




| POSITIVES | CHALLENGES | MAGIC WAND |
|---|--|--|
| <p>Determine what is going well for your team members. Focus on maintaining and enhancing those pieces.</p> | <p>What are drags on the current work dynamics. This could be a lack of tools, training, or communication.</p> | <p>If budget were no concern, what ideas does the team have to improve the daily work and customer experience?</p> |

- **Position these meetings as investments in your team and in your business growth**
- **Schedule meetings monthly or quarterly, depending on your staff size**
- **Schedule meetings in advance and don't let them get pushed off your calendar**
- **Use great listening skills during your check ins – there is no point to invest this time if you do all the talking**
- **Remember the point of these meetings is to elicit feedback and ideas from your team. This is not a coaching or performance review session – those are separate events**
- **Be sure to get specific ideas from team members during your conversations – ask open ended questions**
- **Take action on what you hear during these sessions. Some will be immediately actionable; others may be short term; others may be longer term.**
- **Communicate progress with your team on the actions taken**
- **Recognize and celebrate those who provide ideas leading to desirable organizational outcomes**

| | TEAM FEEDBACK | RESOURCES NEEDED | TIMELINE TO COMPLETE |
|--|---------------------|---------------------|----------------------|
| POSITIVES  | - - - | - - - | |
| NEGATIVES  | - - - | - - - | |
| MAGIC WAND  | - - - | - - - | |