

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
This Week's Highlights	Share what went well, where value landed.	“Welcome Calls scored 8/10 on reassurance — customers felt heard.”
This Week's Friction	Be open about what didn't land.	“First Invoice step scored 5/10 — customers frustrated with clarity.”
Actions in Progress	Remind team of changes already underway.	“Finance team has simplified invoice wording, effective this week.”
Your Role This Week	Set expectation for staff.	“Please keep logging invoice issues in the tracker; this helps confirm if changes work.”
Closing Message	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