

"Monday Morning Matters" case study

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Tell us about your team meeting/huddle/stand up....?

'Monday Morning Matters' is a weekly meeting held every Monday at 10am for about half an hour. Attendance is a priority and mandatory for the team and there has to be a very good reason for non-attendance.

It is a stand up meeting and team members only sit by exception eg for a medical reason. Everyone has to contribute.

The purpose of the meeting is to have a quick catch up and to look at the week ahead. It enables team members to share information about key issues, campaigns, workload capacity and to make each other aware of anything happening nationally. A strategic approach is taken.

Key points arising from the meeting are recorded on a flip chart, photographed and made available online for anyone who has missed the meeting.

What made you choose this approach?

Jayne has used this approach in previous roles and has found it to work very effectively. Teams have responded well and have found these meetings very valuable.

How did you ensure everyone was 'on board' with the idea?

All staff have regular supervisions with their managers during which they can bring up any concerns that they may have. Once a year Jayne also has a one to one meeting with everyone in the team.

How do you ensure everyone is involved?

The meetings are held in a open space without chairs.

Attendance is compulsory and everyone has to take their turn to speak and be involved.

How do you manage time?

By sticking to a regular time. The meetings are booked in team calendars for every Monday at 10.00am in advance.

By being clear about the purpose of these meetings.

By ensuring they last no more than one hour maximum

Staff have to prioritise workloads to ensure that they attend.

What works well?

The meetings enable everyone to have an opportunity to share with each other what projects they are working on, the progress they have made, any obstacles they have encountered. It is an opportunity to ask for help or to collaborate. These meetings engender team working by enabling team members to understand, respect and trust their colleagues.

What are the benefits?

A quick way to get an overview of the week ahead and an opportunity to raise any concerns. Encourages positive team building

A well briefed team who are able to be more productive and better able to serve their customers.

How do the team respond, interact, communicate, feel about it?

Everyone participates and take the meetings seriously. There is no preparation involved other than thinking about the what's happening in the week ahead.

What difference does it make, impact does it have?

Staff feel better informed, supported and motivated which then increases the effectiveness of the team.

Any advice for other managers wanting to try it?

"Go for it, try it"

Better

Quicker

Cheaper way to start the week.