

**FORMAT
SUB-TEAM REPORT OUT**

INTRODUCTION: Team Name, Teams overall purpose, Members of the sub-team (not everyone remembers and may not ask)

REPORT: Today's item. State whether it is:

- It is **information only** (i.e., the sub-team is reporting on your work to the Committee/WIB but no action is required)
- It is for **discussion** (you are reporting to the Committee and want feedback, help, direction, but no action is required)
- It is an **action item** (the sub-team is making a recommendation(s) and is asking the Committee for action on the recommendation).

In the report, it is always helpful if you let Committee members know how many times you have met. It is also helpful to summarize what issues the team has discussed to get you to the point you are reporting on today. If Committee members understand the issues the sub-team has addressed, it often limits the amount of time spent rediscussing what the sub-team has already discussed.

CLOSING: Inform the Committee of the sub-teams planned next steps and when to expect an outcome (product, process, or both).

STANDING AGENDA CATEGORIES

The following are the four agenda categories that any specific agenda item should fall under. Having standing categories helps a team to understand the context for the specific item and helps to avoid long laundry list type agendas with no flow or sequence.

Agenda items should get to the Committee convenor 24 hours in advance of the meeting. An agenda should then be sent to all.

AGENDA CATEGORIES

I. Customer Satisfaction

- Discuss customer data (anecdotal, qualitative, and quantitative) both internal and external customers (which includes the community)
- Discuss strategies for improvement
- Discuss how to continue to develop data sources

II. Strategic Items/ Work Items

- Discuss any items with regard to daily business, all functional issues fall here; project tasks; work being done on strategic plan, discussions on what to do next, etc.

III. Critical Business

- Any thing that is a crisis that comes up after the agenda is set goes here. This is NOT the place for items that someone forgot to put on the agenda in advance. It is only for something needing immediate attention that cannot be handled outside of the meeting.

IV. Summary and Actions

- Recap all items and actions.