



**CAPRICORN**

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**Other resources in step 7g:**

- Team meeting agenda template

## Team Meetings

One of the keys to a successful business is having the right team in place.

It doesn't matter how good your systems are, how good your location is or many scans tools you've got. If you don't have the right team to operate them they are all a waste of time.

It's a bit like a footy team. A coach can do everything he can to get the most out of his players but unless he gets the right players all playing the same game plan they will just be pretenders and not contenders.

An effective way to get your team behind you and on-board with your vision is through regular team meetings and communication. Team meetings help you bring the team together and give your staff a sense of having input into the business. When you create a culture where staff care about the business and provide input then you are on the pathway to success.

To ensure the success of your team meetings there are couple of things that you need to address:

- **Set a time, date and frequency**
  - Select a time when you get the least interruptions. Mondays and Tuesdays are best as it will help you plan out the week ahead. Weekly, fortnightly or monthly? There is no right or wrong answer. Just plan it out and don't let anything get in the way.
- **Keep it to time**
  - Don't let team meetings become a big talk fest that eat into productive time. If you do it weekly 10 minutes is plenty and that time will increase as the frequency drops.

- **Two-way communication**
  - The business owner will generally lead most discussions but it's critical that staff are encouraged to participate and share their ideas and thoughts.
- **Take notes and follow up action items**
  - It's great to talk about things but if you don't take action it's a waste of time. By taking notes and assigning accountability to people the likelihood of things getting done is much greater.

There are many things that can be discussed during a team meeting. It is advisable to be prepared with an agenda. Some example agenda items which might be routinely discussed could include:

1. **Last week's action items**  
Review the goals and actions from the previous week's meeting. If they have been correctly completed congratulate all responsible. If they haven't been completed, get commitments to complete them. The owner needs to set the example.
2. **General business (owner/manager)**  
This is the owner's chance to discuss general business. This could include what's been good, what's been bad, new products, upcoming events and anything that keeps the staff informed about the business and the industry.
3. **Financial results (owner/manager)**  
This is the time to look at the financial results of the business. At this stage you should be reviewing individual and team productivity and performance. This is also the stage to discuss bonus payments. Congratulate staff on numbers that are great and always ask for suggestions on ways to improve on numbers that are poor.
4. **General business (staff)**  
This is your team's opportunity to bring forward anything they want to discuss. It can be positive or negative and deal with maintenance, training, business improvement or just a good old bitch about something. Discussion points should be taken from the staff suggestion board in the staff room.
5. **Training**  
To create a culture of continued improvement, training needs to be part of the agenda. Every week ask if there is any particular training (internal or external) that anyone wants to undertake. It could be as simple as taking someone through your phone script or showing your apprentice how to correctly sweep the floor.

6. **Occupational health and safety (OHS)**

This is the time to go through your accidents/incidents book. It's also the time to ask your staff if they have noticed any OHS issues. If so, add them to your action item list. You may be required by law to keep a record of this. This is also the time to update your staff on any OHS changes.

7. **Complaints or mistakes**

This is the time to go through your complaints and mistakes log book as a team and discuss what could have been done to avoid problems.

8. **Action items for next meeting**

Each person should make a list and read out the things that they will commit to doing before the next meeting.

To assist TaT Biz has put together a simple agenda template that you can use to plan your meetings and take notes.

Trying to run a team meeting in a mechanical workshop can be very difficult. In theory they sound good but in reality there is always something else going on. However, where there is a will there is a way and if you want to get the most out of your team and business a workshop owner or manager must find a way to implement regular team meetings.

The place to start is [www.tatbiz.net.au/capricorn](http://www.tatbiz.net.au/capricorn)

*Just go for it!*