



Lead Manager Meeting Notes

October 18, 2016

1. Business items/discussion:

- a. The team established that we need to take meeting notes that record the decisions made, action items, and work delegations.
 - i. Holly will be the “minute” taker.
- b. We decided to work on an organization chart.
- c. The team established the goal of the meeting: Design a structure for how AWHS and staff will be run/managed.
- d. Determined that Colleen and Holly will create agendas for future meetings and Holly will email agendas to the team prior to meetings.
- e. Decided that Sara will make direct reports to Colleen.
- f. Meetings:**
 - i. Spa Manager Sara will meet one-on-one with massage therapists.
 - ii. A monthly “All-team” meeting will occur on proposed days of the week; Friday or a less-busy day such as Tuesday. **Need to make a decision on what days to hold All-team meetings.**
 - iii. Our team’s meeting is a “Lead Manager Meeting”.
- g. Management trinity:**
 - i. One-on-one’s
 - ii. Coaching
 - iii. Feedback
 - iv. Delegation
- h. Change implementation:**
 - i. Colleen to introduce the concept of one-on-one meetings at the first all-team meeting.
 - ii. Do we reveal the new organizational chart at the first All-team meeting? **Need to decide when.**
 - iii. Sara to give massage therapists regular feedback.
- i. Organizational chart:**
 - i. David drew a draft of an organizational chart; Holly to create the document.
 - ii. Colleen decided Sara will be her liaison to the staff and take on additional team leadership responsibilities.
 1. Sara to handle customer relations and retention, Holly to support.
 2. For more details, see file
AWHS_Spa_Org_Chart_Draft1_101916
 - iii. Job titles for Sara, Sara Ann and Jackie discussed; tentative job titles created.

2. Action items and follow-up:

- a. Holly to create deliverables:
 - i. Meeting Notes from 10/18
 - ii. Agendas for meeting on 10/19 and subsequent meetings
 - iii. Organizational chart
 - iv. Memo draft two with edits
 - v. Research industry job titles for spa management and job descriptions.
Future deliverable: official job descriptions.
- b. Colleen to talk one-on-one to staff who need to be informed of changes prior to the all-team meeting.
- c. Sara to work on communicating changes to the staff; develop the content of the all-team meeting.

Resources:

- [Manager Tools Podcast: https://www.manager-tools.com/all-podcasts](https://www.manager-tools.com/all-podcasts)
- Book, ["The Effective Manager" by Mark Horstman: https://www.amazon.com/Effective-Manager-Mark-Horstman/dp/1119244609](https://www.amazon.com/Effective-Manager-Mark-Horstman/dp/1119244609)