



# BRING YOUR TEAM TOGETHER



## 10 STEPS TO GREAT HUDDLES

Frequent, informal communication about work in progress is one of the best ways to build trust and rapport between team members—which in turn helps create a work environment where individuals feel safe to speak up and point out where improvement is needed. Get started today.

1. **Keep it short.** Stand, don't sit, and meet where the work takes place instead of in a conference room.
2. **Start promptly.** Have a set time or a specific signal so the team assembles without having to be rounded up.
3. **Gather close.** Team members will pay better attention, speak at more relaxed volumes and feel more comfortable saying what's on their minds.
4. **Give recognition.** Find ways to acknowledge a job well done. Try snaps instead of applause to appreciate someone's work.
5. **Follow up.** Make sure valuable information doesn't fall through the cracks. Always ask how the work is progressing.
6. **Be inclusive.** Invite colleagues from supporting units who want to know about team projects or who are affected by or involved in them.
7. **Limit scope.** Some matters are too complex to deal with in a huddle. Have a simple signal that means, "Save that for later."
8. **Develop leadership skills.** Let different team members lead the huddle.
9. **Courtesy counts.** Have fun and avoid interrupting one another by using a speaking token (a card or a rubber ball, for example) that gets tossed or passed around.
10. **End with action.** Team members should leave with a clear understanding of what needs to be done next. Post any obstacles that have been raised to an "improvement board"—a publicly visible whiteboard or chart that identifies key barriers and tracks the progress of their resolution.