

Huddle Quick Reference

What is a huddle?

Huddles are a focused, short (about 15minutes), meeting focused on addressing the performance of the team. Huddles can be daily, weekly, bi-weekly, or at a different cadence depending on the need of the work unit.

Huddling around a visual board (e.g. tier board) provides an opportunity to:

- Engage team in problem solving
- Make information quickly and easily available to everyone!
- Reduce frustration by revealing “pain points” or barriers that leaders need to remove for you
- Motivate everyone on the team to improve by clarifying key priorities

What do we discuss at a huddle?

Two key huddles questions are:

1. Are we on track to meet our goals?
2. If no, what can we do to get back on track?

Other topics of conversations at huddles might include:

- What are our goals and targets for this (day, week, month) in relationship to our long-term goals?
- Are we meeting our goals and targets?
- What is the status of our work?
- What new ideas can we try and use to quickly improve? Fix what bugs you.
- What do we need to communicate?
- What obstacles are we facing today and how can we overcome them as a team?

The Leader’s Role

Leadership behavior is a significant component of changing culture and driving the use of visual boards. Here are few practical things leaders can do work towards adapting the use of the board:

- Engages team in huddles
 - This might look like scheduling the meeting and facilitating the conversation.
 - Makes sure that making problems visible is seen as a “good thing,” for example red means “I need help”
 - Discusses that the board is a “work in progress” and that it will change and evolve to meet the needs of the group
- Ensures data is updated
- Remove barriers for staff
- Elevates problems to senior leaders
- Encourages attendees to problem-solve with their teams

Huddle Agendas & Team Agreements

Effective huddles require leadership support and buy-in in from the team involved. It is common to see a huddle agenda and the team working agreements posted at or on the board. The 3P Agenda (Purpose, Process, Payoff) is one example of an agenda that is scalable for a huddle and for longer meetings. This agenda format is just one option for organizing your meeting, there are several other approaches.

The remainder of this document will provide a few examples of huddle agendas and agreements.