



## **Start/Stop Workshop**

This workshop will be conducted with a team of employees. Depending on the size of your business it may be the entire team at once or it may be done by department. We may also suggest that it exclude the owner(s) so that the team can speak freely. It will contain two segments.....one with an internal focus and a second thinking from the customer/client perspective – both an inside and outside reality check.

As a team, we will facilitate brainstorming the following 3 questions:

1. What three things do we already do well?
2. What three things should we start doing?
3. What three things should we stop doing?

Once both rounds are completed, we will hand out stickers to each team member and have everyone place a sticker on the items they “vote” for in each category. We will limit the vote to no more than 3 items in any category. Ideally this step is done prior to a break so there will be adequate time to tally the results before everyone is back. This becomes the basis for ongoing discussion and building on the ideas from the team members.

**NOTE:** This is a great workshop to do as a family to gain perspective as to how you should move forward as a family unit.