



MEETING TYPE: Weekly Team Meeting

- **Review:** Discuss what happened the week before—highs and lows, sales trends, difficult customer interactions and the like. Make sure that as many as possible are able to share. **(10 Minutes)**
- **Discuss Key Metrics:** Present any key metrics that the team should be aware of. At the beginning, this could be how many installs were completed the week before or how many deposits were taken. Over time, this should evolve into a scoreboard that details the key metrics that your team needs to know. **(10 Minutes)**
- **Establish Weekly Target:** Based on the conversation about metrics, let the team know what target you are trying to hit this upcoming week—and explain why. At first, this could be a number of completed installs or a number of deposits collected. **(10 Minutes)**
- **Commitment To Invest:** Now that the team knows where the company is trying to go that week, have each team member commit to one action they will take to help accomplish the goal. Document all of these answers to review in the next meeting. **(10 Minutes)**
- **Air Grievances:** Open up the floor for team members to discuss any difficulties they are having with their job. Listen and let them know if, (a) you can go to work for them to resolve it, (b) you agree it is a problem, but not one that can be dealt with now, or, (c) if it is not a problem and they need to change their perspective on the issue. **(10 Minutes)**
- **Encourage The Team:** Before the team goes out into the whirlwind give them a word of encouragement. Affirmation from a leader is like water in a desert and your words—even if they're small—go a long way. **(5 Minutes)**

Assign someone to use the blank agenda template on the following page to take notes for every meeting. Save them in a common drive so they can be accessed at any time.

