MANAGER'S TOOLKIT

A 15-minute team learning meeting

Review one real example and agree on one small improvement.

STEPS + EXAMPLE + WORKSHEET

When to use this tool

- **For team leaders**

  Use a recurring meeting slot or a brief project review.

- **For small businesses**

  Choose one customer interaction or work handover.

- **For student teams**

  Choose a recent project decision or shared task.

The practical framework

- **Minutes 0-3**
  State the task and describe what happened.

- **Minutes 3-7**
  Hear observations and possible explanations.

- **Minutes 7-12**
  Choose one change to test.

- **Minutes 12-15**
  Assign an owner, a review date and a simple check.

Start with these steps

- **Bring one example**
  Share a work sample with confidential details removed.

- **Invite every voice**
  Ask what each person noticed before discussing solutions.

- **Stay on the task**
  Discuss the process and evidence; avoid personal labels.

Put it into practice

- **Choose a small test**

  Make a change the team can try in its next work cycle.

- **Record the agreement**

  Write the action, owner and evidence in three lines.

- **Start the next meeting here**

  Review the test before introducing a new topic.

A worked example

- **Illustrative example**

  An agency misses a client approval during handover.

- **Small test**

  Add an "approval received?" field to the handover checklist.

- **Review**

  The team lead checks the next five handovers at the following meeting.

Your reusable worksheet

Example + expected outcome

Observations from the team

One change to test

Owner + first attempt

Review date + evidence

Your next step

Choose one task.

Use the tool.

Review what happened.

Follow Tibyan for three practical development tools each week.

Original educational worksheet by Tibyan. Examples are illustrative.