

## Feedback on Weekly Operations Meeting chaired by Pierre Bienvenue

Created by Impi Development

Criteria	Description	Assessment <sup>(1)</sup>	Remark on the criteria
1	Did the meeting start and end on time? Were the players prepared?	No	Meetings that start late will generally have timing issues for the duration of the meeting
2	Items from the previous action list were followed up with suitable actions	No	A scribe is appointed to capture actions and decisions from the meeting – read back after the meeting. If the priority tasks are not closed from a previous meeting, what is the point of having new tasks raised in the meeting?
3	Were RQSCP contributions from attendees sharp and concise?	N/A	Trends are reviewed monthly and could lead to more triggering
4	Was participation encouraged from all team members?	Yes	Agenda ensures the right players are in the meeting – no spectators
5	Was recognition given for contributions / good work done by team members?	No	Linked to the completion of actions from previous meeting – "output not activities"
6	The meeting was laser focused	No	The meeting agenda was followed. Individuals weren't allowed to dominate the meeting. The meeting wasn't derailed nor used as a brainstorming session. Important points raised that are not on the agenda were logged onto a parking lot and managed under "General": What, Who, By when.
7	Major problems are reported (by exception, once suitably resolved before the meeting)	No	No lame excuse – only solutions to problems are reported. The two questions are answered in the past tense as "done": "what happened?" and "what did we do about it?". Problem-solving session to identify root cause is scheduled for identifying corrective actions.
8	The team showed dignity and respect to each other & visitors and showed acceptable non-verbal communication (body language)	No	
9	Was sufficient time allowed for each item on the agenda?	No	Content of the meeting should be forward-focused – less looking back
10	Were the meeting objectives achieved by the chairperson?	No	Tasks and decisions reviewed by the scribe and fed back to the team at the end of the meeting? A task is the smallest unit of improvement in the organisation. The rate of task closure is an indication of team focus and maturity. Learn to log SMART tasks.

(1) Yes/No/Note Worthy

## Meeting observations & recommendations

Criteria	Future Drive <sup>(2)</sup>	Observation/Recommendation
1 & 6	Start	<p><b>Observation:</b></p> <ul style="list-style-type: none"> <li>• The meeting started late and ran over</li> <li>• There was no meeting agenda</li> <li>• The chairperson appeared to address items at random and this led to some unfocussed discussion</li> </ul> <p><b>Start:</b></p> <ul style="list-style-type: none"> <li>• Arrive 5 mins ahead of the meeting start time</li> <li>• Create a meeting profile: <ul style="list-style-type: none"> <li>• Meeting Purpose</li> <li>• Meeting Players</li> <li>• Meeting Preparation requirements</li> <li>• Meeting Plan (Agenda)</li> </ul> </li> <li>• Assign a challenge to the team – End the meeting on time and cover all agenda items</li> </ul>
2	Start	<p><b>Observation:</b></p> <ul style="list-style-type: none"> <li>• Minutes from the previous meeting were not available</li> <li>• No action list was available during the meeting</li> <li>• Statements such as 'I'll work on it' and 'I'll mail it to you', do not promote any confidence towards commitment and accountability</li> <li>• No decisions or actions were documented during the meeting</li> </ul> <p><b>Start:</b></p> <ul style="list-style-type: none"> <li>• Actions/tasks from previous meetings to be visible</li> <li>• Tasks to be reviewed and addressed where no action is evident</li> <li>• All decisions and actions/tasks to be logged</li> <li>• All actions/tasks to be <b>SMART</b> <ul style="list-style-type: none"> <li>◦ Specific</li> <li>◦ Measurable</li> <li>◦ Achievable</li> <li>◦ Relevant/Realistic</li> <li>◦ Time bound</li> </ul> </li> </ul>
8	Stop/Start	<p><b>Stop:</b></p> <ul style="list-style-type: none"> <li>• Everything appeared to be a problem for the chairperson and he left the meeting</li> <li>• David took a call during the meeting and left to never return</li> <li>• Greg and Michelle had a side line conversation during the meeting</li> </ul> <p><b>Start:</b></p> <ul style="list-style-type: none"> <li>• Implement a Code of Conduct for the meeting</li> <li>• The chairperson must give each HOD the respect to give feedback from their respective departments.</li> </ul>

(2) Start/Stop/Continue