

# Marketplace Coalition



## Marketplace Huddles - Meeting Agenda & Protocols

Time	Activity (within 48 hours of the monthly Marketplace Luncheon)
5 min	Each person: Check In (related to your Check Out)
30 sec	Confidentiality Reminder
30 sec	Appointment of Time Keeper
40 min	Facilitated Discussion of the Luncheon Keynote Presentation
2 min	Summary by Facilitator (notes given to the presenter)
1 min	Presenter Confirmation for next meeting
2 min	Scoreboards: Kudos and Kicks (prizes and consequences)
1 min	Feedback - What worked/What didn't (written and due within 24 hours)
1 min	Covenant Reminder
7 min	Check Out & Prayer (each person states single goal before next meeting)

Time	Activity (within 2 weeks of the monthly Marketplace Luncheon)
5 min	Each person: Check In (related to your Check Out)
30 sec	Confidentiality Reminder
30 sec	Appointment of Time Keeper
15 min	Presentation (concise and honed for best possible feedback)
25 min	Q & A/Feedback from Huddle Participants
2 min	Summary by Facilitator (notes given to the presenter)
1 min	Presenter Confirmation for next meeting.
2 min	Scoreboards: Kudos and Kicks (prizes and consequences)
1 min	Feedback - What worked/What didn't (written and due within 24 hours)
1 min	Covenant Reminder
7 min	Check Out (each person states single goal before next meeting)

## Presentation Protocol

1. You receive what you seek. If you are unclear, you will receive vague and unproductive feedback.
2. Diagraming your problem usually helps in isolating the area needed for focused feedback.
3. You are seeking BEHAVIORAL feedback. Thus, you want to describe not just your thought process around a problem, but your behavior. We can think correctly, but if our behaviors do not match, that is a problem!
4. Remember your time limit. You need to hone in on the exact obstacle for feedback with precision and skill. This process alone will be very helpful to you. Your coach brings an objective set of eyes to aid in the process. The coach acts as a moderator and recorder during the feedback time. As you review the notes, you may wish to follow up with a team member for greater clarification or input.
5. Learning to ask good questions will serve you a lifetime. Presentations will help all team members sharpen this skill.
6. Don't argue or defend yourself. This time is for feedback. You will not learn if you do not hear. Your main objective is presenting a clear problem, then, listen, learn and clarify feedback.
7. The presenter will send out notes 24 hours ahead of the meeting for other team members to review.

## Feedback Protocol

### AVOID . . .

1. "You should" or "I would" statements. This is not an advice session. Save it for yourself or employees.
2. Speaking in the present tense. Experience is always spoken in past tense.
3. Hyperbole. Save it for your novel. No one will believe you when they read it, either.
4. Speaking in generalities. Specific behavioral examples give the best possible data.
5. Use "Why" questions. We are not here to psychoanalyze. "How" questions are best.
6. Use "I don't know" or "I can't." What you are really saying is "I won't decide" or "I don't want to say" or "I won't do the work to find out" or "I am not willing." Honesty is at the heart of feedback.

### DO . . .

1. Use personal, specific behavioral examples that relate to the presenting problem. Be brief, be specific. The presenter can follow up later, if desired.
2. When using, "I feel," use actual feeling words to describe emotion. Clue: guys usually suck at this.
3. Use "I" statements. This often helps eliminate putting others on the defensive.
4. Drill down on behavior of the presenter. This can be one of the most helpful areas of feedback. We are often blind to the effects of our own behavior on others, or even ourselves.
5. Point out positive behavior and behavioral changes in the presenter. Remember, we want to give an arm around the shoulder, not just a kick in the pants. We are often our own toughest critics.
6. Avoid value and judgmental statements. We are not focused on morality and proving who is right or wrong. There is positive or negative behavior that either propels us toward our goals or derails us.