

# Gayle Noakes Supervisor Success

and

SEGC

Presents

## Lead Meetings People WANT to Attend

*Do you believe that you can lead meetings people actually want to attend? They arrive on time, are prepared and have accomplished a result together by the end of the meeting. I can tell you from experience that it is definitely possible and not very hard. It happens when you **CONSISTENTLY** do a set of simple things, that most people are not willing to do.*

### Learning Objectives

At the end of the session, you, the participant, will be able to:

- Set the stage to effectively involve meeting members
- Use group decision-making tools for better decisions and implementation

## **Decide if you should have a meeting**

Key Question:

Is a meeting the right vehicle to use to get from the current situation to your desired results?

## **Clarify the purpose for your meeting**

What are your desired results?

- Share information
- Gather data/ideas
- Make a decision

## Key Differences in Types of Meetings

<b>Elements</b>	<b>Information Meeting</b>	<b>Data Gathering Meeting</b>	<b>Decision Making Meeting</b>
Number of attendees	Any number	Small size (Not more than 12)	Small size. (Not more than 8)
Who should attend	Those who need to know	Those who know the data that needs to be gathered	Those responsible and those who can contribute needed input
Communication process	One way from leader to attendees with opportunities for questions	Facilitated process that collects data from everyone attending	Interactive discussion among all participants
Meeting room setup	Classroom style - Audience facing front of room	U-shaped – Participants facing each other and facilitator	Conference style or U shaped – Participants facing each other
Most effective style of leadership	Authoritative	Facilitative	Participative
Emphasis should be on	Content	Process	Content and Process
Key to Success	Planning and preparation of information to be presented	Asking the right questions and listening for the real answers	Meeting climate that supports open, free expression

So.... You decide to have a meeting....

## Key Components to Run an Effective Meeting

- **Clarify Decision Making**
- *Set it up for success*
- *Create the meeting structure*
- **Get meeting members involved and owning the outcome**
- *Serve as a Facilitator*

**Clarify Decision Making**

**Who will make the decision?**

<p>Let's Talk, Group Decides</p>	<p>Let's Talk, Leader Decides</p>
<p>Group Decides</p>	<p>Leader Decides</p>

# Decision Making Methods

## Bullseye Method

- Purpose of the Bullseye Method
  - Allows a larger group of people to prioritize a relatively long list of items.

### Pros:

- Can quickly prioritize a rather long list of items in a relatively short period of time
- Everyone has equal input into the decision
- Groups routinely accept the answer the group comes up with and will act on it without question

### Cons:

- The criteria each team members uses to choose the importance of each item is not known to the other team members and may be different person to person

## Bullseye Method Exercise

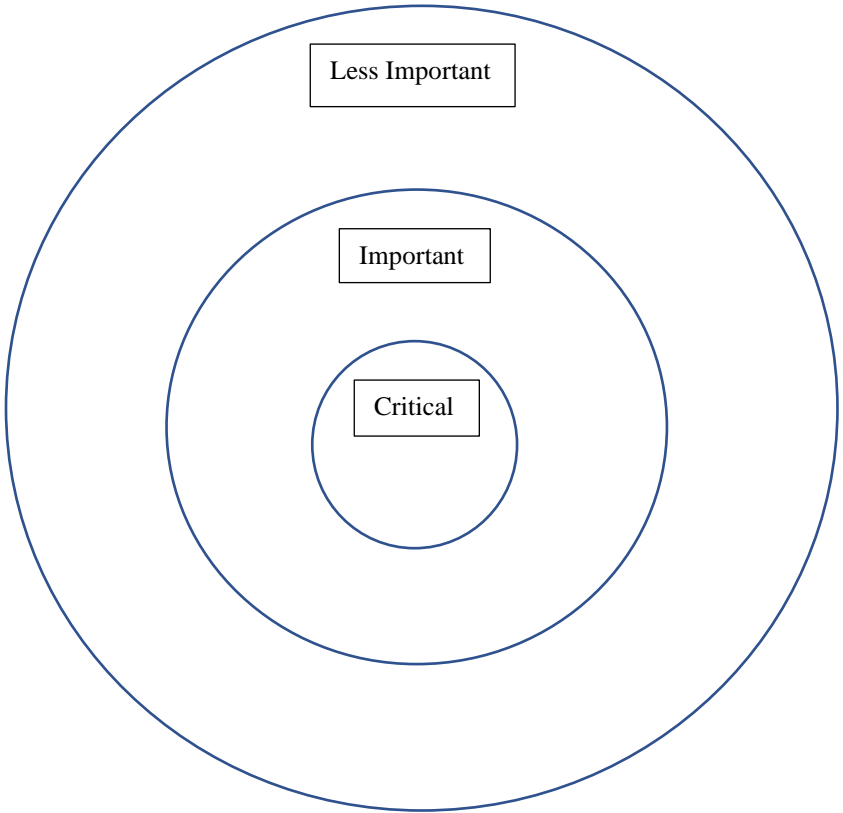
***How important is each item listed on the next page in ensuring an effective meeting?***

Rate each item by placing the corresponding letter in the appropriate circle on the Bullseye:

- Critical
- Important
- Less Important

Place no more than 3 items in the center circle of the Bullseye.

# Bullseye



## Bullseye Method Exercise

A	Start the meeting on time
B	Define and communicate the meeting objectives
C	Establish the time needed for each portion of the meeting in order to stay on time
D	Have the right people at the meeting
E	Have someone take notes
F	Post the meeting objectives on a flipchart sheet in the meeting room
G	Make sure that having a meeting is the right vehicle to get to the desired outcome
H	End the meeting on time
I	Reserve a room to hold the meeting in
J	Sell the “nay-sayers” on the meeting objectives before they attend the meeting
K	Summarize the decisions made at the end of the meeting
L	Have snacks and beverages available for the meeting
M	Send out meeting notes after the meeting



## Bullseye Method Facilitation Instructions

1. Give each individual a sheet with a Bullseye on it.
2. Place a letter in front of each item in the brainstormed list on the board. (If you get to “Z” and have more items, continue with “AA”.)
3. Ask each member of the group to individually fill in their Bullseye by reading each brainstormed item on the list and placing its corresponding letter on the Bullseye as such:
  - Place the letter in the center of the Bullseye if they view it as a Critical item.
  - Place the letter in the second ring of the Bullseye if they view it as an Important item.
  - Place the letter in the outside ring of the Bullseye if they view it as a Less Important item.

KEY: There can only be 5 (or 3 if you have a large group or many items) items placed in the Critical ring.

4. While each individual is doing that, list all the letters used on the brainstormed items in order down the left-hand side of a blank flipchart page.
5. When everyone is done, ask each member to state the letters they placed in the Critical ring. Place a tick mark by each letter they report out. Go around the whole group doing this process until everyone has shared.
6. The result of this activity will be a prioritized list of the items, as prioritized by the group.

# Decision Making Methods

## Problem/Solution Matrix

The Problem/Solution Matrix is a technique used by a group of people to prioritize a short list of items against agreed upon and common criteria through a “structured conversation”.

NOTE: Do not use this method for more than 5 possible options.

Pros:

- Use criteria the team agreed upon to judge options
- Everyone is using the same criteria
- People get to give their input verbally
- Allows team members to consider all the critical aspects

Cons:

- Result is not a definite answer
- Is tricky to facilitate

### *Criteria*

<i>Options</i>				

# Problem/Solution Matrix

## EXAMPLE

### *Criteria*

<b><i>Options</i></b>	Low Cost	Produces High Quality Parts	Least Time to Implement	Increased Productivity Long Term
Buy new machine	L	H	L	H
Fix current machine	M/H	M/H	M	M
Continue as is	H	L	H	L
Move parts to a different machine	H	M	M	L

## Problem/Solution Matrix

### Facilitation Instructions for the Problem/Solution Matrix

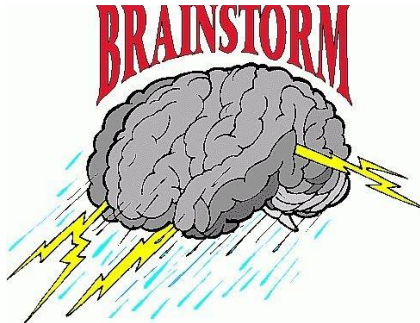
1. Draw the matrix on a board or flip chart in the front of the room
2. List the problem or solution options in the boxes down the left side of the grid. (one per box)
3. Facilitate the group in developing the criteria to be used by the group (there should not be more than 6) NOTE: have an idea of what these could be prior to the session in case the group needs a prompt.
4. List the criteria in the boxes along the top of the grid. (one per box) CRITICAL NOTE: State the criteria in a positive mode, that is, when rated “High” in the next step, if means there is a positive outcome.
5. Facilitate the group in rating each pair of problem/solution option and criteria
  - Rate “High” - place an “H” in the box
  - Rate “Medium” - place an “M” in the box
  - Rate “Low” - place an “L” in the box
6. Ask the group for the patterns they see in the grid
7. Determine the action to be taken

# Get meeting members involved and owning the outcome

## Data Gathering Tools

### Brainstorming

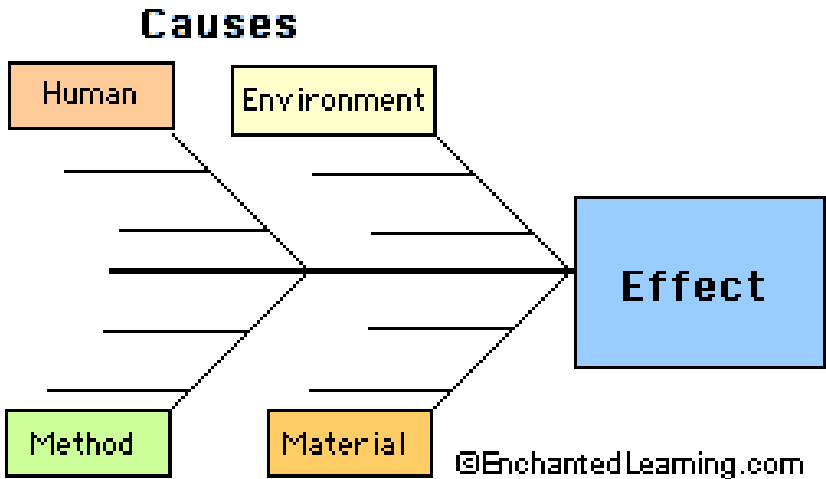
- Purpose of Brainstorming
  - To gather many ideas from a group of people
    - Related to a certain topic
    - In an open environment
  
- Rules of Brainstorming
  - No critiquing
  - Piggyback on others' ideas
  - Quantity vs. Quality
  - The wilder, the better



# Data Gathering Tools

## Cause and Effect Diagram (also called Fishbone or Ishikawa)

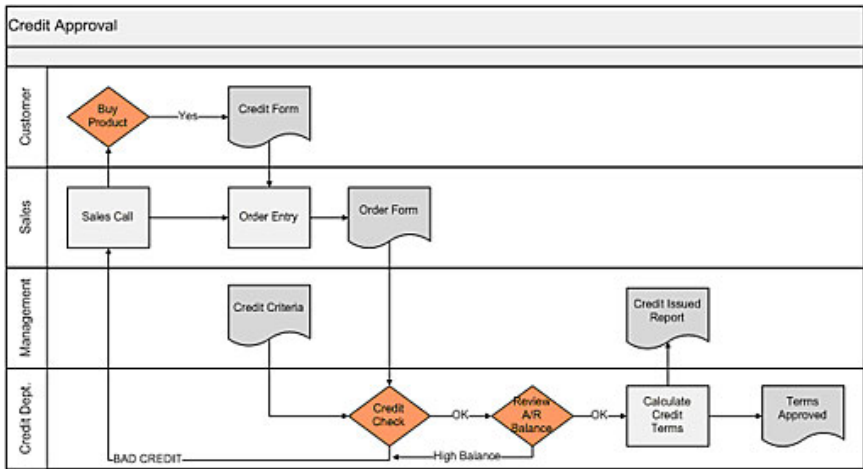
- Purpose of the Cause and Effect Diagram
  - To brainstorm possible causes to a given effect and organize by category



# Data Gathering Tools

## Process Mapping

- Purpose of Process Mapping
  - To identify waste and inefficiencies in a given work process



## **Time for ACTION**

**What are the three specific actions you will take to involve people in your meetings?**

- 
- 
- 

**List the date and time of the next meeting in which you will implement these actions**

## **Key Take Aways**

**List the key nuggets you experienced in this session:**



# About Gayle Noakes Supervisor Success

66%\* of manufacturing companies are highly concerned about one of these worker issues:

- Attracting qualified workers
- Retaining qualified workers
- Developing future leaders

\*Source: Enterprise MN 2019 State of Manufacturing Survey

What can you do to reduce your concerns in these areas?

Work with Gayle and the **Supervisor Success Model** to:

- Build the leadership skills of your Supervisors and Leads
- Implement a process that will sustain the shop floor Leaders over time



Contact information:

Email: [gayle@gaylenoakes.com](mailto:gayle@gaylenoakes.com)

Mobile: 612-791-8981

Website: [www.gaylenoakes.com](http://www.gaylenoakes.com)

# Gayle Noakes Supervisor Success

## Leadership Development Series

### LEADERSHIP BASICS

- Understand Yourself and Others
- Time Management
- Effective Work Direction
- On-the-job Training
- Give and Receive Feedback
- Difficult Conversations
- Delegation
- Change Leadership

### LEAD YOUR TEAM

- Lead Effective Meetings
- Facilitation Skills
- Team Work Projects

### DEVELOP YOUR TEAM MEMBERS

- Coaching Skills
- Development Plan
- Build Leaders

## Workshops

Lead Meetings People WANT to Attend

Project Management for non-Project Managers

# Gayle Noakes Supervisor Success

## Clients include:

All Flex Inc.  
Anderson Management and Leadership Center  
Anoka-Ramsey Community College  
BerganKDV  
Canvas Craft  
Frandsen Corporation  
Goff Public  
Manufacturers Alliance  
Metropolitan State University  
Millerbernd Manufacturing Company  
nVent  
Performance Excellence Network (PEN)  
QC Training Services, Inc.  
Russell Herder  
Sil-Pro Medical Manufacturing Solutions  
Solar Plastics  
Teachers on Call  
The Specialty Mfg. Co.  
Total Logistics, Inc. (TLI)  
Wilson Tool International  
Wipaire, Inc.



*“One key skill that makes Gayle successful with shop floor supervisors is her ability to meet people where they’re at and help them get to a new place, energized and confident. It’s ‘caring backed by competence’.”*

*Rob Tracy, President & Founder  
Rob Tracy Consulting*