

FREE PULSE MEETING GUIDE

WHAT ARE PULSE MEETINGS:

..are short team status meetings where the project management team is able to gather project performance information about the activities that are underway.

BENEFITS OF PULSE MEETINGS:

1. Build Rapport
2. Gather specific intel
3. Re-engage the disengaged

HOW TO RUN AN EFFECTIVE PULSE MEETING:

4. Keep it short and concise (under 5 to 10 minutes)
5. In a semi private place
6. Once to twice a month per team member and as you sense tension or disengagement
7. Be purposeful: Communicate the vision and the purpose of the meeting
8. Ask specific questions to get specific answers
9. Formal but casual
10. Document/ log so you can refer to it later



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EXTERNAL FACTORS

These are factors that are not in your hands. The only thing you can do is to conduct very frequent PULSE MEETINGS so you know they may quit and you come up with a contingency plan!

Here are some External Factors and Reasons why your people quit:

- Low grades
- A shift in priorities
- “Personal reasons”
- They are relocating
- Graduation
- Health issues

QUESTIONS TO ASK DURING PULSE MEETING

- Find out if there are any possible changes happening in their personal members life that may affect their hours
- Ask questions such as:
 - What are your plans after graduation?
 - How are they doing in school?
 - How will the football season affect your schedule?
- “_____, is there any upcoming changes happening in your personal life that may affect your work schedule that I need to be aware of?”
- “Would you please just come to me directly when something comes up even if it may or may not happen in the next 3 months! I simply would like to make sure our team is taken care of. Thank you”



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POOR COMPENSATION & BENEFITS

Many people quit because they are not satisfied with their pay and benefits!

Conducting Impulse Meetings will help you find out the level of dissatisfaction and come up with a gameplan!

In the show we went over 6 things you can do to have the ability to pay your people better:

1. Be informed and research what's a fair compensation locally
2. Increase your prices!
3. Simplify your operations so the team accomplish more, with less people. This way you can lower labor and pay them more!
4. Invest in equipment and kitchen tools
5. Let go of C players
6. Conduct pulse meetings

QUESTIONS TO ASK DURING PULSE MEETING

- “On a scale of 1 to 10 how happy are you with your hourly rate?”
- Ask them “What would be a fair compensation or hourly rate?”
- Come up with a plan with the team member how they can increase their skill set



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THE SCHEDULE

Some people quit when:

- They do not get enough hours
- They get too many hours
- They work weekend hours
- They work Late nights/closing
- They have a poor work life balance

QUESTIONS TO ASK DURING PULSE MEETING

- “On a scale of 1 to 10 how happy are you with the days and hours you’ve been working.”
- “Do you want more hours?” “Tell me more about that?”
- If you’d require more skill set from them to give them more hours just tell them!
 - Find out how you can work with the team member to come up with a win win game plan.
- On a scale of 1 to 10 how happy are you with the number of hours you get
- On a scale of 1 to 10 how happy are you with days and hours of week you work



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CONFLICT WITH TEAM MEMBERS AND MANAGERS

People quit when they don't get along or feel connected with the team or a manager.

How will conducting Pulse Meetings help:

You can establish trust by frequently having meaningful conversations with them. Open and active communication is the key to building trust with your team members, be honest and show support.

QUESTIONS TO ASK DURING PULSE MEETING

- Identify if there has been any tension and conflict between team members.
- Identify if the expectation has been clearly laid out?
- “On a scale of 1 to 10 how do you feel about your team?”
- “What do you like about your team/ people you work with?”
- “What’s the one thing you’d change about how you get along with your team?”
- “On a scale of 1 to 10 how fairly do you believe you are being treated at work?”
- On a scale of 1 to 10 how happy are you with how your manager (NAME) treats you, coaches you and etc



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CAREER ADVANCEMENT

People quit when they don't see a future in your restaurant.

Because you have not created an image of the future and the opportunities available to them. Or, it's that they are bored and have gotten Complacent.

- Find out what their ambition is, or their future desire and how you can help them get there
- Paint a picture of the future
Teach them something new and challenge them!
- Teach them something new! (Finances, marketing, taxes, budgeting, legal issues, contracts, etc)
- Connect the dots. How what they are learning today is building their character and resume!
- Read a book together and require an action plan every week

QUESTIONS TO ASK DURING PULSE MEETING

- “On a scale of 1 to 10 how bored do you feel on the job?”
- “What specific things would you like to learn next?”
- “On a scale of 1 to 10 how equipped do you feel about what's expected of your role at work?”
- “What are 3 areas you'd like to improve in the next 3 months?”
- “What kind of support do you need from me to make this happen?”



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FEELING VALUED & APPRECIATED

Many people quit because they do NOT feel valued and appreciated.

They feel as though their work makes no difference. They feel that when they go the extra mile and serve our customers and etc that we do not notice it, and we “don’t care” so why bother?

They feel that we do not know their worth.

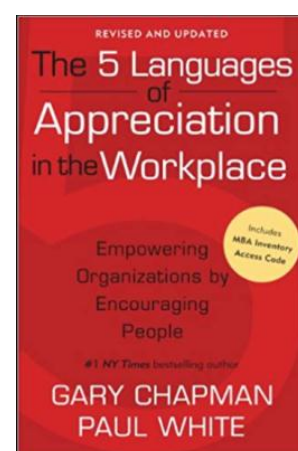
QUESTIONS TO ASK DURING PULSE MEETING

- “On a scale of 1 to 10 how valued do you feel at work?”
- “When was the last time that one of our managers thanked you for your good work?”

Check out Gary Chapman’s book on Amazon!

Identify your team members Languages of Appreciation in the workplace:

1. Gifts
2. Quality Time
3. Words of affirmation
4. Physical touch
5. Acts of service



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WHAT'S NEXT

I would love to hear from you! What this guide helpful? Would you let me know? Email us at MakingDoughShow@Gmail.com

- The other info we have on other guides..
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Hey friend,

I know we are all super busy but it would mean the world if you'd please take a minute and let us know if this resource was helpful!

Your feedback will tell us we should continue to create more similar resources for ya.

Email us and let us know! We'd love to hear from YOU.

MakingDoughShow@Gmail.com

Now let's get back to work and make some dough!

You host,

Hengam Stanfield

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