

Pineapple Pro Tip

Wear a Crown—Huddle Ideas

Do you want to have an award-winning team and thriving culture? The number one responsibility of a leader is to build other LEADERS, and the most important thing you do every day is your daily stand-up meeting. I like to call it daily Huddle, but whatever you call it—Stand up, Huddle, Smart Start, or Meetup—this meeting is what starts your entire day and sets your team up to Wear a Crown and be leaders, or as I like to call them, *Wise Pineapples!*

Here are a few Pineapple Pro Tips to ensure your culture is *Sweet!*

1. **Location, Location, Location:** Have a standard meeting place where everyone knows to meet at the same time each day. You want to make the most of everyone's time. I like to host my Huddle in the public space, not in a back office, this way everyone is behaving in a "front of the house" manner.
2. **Stand Tall (Be Confident):** It's called "stand up" for a reason. When you're standing at attention, huddled up, you are more engaged and ready to get your crown on! When you're sitting down, it's easier to check out. When you're huddled up, nobody can hide and not be engaged.
3. **Sweet Treats:** I always had my Pineapple Pack ready to go and everyone that was there on time got to pick a treat!
4. **Sweet Spot:** Keep your Huddle to a maximum of 15 minutes to maintain energy and attention. Frame up each of your meetings with these four topics: **Information, Training, Goals, and Recognition.**
5. **Pineapple Pack:** A Pineapple Pack is a vinyl backpack that you can fill with candy, a koosh ball, lotto tickets, activity props, service scenarios, **Yes Is the Answer** scenarios, problem-resolution scenarios, etc. Now, even if you have had no time to prepare for your Huddle, you just need to grab your Pineapple Pack, and you're ready to Inform, Train, Recognize, and Set Goals! (Check the merch store for Pineapple Packs.)
6. **Put a Crown on Them:** Make it the team's meeting, rather than YOUR meeting. Give each department a responsibility. Then, rather than everyone thinking, "I've got to go to the Boss's meeting," they will think, "I've got to get ready for MY meeting." Let them *Be Empowered!* Also, use this platform to show off their Pineapple Power—have them share THEIR best practices or lead the Huddle.
7. **Night Shift:** Which shift deals with the most customers and problems yet has the fewest managers to help them? The night shift! Yet, most leaders only have an a.m. Huddle. Ensure you are investing in your p.m. peeps too.
8. **Fri-YAY!** Each Friday, change things up and make room for a little MORE fun! Play a game, have a special treat, recognize team accomplishments!
9. **Lead from the Heart:** The number one reason associates leave a job is because they don't feel they're recognized or valued for their contributions. End every Huddle with Shout Outs! This way, the entire team participates in building the culture and honoring each other.
10. **Whoop! Whoop!:** End each Huddle with great energy! When you end with "Have a great day, everyone." Womp, Womp, Womp ... everyone just walks away. When you finish with great energy, everyone walks away laughing, energized, trained, informed, has a goal, and is recognized. (For example, everyone puts their hands in, and on three, you shout the word of the day.) Build leaders—one Huddle at a time!