



**Grooming: How Often do you Maintain?**

**Fact Sheet on the Daily Huddle**

# more money for shoes

## Fact Sheet on the Daily Huddle

The daily huddle is a tool recommended by Verne Harnish in his book *Mastering the Rockefeller Habits* and is used by many successful business owners.

It allows all employees the daily opportunity to be informed about what they should be doing and how the business is performing and provides managers an opportunity to know what each person intends on achieving and to give feedback on how the business is tracking against targets. Essentially it means that every day everyone should be on the same page.

The first thing to note is that this is a short, sharp meeting. Everyone should be standing up and any issue that is brought up that needs to be dealt with should be handled after the huddle so that it doesn't lose moment. Following is an example of a daily huddle agenda – note that this can be amended to suit each workplace.

1. Workflow update. Prepared by the person/s responsible for this department/s. This allow all employees to know what work is close to it due date and creates an opportunity for work to be delegated.
2. Critical numbers: Update on the critical numbers of the business as determined each quarter. Eg revenue or number of sales
3. Once work flow and revenue have been announced each employee has an opportunity to report on three areas;
  - a) Whether work from the previous day was completed and if it wasn't why this was the case. This allows work to be monitored and if work is incomplete then the issue for causing this can easily be addressed
  - b) What team members commit to completing in the current day
  - c) If any team members are stuck?

Being “stuck” implies that the team member requires assistance in order to complete a task that they are currently working. This also allows team members to raise issues with one another, especially if the jobs are interrelated.

4. Good news: a great way to finish off and could be a new client won, feedback received about a team member or other achievements.

Things to consider when huddling:

- It is handy to have a note pad and pen so if anything is delegated it can easily be noted.
- Hold the huddle at the same time each day to create a routine - this ensures everyone is on time and prepared. Our huddle is held at 9:09 each day
- Make sure everyone stands up!