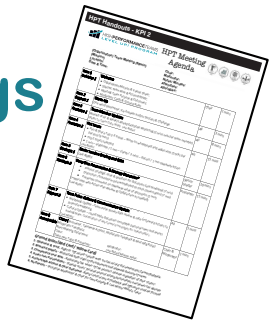
HPT Team Meetings Troubleshooting Tip-Sheet!



Item	Problem/s	Suggested Solution/s	
General	Start/Finish late, items take too long, items skipped silent participants/loud voices dominating	• Refresher training on chair & moderator process – Key points – **Chair has final say on all matters of timing** and must start/finish whole meeting on time, **cover all items and risk manage time** added to specific items so that all items are still addressed **unless by agreement of majority to 'hold over' items** until next meeting – **Moderator must use an alarm timer** for allocated time and any extensions given and **score at the end with examples to justify ratings.**	❑
Starting & Meeting Warm-ups	Poor engagement, inauthentic barometers & ice breakers	• Chair to **confirm meeting purpose with randomly selected members** after reading it out • **Chair to lead Warm Up by example**, modelling vulnerability with barometer & ice breaker • **Larger Teams split into subgroups 3-4px & 1 per group** feed upwards in wrap up of warm up • Ice breaker be **topical & stretch trust/sharing** of group	❑
Updates	People taking too long and/or not sharing	• Alarm **timer 1-2 min** p/person max • If no update given **open for questions to person – elbow partners to check for questions** before moving on • **Refresher on 'exception reporting' technique** given by chair to team at commencement	❑
Hot Issues	No authentic engagement, no hot issues raised, some hot issues not reported (aka 'elephant in the room')	• Step 1 **pair/share + 2 issues per pair written on whiteboard is essential step** – ensure this is not modified or skipped over. **Vegas voting 5 ticks also done physically** by everyone • Hot issues discussions **must be actively chaired to maintain quality and alarms** used to mark timings • **SMART actions recorded** as takeaways and noted on action register	❑
Snr Ldr Briefing	Skipped over or lacking Q&A Time	• If skipping over item – **select another Hot Issue** from board • Lack of Q&A – **Moderator to ask leader for sub times for item to enable Q&A** at end.	❑
PD Intensive	Deep dives lacking quality	• Follow process of assigning coach for presenter in meeting prior, **chair to confirm with presenter & coach deep dive is ready at start of meeting**. If not: a. Redirect to **action plan or dashboard** discussion or b. Table issue as a **general discussion & specify discussion question** & sub times of item on white board instead	❑
Staff Pulse	No real engagement in conversation or blame game instead of solution focus	• **Follow 8min protocol EXACTLY -** team to watch refresher video together instead if unsure • Debrief **must end with Team Booster plan** for month ahead • Live note any blame based issues & **redirect to protocol** • **Pin scorecard on team data wall** & refer to between meetings	❑
Wrap Up	Lack of engagement in barometer & takeaway actions, moderator scores not recorded	• As per warm up tips PLUS – **change to satisfaction score 1-10(high) instead and ask what would have needed to improve to rate higher for 7 and below to stimulate improvement feedback**. Chair to **ensure moderator scores are documented on live notes** along with any guidance for improvement.	❑