

Below are some top takeaways from our breakout discussions on the Leader to Leader web event. Although there may be challenges to leadership, it's clear that when we synergize with our peers, we discover solutions and fresh ideas to thrive together.

## Top Takeaways from Live Synergy Groups Discussion



**Question 1:** *What do you do to specifically impact your group members' attendance and engagement?*

- ✓ Each year, revisit the [Buffini Group Member Commitment Form](#) to remind everyone of the purpose for the group and hold each other accountable.
- ✓ Use a variety of communication channels to remind Members about the meeting including email, text message, phone calls or creating a Facebook event. Include a copy of the agenda too.
- ✓ Create a hybrid event with both an in-person and virtual meeting component to make attendance more convenient for all members, including those normally traveling longer distances.
- ✓ Send a note and make a call of encouragement to each member who didn't attend.



**Question 2:** *How have you overcome negative disruptions in your group?*

- ✓ Set expectations on the format and structure of the Group meeting right from the start, especially with any new Members.
- ✓ When disruptions come up, remind the group, "Let's not go down that rabbit hole right now," and hop on a separate call with the individual Member after the meeting to discuss further.
- ✓ Respond to any negative or self-deprecating comments by reminding the Group Member of their accomplishments and schedule a separate side conversation.



**Question 3:** *What was the biggest mistake you've made as a Group Leader and what did you learn from it?*

- ✓ Not keeping control of the meeting when disruptions arise.  
**LESSON LEARNED:** Follow the tips above for ideas to address these challenges and get the meeting back on track quickly.
- ✓ Recapping prior portions of the meeting when Members arrive late.  
**LESSON LEARNED:** Stay on track, don't go backwards to cover topics that they may have missed and emphasize the importance of being on time for the Group.
- ✓ Not engaging the Group Members.  
**LESSON LEARNED:** Have Members lead different questions during the meeting discussion, so they participate, get a feel for facilitating and stay engaged.

**We'd love to hear from you!** If you have questions or need more tips from the discussion topics above, please contact Derek Jones at [derekj@buffiniandcompany.com](mailto:derekj@buffiniandcompany.com).