



WHAT'S WORKING WEDNESDAYS – JULY 9, 2014
TODD ANDREWS, REGIONAL VICE PRESIDENT, SODEXO SENIOR LIVING
WEEKLY HUDDLES

Sodexo Senior Living provides dining, housekeeping and facility maintenance services in a variety of senior living settings. Todd Andrews discussed the way that Sodexo uses weekly huddles with employees in those settings (both people employed by Sodexo and people employed by the host organization) to build employee engagement and take an enjoyable pause each week.

Each organization, and sometimes each department, customizes the approach to meet its particular context, but some things are constant in the Sodexo approach:

- The primary rule is that the content should be positive. This is not the place for problem solving or quality improvement or discussing hurdles and challenges (other venues work better for that)
- While managers get the idea of the huddles started and help to coordinate agendas, the goal is to have many staff members take turns with the leadership of the weekly huddles.
- Employees become more engaged when they get to know one another as people and when their hard work and good efforts are recognized publicly and by their peers.

Huddles usually last about 15 minutes and are scheduled in ways that don't interrupt the day's work flow. For example, dining services may meet for 15 minutes when breakfast is finished and second shift could meet when dinner is finished. Sometimes the huddles are conducted within each department, but having cross-departmental huddles is also great in promoting wider teamwork.

Topics for huddles might include:

- Recognizing birthdays or other special events
- Kudos to colleagues who have done a great job at something that week
- Talking about hobbies, families, etc.
- Celebrating positive results of the department
- Learning some fun facts or celebrating "national _____ day"
- Sodexo also has CARES awards that recognize individuals who demonstrate in action their commitment to the CARES principles
- Staff tell specific examples of when they saw other staff members living out the mission or doing something special for a resident or staff colleague

Sodexo believes that because they focus on the positive, people look forward to the weekly huddles and it helps people feel good about being connected to their colleagues and the organization.