

Daily Update

What is it?

The **Daily Update** is a regular 15 minute catch-up to check in with the team, track progress, raise issues and celebrate successes. It can be run in-person, on-line or as a hybrid meeting, using a structured template that uses prominent *Visual Management*.

It works well for any type of operational team, or group of people working together, such as on a project.

When to use it?

Use the **Daily Update**:

- to check in with how your colleagues are
- to keep track of how the work of the team is progressing
- share and acknowledge successes
- as an opportunity to raise issues and track progress in resolving them
- share information and improve team communication
- learn and continuously improve as a team

How to use it?

A **Daily Update** covers three main areas as shown in Figure 1 below:



People section:

- A team barometer checking who is in today and how people are feeling.
- What communications do we need to share?
- Is there any Health and Safety information to keep people safe and well?

Benefits at a glance....

- is collaborative and owned by the team, not manager-led
- facilitates communication between team members, sharing success and progress
- promotes a learning culture
- supports incremental improvement

Performance section:

- What is everyone working on, and is it on track? Use traffic light colours to highlight.
- Are our operational targets being met? Do we have peaks?
- Does anyone need support with their workload?

Continuous Improvement

- Opportunity to raise any concerns, and record what action is to be taken under 3Cs (Concerns, Causes and Countermeasures). Note: this meeting is not the right forum to discuss the concern in detail but a clear action needs to be recorded and someone given responsibility
- Successes! Share any achievements and celebrate, no matter how small. A productive meeting with an agreed way forward is a success for example.
- Share anything you have discovered or learnt that could benefit the rest of the team. This could be work-related, or about the wider University or about something more personal.

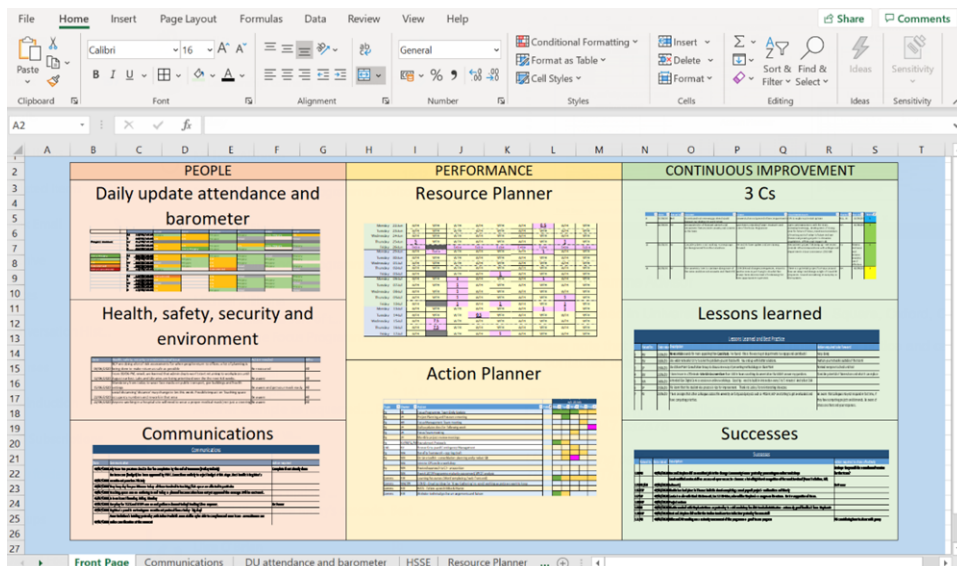


Figure 2: a digital example of a Daily Update display

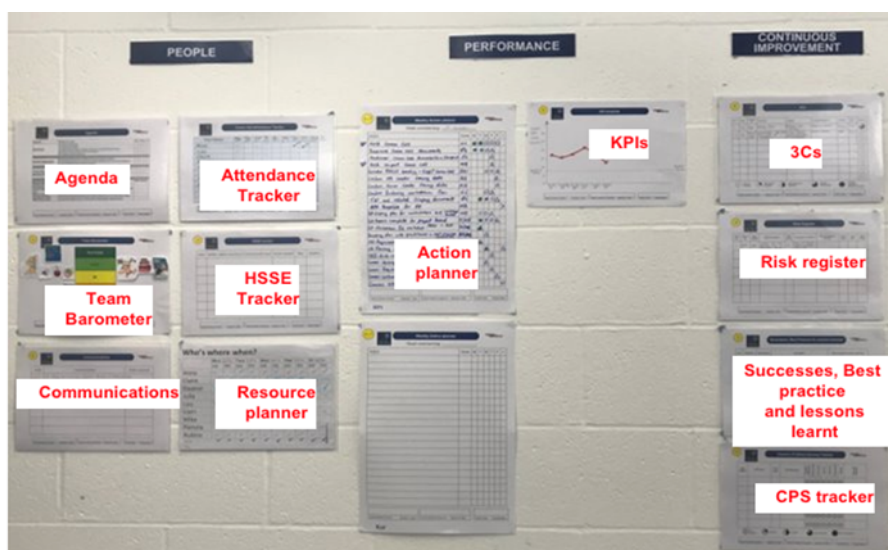


Figure 3: A physical example of a Daily Update display board



Getting started?

- Come and observe one in action – the Focus team welcomes guests. enquiries@focus.ox.ac.uk
- Discuss with your team and get them on board.
- Think about whether your **Daily Update** is going to be online or in-person – or hybrid. If in person then where will the display board be located?
- What will be the frequency and timing of your **Daily Update** (although daily is recommended, you could start less frequently and build up).
- Download the [template](#).
- Remember to keep it brief – 15 minutes is plenty of time. This isn't the time for detailed discussions.

Hints and tips?

- Take turns in leading the session – this is for the whole team, not management-led.
- Set up a review after 6 weeks to get thoughts from the team on how it is going, and what improvements could be made.
- This is not a replacement for your usual team meeting which may have a standard agenda and focus on topical issues in more depth. It is a short check-in to enhance regular communication across the team.
- **Persevere!** Like any new way of working it may take time to embed, but stick with it as the rewards are better team cohesion and improved communication on matters affecting the team.