**Detailed Staff Meeting Agenda With Short Hint And Instructions**

1. Introduction Of Any Guests
   * Guests do help in making the staff meetings more serious and professional.
   * Guests/strangers also assist in getting the person who wants to crack jokes and act clownish under control.
   * Guests are an excellent public relation tool and also show the high level of internal professionalism of the funeral home.
2. Special Announcements
   * Birthdays, anniversaries, children accomplishments, personal accomplishments well just about any good news ought to be shared with everybody at the staff meeting. This is also a motivator to others to get going!
3. Share Compliment Letters
   * Hopefully you will have a hundred letters of compliments to read, but just select a couple.
   * Give credit where credit is due. If one or two of your staff members are getting and majority of the compliment letters this can serve as a motivator to the others, to get going!
4. Share New Ideas And Best Service Practices
   * Let the staff express what they are doing that helps families.
   * Make sure this session is upbeat and not a session where the peculiar family is talked about. No need to do that stuff anymore.
5. Discuss Overall Funeral Trends
   * This is a time to just talk about funeral service and let the conversation go where the group wants to take it, but make sure the subject is funeral service and nothing else. Do not let the staff meeting descend into a complaint session.
6. Specific Education Topic
   * This is when the audio message from TVB is played.
7. Brief Open Forum Time
   * This is the wrap up time and the announcement of when and where the next staff meeting is going to be.
8. Conclusion
   * Always remember to thank each person individually and as a group for all they are doing for the real boss of the funeral home, which is the customer.
   * A kind word goes a long way, even with the grumpy, cranky, fussy staff member.