

Online w/ PCS

Meeting Tips

Take
Employee Survey

Download
Meeting Tips

TIPS FOR AN EFFECTIVE COMMUNICATIONS MEETING

Whether through a one-on-one, departmental or a team meeting, employees look to their manager/supervisor to keep them informed about the Personal Communications Sector and help them understand how they fit into the overall strategy and goals of our business.

While we all know how important open and honest communication is to our team, we don't always take the time or have the knowledge base to be the most effective communicators we can be. Let's face it; we can't be subject matter experts about everything!

The Four "C"s

To help you energize and engage your team, whether you meet quarterly for the PCS Business Update, monthly or weekly, you may want to consider incorporating the following elements--the 4 Cs--into your team meetings:

Create a Culture of Acknowledgement. Every time you meet with your team, you have an opportunity to recognize their collective or individual accomplishments. So acknowledge their accomplishments and build a little "recognition time" into your meeting agenda. A little recognition goes a long way in making employees feel valued and motivated.

Align the Big Picture to the Individual Employee. One of the most important things employees want to know is how they fit into the "big picture." If they understand how their goals align with those on the Performance Excellence Scorecard, they can see how their individual contributions and behaviors impact Motorola's success. And, if Motorola is successful in meetings its goals, employees will be rewarded.

Customer First. Make sure the Customer has a seat at your meeting, if not literally then figuratively. True to the Rules of Engagement, the Customer should always be "present" at a team meeting. Consider sharing either external or internal Customer feedback to motivate your team to always be mindful of the "Customer First" mindset. Better yet, invite a Customer to come speak to your group or even have the team pay a visit to the customer.

Be Creative and Have Some Fun! Who said you can't have fun at work? Be creative in your approach to hosting meetings, and you will see an engaged team. Imagine a whole roomful of Motorolans with yo-yos, for example, to demonstrate the ups and downs of this business. That's a sure bet.

The Meeting Checklist