

Effective Leadership meetings – by focusing on measurable results

Situation

- An organisation's culture was process heavy – focusing on how the end goal was reached rather than the goal itself.
- It was a difficult challenge as the leaders of the organisation had been very successful by planning things out and monitoring milestones
- Defining the critical measures that would measure effective implementation of the plan was tough.
- The vision was to shift the regular leadership team meetings to be exclusively on these outcome measures.

Action

- Worked with peers on the leadership team to develop a framework
- A two day planning session was focused on developing measures and assigning accountability to develop and implement individual measure development
- Leadership team agendas were changed to focus on this balanced scorecard, with owners reporting on results, describing actions and asking for support.

Result

- The focus of the leadership team became clearer - focusing on outcomes that were achieved and recognizing successes
- This led to a more efficient annual planning process focused on setting targets for the scorecard
- Comment from the VP “You did me the ultimate service on many occasions by making me look good when, if left to my own devices things would have not gone so well (including the leadership team meetings)”