

## The Purpose and Value of Team Huddles

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Goodwill Industries of San Antonio has added team huddles to its internal communication efforts throughout its work force of approximately one thousand team members. The huddles help enhance two-way communication, thereby, helping to build well informed and highly effective teams. They also play a vital role in reinforcing the Texas Criteria for Performance Excellence standards to all of our leadership and other team members.

A team huddle is a short, quick, energetic stand-up meeting that is held one or more times per week in the work area of each team and is facilitated by a team leader. The huddle provides a brief time for quick questions and information sharing within each team. In 15 to 20 minutes each team member within each team is given the opportunity to receive and share information that is vital to the performance of the team. Some of the benefits derived from these huddles are:

- Develop and maintain a “servant leadership” culture.
- Create a culture of open/honest communication, trust, and belonging.
- Instill the agency’s Mission, Vision, and Values
- Encourage teamwork and share commitment
- Communicate work status of each team
- Quickly identify obstacles/problems so that each team member shares in the ownership and commitment to resolve them.
- Set on a frequent basis direction and focus on team goals.

The team huddles are conducted according to the following outline:

- “Good News” Topic (The topic could be news about the agency or news within the team such as welcoming or recognizing a team member).
- “Topic of the Week” (The Director of Communications usually selects a question from the “Texas Award for Performance Excellence” document in order to help the leadership reinforce Criteria standards). On any given week, all of our teams are covering the same quality standard.
- Balanced Scorecard Goal/Topic (The team leader quickly gives updates on goals that fall within four quadrants:
  - Human Capital
  - Internal Process
  - Customer Service
  - Financial

“Operational Issues” (Each team member is given the opportunity to quickly share a question or information related to the team’s work).

“Cheer/Slogan (The huddle is concluded with some energetic team cheer.)

Through these team huddles we aim to strengthen and build highly effective teams, all fully engaged and committed to fulfilling our main mission, “helping change lives through the power of work”.