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| **Daily Team Huddle checklist** | | |
| Date: | | Start time: |
| Huddle leader: | | |
| Team members in attendance: | | |
| Check in with the team | | |
|  | How is everyone doing? | |
|  | Are there any anticipated staffing issues for the day? | |
|  | Is anyone on the team out/planning to leave early? | |
| Huddle agenda | | |
|  | Good news | |
|  | * Accomplishments * Recognitions | |
|  | Review Yesterday’s Performance | |
|  | * Productivity * SLAs * Errors * Absenteeism * Labor Targets | |
|  | Review today’s schedule | |
|  | * Expected volume * Special needs and arrangements for customers * Assignments of work | |
|  | Share branch related news, customer news | |
|  | Share Missing Systems/Obstacles/Opportunities | |
|  | End on a positive, team-oriented note | |