THE 100

Building Blocks for Business Leadership

D20

Town Hall Agenda and Guide

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How to Use this Download

- This document is used to facilitate a $\frac{1}{2}$ day "Town Hall" where employees share ideas and feedback without the leadership team or partners present

- The agenda listed below along with the questions can obviously be changed to meet the needs and demands of your organization.

Town Hall Game Plan

Document Purpose

This document defines the overall approach and questions for the Town Hall.

Town Hall Purpose

The purpose of a Town Hall is to get anonymous feedback on the firm for the leadership team. This information will be used in the strategic planning offsite.

Facilitator Guidelines

Below are guidelines and ideas for the Town Hall.

- Break out the people into teams of four to six. This size is large enough to have idea generation but small enough to have dialog.

- Let them know that they'll be presenting to the overall group their answers to the questions. This will create some accountability to work through all of the questions.

- Set a firm stop time when the groups need to return to the room to present to everyone their ideas. These exercises can always take more time. Walk around as the groups are working through their issues and ensure that they're moving along according to plan. As the facilitator, you'll be guiding others in the process. If you have strong feelings, you can share them in your debrief with the leadership team (i.e. at the Town Hall, encourage ideas but don't try to control the outcome).

- Encourage groups to focus on idea generation <u>first</u> then focus on choosing the best ideas. In brainstorming, it's key to let people get into a groove vs. analyze each idea as it's presented. This is called "green light" thinking.

- For each group choosing their top idea(s), groups can debate/discuss/decide.

- Each group should return to the room at a set time to present their ideas to the group. It's very common that folks will want more time.

Idea Presentation at the Town Hall

- Let each team present to all the other groups.

- Give each group a set amount of time to share their results. When each team is sharing their feedback, to keep them on point, appoint a "timer" in the room who'll let each group know when they have one minute remaining and when their time is up.

- As the facilitator, if you feel that someone is going off track and won't finish on time, encourage them to move along

Questions

Please have the groups rank-order ideas per category... that way mgmt team has prioritized list and reduces chance someone feels ignored... if they're only person wanting

If we have more groups then questions, please have more than one group provide answers to questions number 6 and 7.

Town Hall Questions

1. Given your discussions with colleagues, coworkers, organizations that you work with, what things do you think would improve the quality and quantity of work, improve our profitability, and generally set us apart from its competitors?

2. What skill have become such mainstream commodities that we should begin to pass these jobs to contractors, partners, etc.?

3. What's the most important issue to retaining our employees and getting new employees?

4. For the following, try to list the top three for each of the items below:

    a. Our Firm's strengths are:

    b. Our Firm's weaknesses are:

    c. In the marketplace, the top opportunities/trends we can capitalize on are:

    d. In the marketplace, the top threats/things that could put us out of business are:

5. As a firm, what's one thing we should:

    a. Start doing:

    b. Stop doing:

    c. Continue doing:

6. What is something you spend a minute or more doing something that shouldn't have to be done, should have been done right the first time, is too hard to do, and/or is generally a frustration in your job? Also, what's a hassle for our customer including recurring questions, concerns, issues, or problems?

7. What 1-2 strategic issues should we be addressing next year?

8. What are you hearing from our competitors?

9. What ideas do you have for generating revenue?

10. What ideas do you have for attracting talent?

11. What's a question that isn't proposed here but you think should have been asked? What's your answer to this question?