

## S3P4-2: Team Huddle Talking Points

### Purpose:

Provide managers with a one-page prompt each week to guide short team huddles during the pilot. Keeps focus on what landed, what misfired, and the immediate next step.

### Example Huddle Sheet – Week 2

Section	Content	Example
<b>This Week's Highlights</b>	Share what went well, where value landed.	"Welcome Calls scored 8/10 on reassurance — customers felt heard."
<b>This Week's Friction</b>	Be open about what didn't land.	"First Invoice step scored 5/10 — customers frustrated with clarity."
<b>Actions in Progress</b>	Remind team of changes already underway.	"Finance team has simplified invoice wording, effective this week."
<b>Your Role This Week</b>	Set expectation for staff.	"Please keep logging invoice issues in the tracker; this helps confirm if changes work."
<b>Closing Message</b>	End with a belief-building signal.	"Remember: quick feedback means quick fixes — your input matters."

### How to use:

- Manager delivers huddle in 5–10 minutes during regular stand-up.
- Use consistent structure each week so staff know what to expect.
- Encourage questions and capture signals for Response Adjustment Tracker (S3P3-4).

### What's Different from Standard Talking Points:

- Anchored in ARP data (Action vs. Response scores from the last week).
- Designed for **short, transparent conversations**, not scripted comms.
- Builds belief by openly acknowledging misfires as well as wins.

### Uses:

- Keep staff connected to pilot progress in real time.
- Reinforce that feedback loops are alive and visible.
- Increase trust by showing managers are not hiding weak spots.

Action-Response Principle (ARP)

Ref:S3P4-2