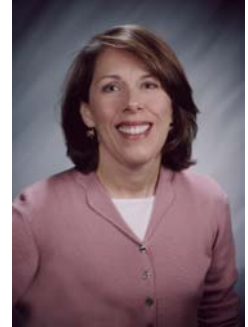


FAST FEEDBACK IS THE TICKET TO EFFECTIVENESS

By Carol Bergeron

Leaders often confide in me that their organizations have too many meetings and / or they are not productive. Meetings are perceived as too long and of poor quality. People would rather spend their time “actually doing the work” than attending meetings. The bottom line is organizations are comprised of a complex set of interdependencies. Meetings are an important, albeit not the only way, to recognize and work through some of those interdependencies while building strong relationships. Here are some simple tips on how to take the lead on assessing your meetings for the deliberate purpose of improving them.



1. **Ask attendees to rate your meeting** using a predefined scale before your final wrap up. A commonly used scale reflects the frequency with which a statement about your meeting occurs such as “never”, “infrequently”, “frequently” or “always”. Another option is to rate the quality ranging from “fair”, “satisfactory”, “good” to “excellent” or simply “agree” or “disagree”. Pick statements that you want to assess based on the difference they make to your organization and the impact on attendees. They may include:
 - Everyone came prepared.
 - The agenda and expected outcomes were articulated in advance.
 - We achieved what we set out to.
 - We made the best use of our time.
 - Everyone participated.
 - We engaged with each other in a respectful way.
 - We started and stopped on time.
 - Our “next steps” or action plan were clear and doable.
2. **Distribute the assessment** or post it on a flip chart and ask all attendees to complete prior to disbanding the meeting.
3. **Assign someone to tally up the results.**
4. **Review and interpret the results** at the start of the next meeting. Carefully chosen questions will operate as a guide for the group to discuss and interpret results of the assessment. Only then can commitments for change be made for improvement.

- Here are the results, what do they tell us?
- In what areas did we perform well or receive the best ratings? Why?
- In what areas did we receive the lowest ratings? Why? Ideas on possible solutions?
- What should we continue to do?
- What should we do differently to make our meetings more effective?

5. Implement actions and monitor results. Dramatic improvements stem from implementing agreed to actions and charting progress.

The most productive people I know assess meeting and team effectiveness on a regular basis. They believe in continuous improvement and recognize one assessment, though a place to start, will not do. They attribute their repeated success to fast and continuous feedback on which they act and measure results.

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