



TOOL: Using Huddles



Key Tip!

Try “scripting” a huddle until everyone feels comfortable with the process. The leader needs to set the right tone for the huddle and create a psychologically safe climate so all members of the team feel comfortable speaking up.



POCKET
COACHING

Huddles are a quick and easy form of communication that teams can use to “get everyone on the same page.” Huddles help facilitate clear and effective communication while speeding up the work of performance improvement. Huddle, in ways visible to others, with co-leads, co-sponsors and colleagues to stay informed, review work and plan small tests of change.

STEPS TO A SUCCESSFUL HUDDLE

1. Get the group’s attention. Set a positive tone.
Use people’s names.
2. Describe the plan or topic for discussion, including relevant background information and contingencies.
3. Explicitly ask for input. Have a two-way conversation.
Effective leaders continuously invite other team members into the conversation.
4. Encourage ongoing monitoring and cross-checking.
5. Specifically ask people to speak up if they have questions or concerns.

MAKE GOOD USE OF HUDDLES! HERE ARE SOME IDEAS OF WHAT TO DISCUSS:

1. Observed workplace safety issues that everyone should learn from.
2. Work of other departments that may impact a team’s work that day.
3. Small tests of change to resolve identified issues and help improve performance.
4. How everyone is doing and who may need extra support that day.
5. New policies or procedures or other changes.