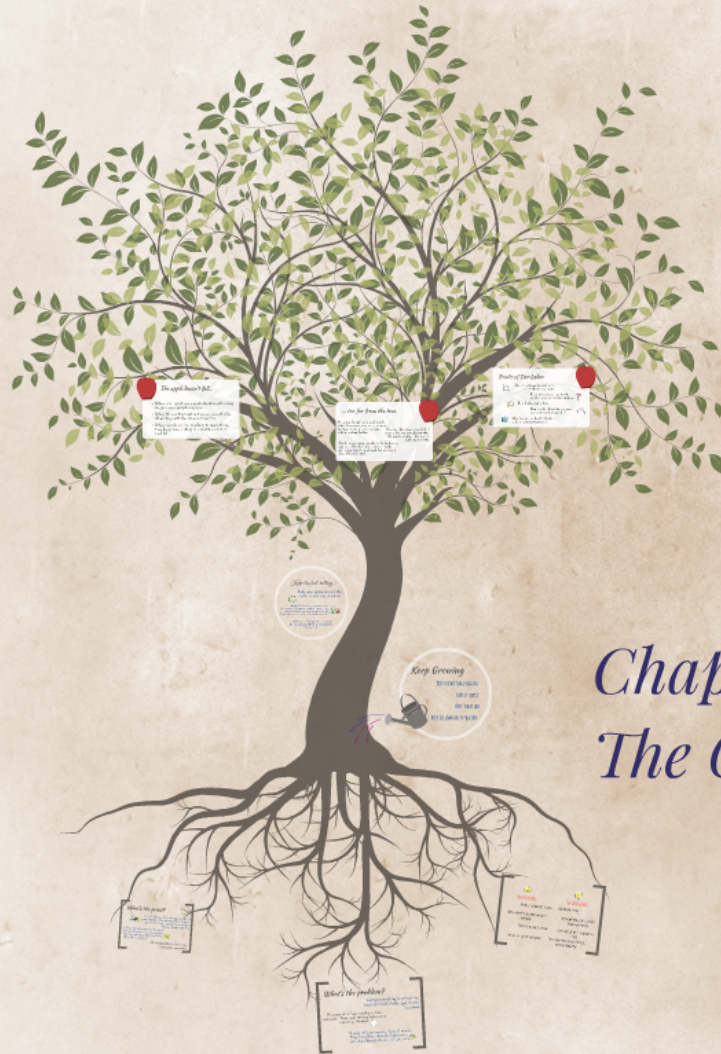


The Great Game of Government

Chapter 9: The Great Huddle



The Great Game of Government

Chapter 9: The Great Huddle



Ninth Higher Law: If nobody pays attention, people stop caring.

"OUR GREAT HUDDLES TELL PEOPLE WE CARE. WE SEND THE MESSAGE OUT EVERY WEEK: WE WANT TO KNOW WHAT YOU'RE DOING."

What's the point?



The Huddle is where we regenerate the pride and the sense of ownership, how we create the mutual trust and respect and how we build credibility.

It's how we drive ignorance out of the workplace, teach people how to make money, and show them why that's important.



The weekly huddles are how we stay connected to one another.

What's the problem?

Communicating is one of the most difficult challenges in any business

If people don't hear anything, they speculate. They read the tea leaves and rumors get started.



Rumor mills cost money. Lots of money. They breed fear, distrust, divisiveness, unrealistic expectations, and ignorance.





MOST MEETINGS:

THE BOSS IS THE ONLY ONE TALKING

PEOPLE WHO AREN'T THERE BARELY KNOW IT'S
HAPPENING.

THERE ARE ONLY "BOSSSES" PRESENT

MESSAGES GET LOST IN TRANSLATION



THE GREAT HUDDLE:

EVERYONE HAS A VOICE

THE INFORMATION FLOWS ALL THE WAY
THROUGH THE COMPANY

PEOPLE FROM THE TOP TO THE BOTTOM ARE
THERE

THE INFORMATION IS GIVEN FIRST HAND,
NO TRANSLATION ERRORS

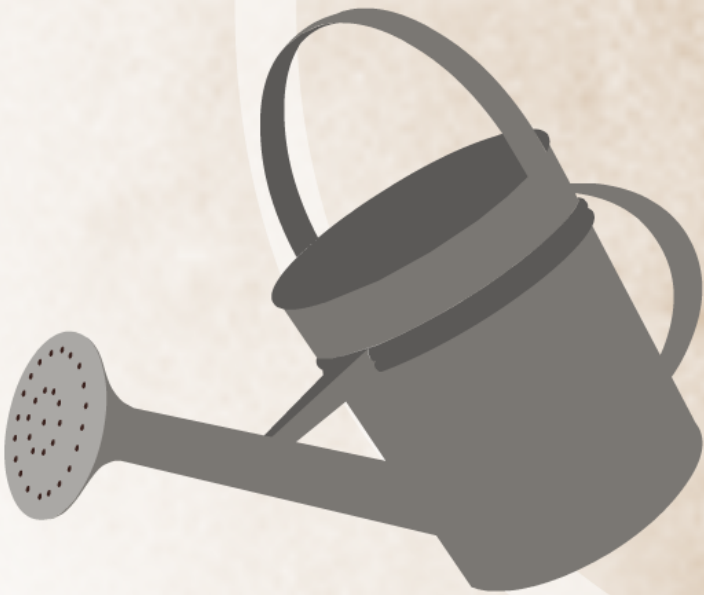
Keep Growing

KEEP THE MEETINGS REGULAR.

KEEP IT SIMPLE.

KEEP "THEM" OUT.

KEEP THE COMMUNITY TOGETHER.



MEETINGS HAVE TO HAPPEN
OFTEN ENOUGH THAT
EVERYONE KEEPS ON TOP OF
THE NUMBERS.



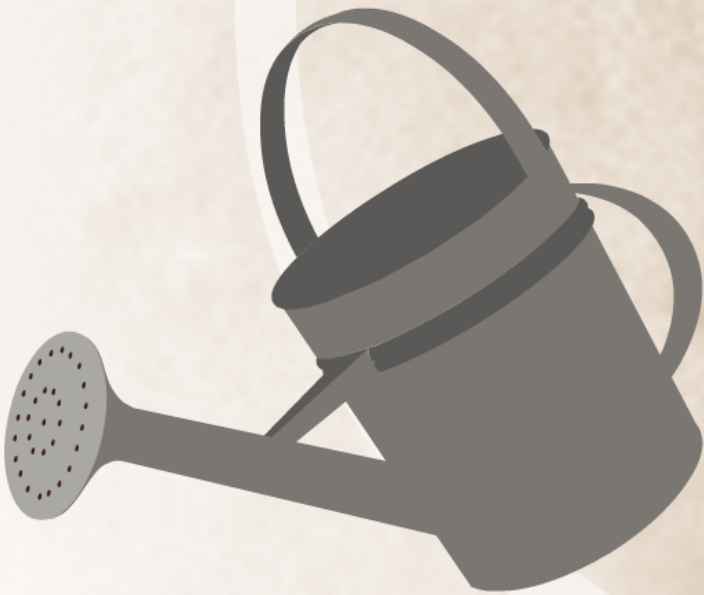
Keep Growing

KEEP THE MEETINGS REGULAR.

KEEP IT SIMPLE.

KEEP "THEM" OUT.

KEEP THE COMMUNITY TOGETHER.



? PUT A NAME AND A FACE TO
EVERY LINE OF THE RECORD. !



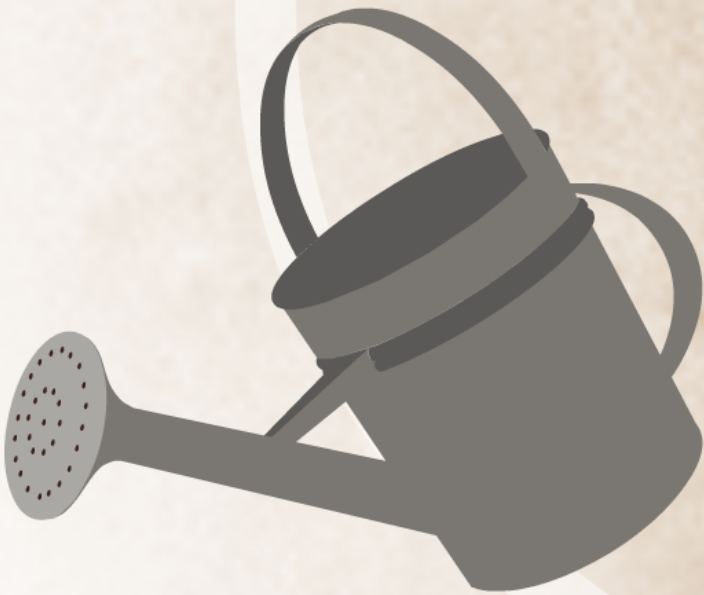
Keep Growing

KEEP THE MEETINGS REGULAR.

KEEP IT SIMPLE.

KEEP "THEM" OUT.

KEEP THE COMMUNITY TOGETHER.



COMMUNICATING WITH
ONE ANOTHER GETS RID
OF THE BOOGEY MAN.

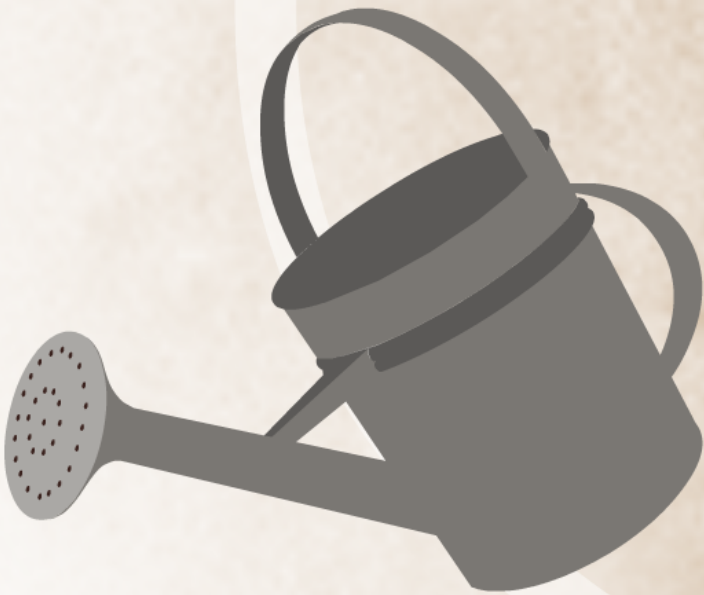
Keep Growing

KEEP THE MEETINGS REGULAR.

KEEP IT SIMPLE.

KEEP "THEM" OUT.

KEEP THE COMMUNITY TOGETHER.



Keep the ball rolling...

Build your game around the cycles of your organization



"Chatter" is the way that people keep themselves in the game, ready to move in any direction, to do what is necessary to win. It helps them contribute at their maximum levels.



It never hurts to know that what you're doing- what you think- is important to someone else.

YOU HAVE TO DEVELOP A LANGUAGE AND STYLE
THAT YOU FEEL COMFORTABLE WITH, THAT FITS THE
PERSONALITY OF THE BUSINESS.



The apple doesn't fall...

- When you report every week about what's going on, you keep people engaged.
- When the numbers get out to everyone, they're all working with the same information
- When people use the numbers to guide them, they keep from making a mountain out of a molehill.

... too far from the tree.

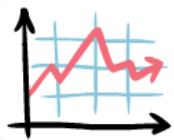
Knowing the numbers, and exactly what they mean, give us confidence to know when to take risks, and where to draw the line.

Stack uses opening remarks at the huddle to approach the day's topic from an angle, some bigger picture concept that everyone should keep in mind.

Passing education down the line means that everyone knows what the boss is saying. They start to learn by proximity.



Fruits of Our Labor



Don't just know the numbers,
know what they mean.

Know who you can go to with
questions about certain numbers.

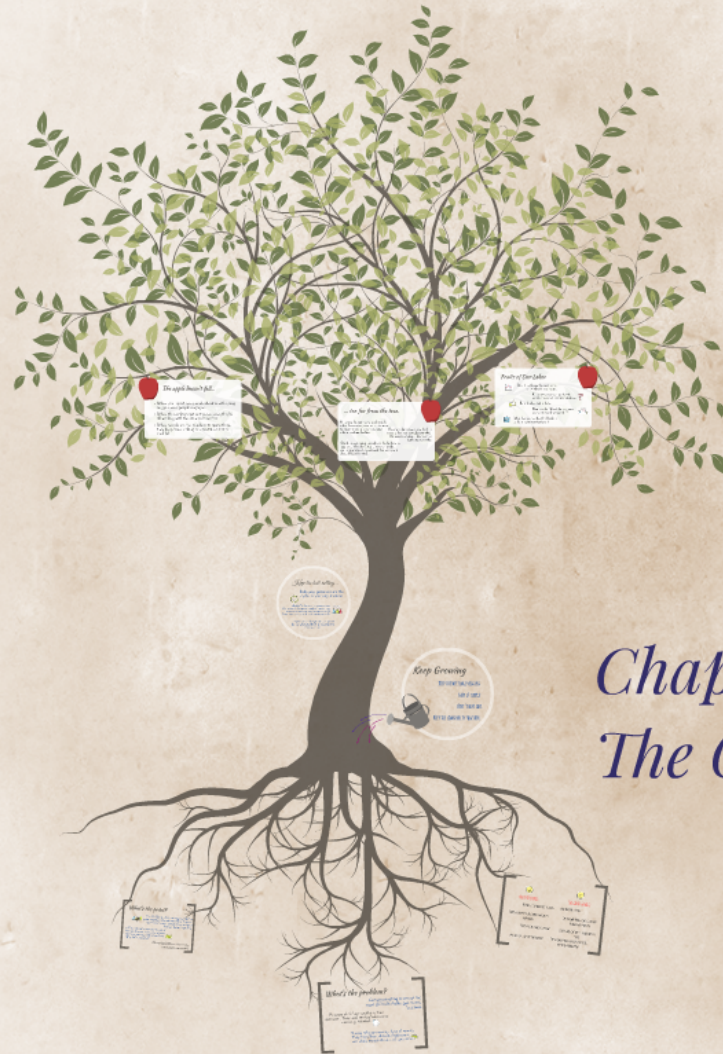


Be a leader, not a boss.

Plant seeds. What do you want
people to walk away with?



What happens after the Huddle
is the most important part.



The Great Game of Government

Chapter 9: The Great Huddle