

# EFFECTIVE STAFF MEETINGS

## How to Get Everyone on Board

By Judy Kay Mausolf

Oh no! It's that day again. You know, time for your staff meeting. Everyone meets in the lunch room to find out what went wrong since the last meeting. That is most everyone unless you are creative enough to think of a reason to get out of attending. Someone reads off the list of grievances and the team nods in agreement to the change. Yeah, another staff meeting that you are finally over with. The only problem is the same issues keep coming up again and again. Does this sound familiar? Think back to your last staff meeting. What did you accomplish? Is everyone on the team enthusiastic to implement what was discussed? You are not alone if you answered no. Over the past 20 years I have interviewed hundreds of offices who also face this ongoing frustration? So how do you create enthusiasm and get everyone on board in your staff meetings.

There are 3 steps necessary to accomplish effective staff meetings.

1. Create a safe environment
2. Implement one new thing at a time
3. Monitor results and hold accountable

The first step is to create an environment where everyone feels safe to share their ideas. You can accomplish this by establishing a code of ethics for your future meetings. Your entire team should be involved in deciding what your code of ethics will be. Be creative and have fun with it. A couple examples could be, Freedom of speech – free speech is granted as long as you don't dominate the floor, physically harm, or rudely interrupt others. The right to a jury of peers – You are entitled to a room of peers who will not judge or jeer, but make you feel safe. Utilize bold colors and font styles when you write your Code of Ethics to make it look like art. Use your imagination! Next frame your Code of Ethics and put it on display in your meeting room. It is important to review it as a group whenever you have hired someone new or someone's behavior deems it necessary. Or just to keep it fresh in everyone's mind. You have now created an environment where your team feels safe to share their ideas and

come to resolutions that are in keeping with the vision of your practice.

The second step is to decide as a team the one next best thing or idea most important for your office to implement. You start by having everyone on the team share their ideas. Instead of everyone raising their hands to share their ideas use a bright ball or something light to toss to the person who has an idea. The only person talking is the one holding the ball or item. Remember to get eye contact before tossing the ball. Have someone volunteer to write down your list of ideas on a flip chart. Together as a group prioritize the list. The first item on the list has become your one next best idea or thing. Once that is accomplished you proceed to the next item on the list at your next staff meeting. You and your team have just created a positive meeting agenda where everyone's input has been utilized resulting in everyone being on board.

The third step is to monitor how well the team has implemented the new idea and how it affects the practice. Morning huddles are an ideal venue to allow you to do this on a daily basis in between your staff meetings. Start your huddles by using the same ball or item to pass around to talk about how things are going. It is important to use Your Code of Ethics for this venue also. Keep the atmosphere light. Your team members will feel safe to bring up any questions or concerns they have as they arise. As a team, you can help them resolve any issues and assist that team member on ways to implement the new idea. The end result will be an environment where everyone is helping others to succeed! Everyone is on board and poor performance will be unacceptable by the team.

Congratulations you and your team are now on your way to creating an environment where all your future meetings will be welcomed and effective! Happy discovering!

Judy kay Mausolf is owner of Practice Solutions a speaking and consulting company located in Lakeville, MN. With over 20 years experience she is known for her extensive knowledge and energy in hands-on practice management and team building. She is a natural communicator and trainer. She understands the dental office culture and how to effectively interface with all components. Service and

results-driven, she promotes balance whether she is speaking or consulting by offering winning systems and vital information with plenty of smiles and warm humor. Her encouragement, creativity and dynamic spirit are contagious! If you're ready to discover an environment that empowers you and your team to attain the success you desire please contact Judy Kay at 952-435-4355 or email at [mausolf@frontiernet.net](mailto:mausolf@frontiernet.net)