

Daily Huddle Basics

Huddle Leader

The Huddle Leader leads the group through the huddle process:

- Employees take turns leading (not managers).
- Start on time.
- Each person shares what they did yesterday, what they are doing today, and what they plan to do tomorrow (managers share last).
- Help track data and goals (when the Huddle Team is ready to move to this stage).
- Review visual boards (when the Huddle Team is ready to move to this stage).
- Have fun!

Employees

- Come prepared and start on time.
- Be brief when it's your turn to share.
- Respectfully help others mind time. When topics run long, ask if the conversation should be taken off-line.
- Take your turn serving as Huddle Leader.
- Listen, observe, and learn.
- Participate in problem solving – offer ideas and support.
- If you miss a huddle, find out what you missed.
- When someone else misses a huddle, fill them in on what they missed.

Manager

- Let employees lead.
- Listen, observe, and learn.
- Be the last person to share, and be brief.
- Practice the nine Lean Leadership competencies.

Huddle Tools

- DES 2013 Strategic Clarity document
- Visual boards (for data and goal tracking)
- Employee Idea Board (for improvement ideas and problems identified to solve)
- Program Strategy Map

Daily Huddle Values

- Respect people
- Trust and safety (includes physical safety too!)
- Openness, transparency
- Customer focus
- Managing with data
- Collaborative problem solving
- Innovation
- Continuous improvement
- Learning