

### **Inclusion Exercise (10 minutes)**

- At the beginning of the meeting, everyone in the group has one minute to share personal or professional events since the last meeting (build camaraderie)
- Leader sets the tone, you must share a significant event first

### **Best Practices (15 minutes)**

- Share success stories
- Who had success around KPI's and how did you do it?

### **KPI Review (10 minutes)**

- Who had appointments, wrote contracts, closed a transaction since the last meeting?

### **Previous Action Promises Review (5 minutes)**

- Cross or check off action promises completed and leave on the list, applaud those completed.
- Push undone action promises to the next sheet for the following meeting.

### **Issue Processing (30 minutes)**

- Manager review the sheet and choose one or two of the most urgent topics, or those with commonality
- Include role play into this process
- At the end of working the issue, the highlighted individual to agree to one or two action promises that go on the board with a due date. Ask them to give a "by when", but if too far out, pull it back in

### **New Action Promises, due next meeting (10 minutes)**

- Leader write on the sheet
- Agents note on take-away form

### **Group Feedback (10 minutes) The Plus Delta exercise on the flip chart.**

- What made this meeting worthwhile?
- What could we do to make it better?
- Suggestions become future agenda items

