

## **LEVEL 10 MEETING Improving Communication, Accountability and Results**

**Good News**, One positive in life and one positive at work **5mins**

**Scorecard** These are your weekly targets/measurables and consist of things like weekly revenue, closed business, accounts payable, customer satisfaction etc. Your Scorecard should be reflected in numbers. Anything not on track goes onto the IDS

**Employee/Customer Headlines Positive or negative** **5mins**

**Rocks - These are the 90 Day Goals that have been set.** **5mins**

Each Rock must be assigned to an individual and then evaluated in the meeting as to whether they are on track or off track. Any reasons why a ROCK is off track get put on to the IDS part of the meeting to Identify, discuss and resolve.

**To do List (Weekly deadlined actions- aim 90% completion)** **5mins**

When reviewing the To Do List the aim is to have at least 90% of tasks completed - if they have not been completed this is an issue. This needs to go onto the IDS.

**IDS ( Identify, Discuss Solve)** **60mins**

When you get to the IDS part of the meeting you and your team need to select the top 3 most important items and prioritise them 1,2,3. The purpose of this is to firstly identify and agree what the real issue is. This is about really digging down so that you can get to the cause rather than the symptom. Once the real issue has been identified then there needs to be an open and honest discussion about how to resolve it; looking at options/ideas.

The only reason you are discussing it is to solve it. Depending on how big the 3 items are you may only get to resolve one of them, or you might be able to do more than 3. The point is that by giving time to the identification of the real cause you are more likely to find the solution.

Once the issue has got a solution it is removed from the IDS list and any actions that need to happen over the next 7 days are placed onto the **To Do List**.

To really nail these down team members need to state when they will complete it by, ie, the next day etc. These deadlines are then published on the **To Do List** so that everyone knows and you can check in with individuals as the week progresses. Any issues that are in the way of them completing the actions on the To Do List can be resolved prior to the Level 10 aiming for a 90% completion rather than waiting until the Level 10 when it is too late.

**Conclusion/ Scoring**

When scoring the meeting out of 10, you are looking for at least and 8. Anything below an 8 needs to be questioned as to WHY?it has been scored lower. The idea of the scoring is to rate the achievement of the meeting and the positive outcomes. **5mins**