



Project Name: Effective Teams Phase I
Start Date: 1/1/02
End Date: 3/29/02

Project Team Lead: Chuck Conrad, Ryan Raffaelli
Team Members: Tony Andrade, Tim Reynolds, Carolyn Craddock, Jo Ann Borel

Project Evaluation:

Effective Teams Phase I Overall Feedback Summary						
Totals:						
	Never/ Rarely		Sometimes		Frequently/ Always	
	Before	After	Before	After	Before	After
1. I feel we use our time wisely in meetings.	0%	0%	100%	0%	0%	100%
2. Our meetings have clearly defined meeting roles (facilitator, recorder, timekeeper, team member).	100%	0%	0%	0%	0%	100%
3. Our meetings start and end on time.	50%	0%	0%	0%	50%	100%
4. The outcomes are defined at the beginning of our meetings.	100%	0%	0%	0%	0%	100%
5. I sometimes ask myself, "What is the purpose of us being here?"	0%	100%	50%	0%	50%	0%
6. The most vocal person in the group determines what we will talk about in our meetings.	0%	100%	25%	0%	75%	0%
7. We have a defined process to brainstorm ideas and make decisions.	75%	0%	25%	0%	0%	100%
8. My opinion is asked for and valued by this group.	25%	0%	50%	0%	25%	100%
9. We walk away from meetings with a clear understanding of the assigned action items and next steps.	25%	0%	75%	0%	0%	100%
10. We measure and evaluate how effective we are in meetings.	75%	25%	25%	0%	0%	75%
11. I leave our meetings feeling like we accomplished our goals.	25%	0%	75%	0%	0%	100%

* Figures based on response from each pilot team lead.



Lessons Learned:

The following comments were taken from the Effective Team's Phase I Closing Session.

Initial Thoughts:

- I don't understand why we are doing this. What's the point?
- What are we getting into?
- What are all these new charts and templates?
- I thought Effective Team's was just about getting help with agendas.
- This is going to be a lot more work than we need to do.
- This is "B/S!"
- Why do the managers need to understand all these posters?

Final Thoughts After Phase I:

- With a well planned agenda, my meetings flow as if I didn't even need to be there.
- This process unites all FSA U meetings and builds a common language. Even if I don't know about the meeting content, I can read the agenda and meeting outcome summary to quickly get caught up.
- It's useful. It saves time in the long run.
- It has changed the way I do business. Can you imagine if all of FSA used this stuff?
- Participants refer back to the agendas as a focal point for their discussion.
- People like it; they thirst for it!

Pilot Team Lead Key Learnings:

- **Managers':** Effective Teams' has provided structure, purpose, and a timeframe for our meetings. These are so important because our group tends to get sidetracked. The agenda reminds the participants why they are there and what they need to accomplish. As a facilitator, I am no longer the bad guy because we agree to stay on track at the beginning of our meetings. The agenda serves as a contract the group agrees upon! The template is flexible and can work in many different types of meetings (information sharing or project planning and implementation)
- **ED Express Survey:** Before going through Effective Teams, I was intimidated by the group and them all talking at once. The structure and roles gave me confidence and the power to run the meeting. There is shared responsibility to accomplish the group's desired outcomes. The outcome summary is great because I can go away for a long time and pick right back up where I left off. It's a huge time saver.
- **Cost Analysis:** The "What, Who, By When" chart has helped the group assign tasks has helped us get tasks done. This whole process was very helpful with a new project. Stating milestones and reviewing them with the group allows us to prioritize the work *before* we begin.
- **Learning Space:** I recently went to a meeting without preparing an agenda and it made me feel horrible. I realized just how valuable planning a meeting is to help the group accomplish their goals. This process has given me control over my work. I now know what things we must achieve by the end of the meeting and I am able to help the group reach their desired outcomes.