

Excellence. NO EXCUSES!

Excerpt:

**EXCELLENT
MEETINGS
(NO KIDDING)**

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Meetings **EXCELLENCE**

Like it or lump it: Meetings are what bosses “do.” **Get over it.** Act accordingly.

THE meeting issue for boss/chair is: *Will (this meeting) be a Model of Excellence?*
“Excellence standard” applies as much to a meeting as to ballet/football.

Theater is event. Football game is event. Surgery is event. And meeting is event. It’s up to you whether the standard is mediocrity or excellence.

Meeting: “Theater of inquiry and persuasion and motivation and engagement and enhanced teamwork.”

Boss: If staff leaves “morning meeting” less than inspired ... *then you pissed the day away due to gross negligence.*

Boss: Only **ONE** key word concerning **EVERY** meeting.

PREPARATION.

Grade yourself on meeting prep today. Be tough. Odds of 4.0 GPA are low.

Meetings = **#1** leadership opportunity. PERIOD.

Every meeting that does not stir the imagination and curiosity of attendees and increase bonding and cooperation and engagement and sense of worth and motivate rapid action and enhance enthusiasm is a permanently lost opportunity.

The key word is NOT “control.” The keyword IS “Excellence.”

Does your organization have a full-fledged training course titled “Conducting Excellent Meetings”? If not, why not?

I am not in the least bit interested in “better/well run meetings.” I am interested in “EXCELLENT meetings.” For heaven’s sake, why not?

Scheduling is your personal responsibility. A failing grade almost guarantees failing longterm performance.

Over-scheduling is a mortal, not venial, sin.

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**Miscellany: If Your Next Meeting Fails to Excite ...
It's Your Fault/Your Irretrievable Loss!**

Going to a simple cocktail party last night, I found myself, out of habit, scripting first comments for various people. *BEGINNINGS = THE BALLGAME.*

Forget the “meat.” (More or less.) *Beginnings and endings overwhelm middles!*

Cocktail party, someone a little over their ethanol limit makes a loud-ish questionable remark as they leave—that's all you remember.

Every meeting needs an energetic-exciting start and a blow-out ending that launches the “To dos” with gusto!

Never ever begin a meeting with an insipid “Let's get started.” Begin it with a plunge, not a tiptoe—e.g., some exciting-surprising nugget.

Perhaps begin with a show of enthusiasm, maybe a 90-second report on some little thing that went well, maybe with a kudo to someone at the meeting.

You damn well better believe that superb beginnings and inspiring endings do not occur by accident!

Right before a meeting ends, quickly ask each person how he or she FEELS about the takeaways. Deal now with frowns/disengagement.

Thank *EACH* person, with a specific reference, usually in public, for their contribution to the meeting being wrapped up.

And if you've got a mega-frowner who didn't speak up, try to casually/unobtrusively catch him/her for a moment as you leave.

At the end of the day, send 2 or 3 notes (or emails) thanking, again, individuals for their contributions.

FYI: Remember, one person's humorous remark is another person's insult. “Humorous” remarks should NEVER be at someone else's expense!!!! (You'd be astonished at the # of “micro-digs” if you bothered to keep track.)

Email **Excellence** (Why Not?)

17 January 2014: Thank you Chris Christie: Anyone who puts anything in any email that might embarrass him/her next week, next month, in 2024, is an ... IDIOT.

A sloppy* email is a total piece of

crap. STOP!

(*Sloppy: Ungrammatical. Poorly argued. Equivocal—could be interpreted multiple ways. Flippantly critical of someone/anyone. Rude. Etc. Etc. I.e., “unprofessional.”)

On The Ball Theory: “Write, rewrite, wait, and then send—the modern version of think before you speak!”

Assume your boss’s boss will read any email you write.

Assume your least supportive colleagues will read any email you write.

Assume one or > one customer will read any email you write.

Assume that any “clever” email you write will go viral.

(Assume your mom will read any email you write. Sorry, couldn't resist.)

Medieval times (1999): Oral hissy fit would mostly evaporate in 4-5 days. Modern times, no matter how limited the distribution, it may go viral.

Hasty emotional response is the nightmare scenario!

Same rules for “personal” emails as “professional” ones. Personal emails frequently are not personal.

EMAIL.

EXCELLENCE.

Make this duo a tautology—not an oxymoron.

Ever Heard of the ...

Instead of trying to cover a raft of issues, especially people issues, in a long email ... pick up the frigging

PHONE.

(FYI: NO “people issues” in emails. PERIOD.)

Ed Batista: “The (illusory) feeling that we MUST communicate NOW causes so many interactions to go awry. It can wait, really, it can.”

Twitter comment: “Or knock on the door.”

On the phone you can add 20 degrees nuance in 15 minutes—rather than perhaps coming across as intractable via hard-copy email.