

If this were your business, what would you do to grow the sales (& ultimately the profitability) of your department/team/office/store?

What would you **Stop** doing? What would you **Start** doing? What would you **Continue** doing?

STOP	START	CONTINUE

Steps to running a productive Stop-Start-Continue session...

- **Give your team some time to think** *Pose the question you want to address and give the team some time to complete the template attached ahead of the meeting*
- **Create the right environment** *Give the meeting enough time to let people talk freely. You'll need to create a safe environment for people to speak honestly. You'll also need flip chart paper!*
- **'Thought Generation' stage** *Provide 'post-it' notes for people to jot their individual thoughts down. You might want to have different colours for things to Stop, Start, Continue*
- **'Being Heard' stage** *Taking each section at a time, invite each individual to stick their 'post-it' notes on a flipchart and ask them to explain their points. Don't respond. Just listen.*
- **'Spot the Themes' stage** *After everyone has shared their thoughts on each section, stand back and start to look for common points and start collating into themes*
- **'Prioritising' stage** *There'll be lots of ideas to consider. Possibly too much to do straight away. You'll need to agree on priorities*
- **'Creating Solutions' stage** *Ask the team to adopt a solution-focus to allow them to come up with what actions need to be taken*
- **'Plan of Action' stage** *Let the group agree who should do what by when and make a date to review progress*