



Real World Team Leadership Tool 6: Informing

Agenda

Date: _____

Time: _____ to _____

Leader: Recorder: Timekeeper: Process Observer: Learning Observer: Parking Lot Attendant: Optional Roles:	e.g. Phone Coverage, Food, Interpreter	
Participants:		
Instructions	This is a standard format for all 8 tools. It is designed to help you lead effective, time-limited work sessions. Wrapped inside the generic format are the 5 steps you need that are unique to implementing Tool 6: Informing. Use this tool to communicate information.	
Time	Steps of the Tool	Responsibility
10 Minutes	Meeting Overview <i>(Note: This is the standard start for all eight work session tools.)</i> <ul style="list-style-type: none"> ✓ Introduce participants, their roles in the organization, and their functions in the project ✓ Assign meeting roles and ensure that each has the tools they need for their role ✓ Confirm goals of meeting and the type of meeting this is (information giving) ✓ Review and finalize agenda topics and their order in this meeting (This is an example of “tell ‘em what you’re going to tell ‘em”) ✓ Assign times to each topic 	Leader
_____ minutes	1) Present An Overview <i>(Note: As with each of the other 7 tools, this first step after the meeting overview is for you to lay out all pertinent information, bring the others up to speed and define the scope of the situation.)</i> <ol style="list-style-type: none"> a) Executive summary of the situation b) Recognize others who are contributors/stakeholders in this c) (If appropriate) outline what is unknown/unclear/unresolved/yet to be determined 	Leader

____ minutes	<p>2) Present the Details</p> <p>a) Background information, past history</p> <p>b) Specific problems, concerns, or needs in this situation</p> <p>c) Actions previously taken and their results</p> <p>d) Where things are today and are headed in the future</p> <p>e) Your personal reactions to date – “I think, I feel and I want”</p>	Leader
____ minutes	<p>3) Summarize Key Points</p> <p>a) “Tell them what you told them” in a brief, top-line manner (slides, hand-outs, overheads are very useful here)</p>	Leader
____ minutes	<p>4) Solicit Questions to Clarify Understanding</p> <p>a) Invite questions</p> <p>b) Repeat what was asked to confirm your understanding</p> <p>c) Options for responding:</p> <p>i) Answer the question yourself</p> <p>ii) Invite someone else to answer</p> <p>iii) Park the question in the parking lot – to research an answer, buy time to think or assign it to another venue</p>	Participants, Leader, Parking Lot Attendant
____ minutes	<p>5) Summarize the Questions and Temperament of the Audience</p> <p>a) Offer feedback on what people were saying, thinking and feeling. This does not imply agreement on your part, but it does convey that you heard them and understand their concerns</p>	Leader
15 Minutes	<p>Administrative Wrap-up <i>(Note: This is the standard ending for all eight work session tools.)</i></p> <ul style="list-style-type: none"> ✓ Address issues in Parking Lot ✓ Review action items and accountabilities (what by whom by when). Confirm next meeting ✓ Provide Process Observer report ✓ Provide Learning Observer report ✓ Discuss: Were the goals of this meeting met? 	Parking Attdnt Recorder Process Observer Learning Observer Participants