

DAILY HUDDLE

A PLACE TO EXCHANGE NON-URGENT INFORMATION IN A PEER TO PEER SETTING

A daily huddle provides a way to solve minor issues quickly, keeps line staff informed of operational details, allows for staff participation in problem solving, and increases personal accountability.

RULES OF ENGAGEMENT

1. Start at the same time every day, ideally at shift changes
2. Stand up during huddles rather than sitting down
3. Limit your huddles to roughly ten minutes
4. Encourage staff to share ideas and concepts that foster growth
5. Over time, develop so that everyone becomes a facilitator
6. Have a scribe write top picks and decisions to be shared at successive huddles so everyone can be informed
7. Genuinely encourage staff to share experiences and insights: staff see things you do not
8. Keep a list of ideas to bring up on slow “news-days”; share a 5 minute financial lesson, discuss seasonal changes, share new vendor info, critique some programs you have put into place through huddle
9. Create an environment where ideas are fostered, whether they are chosen to be implemented immediately or shelved for further consideration
10. Continually work to develop and execute a clear vision of how your meetings allow your team to develop and share best practices

BENEFITS

- ✓ Staff accountability
- ✓ Better, faster, participatory communications
- ✓ Reduced interruptions
- ✓ Shared mission & experience
- ✓ Decision-making skills enhanced
- ✓ Staff education
- ✓ Leadership development

