

## The Vital Agenda Sample

Item	Owner	For Input, Decision or Information	The Objective	Come Prepared To	Allotted Time	Commitments to Action
The new customer service program	Harry	For Input	To provide input into the development of an improved program	Share 2 customer service improvement ideas	30 mins.	Harry to send us an overview of the final program by May 12. Janice, Karl and Morgan to provide Harry with feedback by May 22. Harry will present the final program to the team on June 8 <sup>th</sup> – Harry to schedule the meeting.
Overtime Hours	Nancy	Input and Decision Decision to be made by Nancy with input from the team.	To identify methods of decreasing overtime hours	Share 1 idea for decreasing overtime hours	30 mins.	Decisions: <ul style="list-style-type: none"> <li>• Our team will deal only with level 2 customer complaints.</li> <li>• Level 1 complaints will be passed on to the Cust. Satisfaction department.</li> </ul>
Meeting Effectiveness	Deb	Input and Decision: Decision to be made by consensus.	To improve the effectiveness of our meetings	No preparation required	15 mins.	At every meeting, we agree to: <ul style="list-style-type: none"> <li>• Arrive on time</li> <li>• Participate</li> <li>• Follow through</li> </ul>

**Item:** The topic to be presented and/or discussed.

**Owner:** The individual leading the discussion/presentation.

**For Input/Information/Decision:**

- Is the item being brought forward to simply share information? Is input required from the team? Or is does a decision need to be made during the meeting?

**Objective:** What is the objective of the item? I.e. what is the goal to be achieved by the end of the allotted time?

**Come Prepared To:** What do the meeting attendees need to prepare for?

**Allotted Time:** The amount of time dedicated to the item.

**Commitments to Action:** This is completed during the meeting as a way to outline the outcomes and next steps as a result of the discussion.