessions -Template

Session Ground Rules

- Cell phones are switched off or on silent.
- Focus issues only about today.
- Don't try to problem solve at this meeting.
- Keep to your allotted speaking time.
- It's a two-way communication, so eye to eye and full participation.

Meeting Discussion Areas

1. Start with GOOD NEWS that will be important for the team to hear; this can act as real morale booster. (Normally given by the manager/team leader)

2. Give important feedback about what happened yesterday.
   - Make sure it is relevant
   - Keep it short

3. Give input about what will be happening today
   - Make sure it is relevant
   - Keep it short

4. Mention your top two things that you will be working on to achieve by end of today.
   i.
   ii.

5. Request any help, support you might need or barriers you are experiencing.

6. Who would you like to praise or recognise in the team.

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