

Great Game of Huddle Notes

September 11, 2018

Cindy Stein and Angie Crews opened today's meeting after both just returned from the annual conference for Open Book Management, with participants attending from around the globe. The theme of this year's conference was, "Open the Books, Close the Gap," with the hope that "10 million participants in 10 years" will begin practicing the Great Game in ten years.

Jack Stack, the keynote to opening the conference, talked about his main focus being that of, "PEOPLE." How we recruit, how we retain and how we educate our people, which later appeared to be somewhat of an underlying topic of discussion and common theme throughout the conference.

People support what they help create. Being a part of solving a problem or creating a solution helps make you feel more valued, more vested within your organization, and it gives you the confidence to accomplish the task. Open Book Management can have a huge effect and impact on a community or organization.

Cascading Scoreboards:

- Creating the line of sight: Frontline-→Supervisors→Department→Organization
- Sharing information throughout the organization
 - Organizations whole numbers
 - Department
 - Team
 - Individuals

Ann Rhoades (Southwest/JetBlue), was the closing keynote speaker, who spoke on how they continue to operate under the Open Book Management concept. She spoke on behalf of author James Collins, who has written books such as, "Good to Great" and "Great by Choice," with Ann's purpose being that of bringing humanity and humility back to the airlines: purpose meeting execution. It's never about you, it's always about those around you.

- Book, "Built on Values"
- What's the definition of the behavior of integrity?
- Do something different to set yourself apart
- Finding A-players in our organization
- Duplicate the behaviors
- Storyboards: praise for employees
- What is your why? Who are your people?