**meeting Guidelines…conducting an effective meeting**

**Meeting Principles**

* Sit down when conducting your meeting - make it feel like a conversation instead of a lecture.
* Ask questions of your team along the way  -
  + “Does this schedule I’m writing meet the needs of your shifts?”
  + When discussing a topic, ask “What other ideas do you have to help with this issue?”
* Show your management team that you value them – do this by seeking input. Incorporate their feedback and make sure you deliver on your commitments to your team.

**Meeting Flow**

* 20 minutes communicating information
  + Restaurant performance
  + Train new products
  + Company Restaurant Leader’s Briefing
* 20 minutes to teach something
* Build and encourage self-sufficiency
* Example: An RGM keeps getting phone calls on how to fix broken equipment for his/her management team. Solution to train on. Utilize the “Repair and Maintenance Process” in the Margin Improvement Guidebook to build self-sufficiency in this area.
* 20 minutes to identify, analyze, discuss and coach opportunities
* What challenges were observed
* Use EARS or Strategic Plan of Action (SPA) – get to the root cause
* Discussion to collect input on potential solutions
* Coach the team toward resolution
* 20 minutes on open discussion
  + What’s working and what’s not
  + Discuss people issued (good and bad)
  + Issues that need to be resolved as a team
  + What help do you need from me?