

POPin Use Cases

	BASIC		INTERMEDIATE	
Use Case	POPin for Meetings: Before the Meeting	POPin for Meetings: After the Meeting	POPin for Improvement	POPin for Surveys
Purpose	<ul style="list-style-type: none"> Solicit questions/topics for a meeting Agenda Setting 	<ul style="list-style-type: none"> Identify any areas of confusion Rate meeting effectiveness 	Identify opportunities to improve	<ul style="list-style-type: none"> Solicit lessons learned Ask multiple related questions of the same audience at one time
Question Type	Open-Ended	Scale Type	Open-Ended	Scale Type & Open-Ended
Draft Question	<i>What questions or topics do you want us to discuss at our next meeting?</i>	<i>How effectively were the topics covered in today's meeting and where do you need more clarity?</i>	<i>If you could suggest one thing that would improve "X", what would it be?</i>	<ul style="list-style-type: none"> <i>How effective was "X"?</i> <i>What is the one thing we did well?</i> <i>What is the one thing we can do to improve?</i>
Frequency	As Needed	Weekly / Bi-weekly / Monthly / As Needed	Bi-monthly or As Needed by process/department	As Needed
Best Practices	Leader responds to top items with themselves identified	<ul style="list-style-type: none"> Start POPin 15 minutes before the end of meeting 5 minutes left in the meeting, ask the group to participate 	<ul style="list-style-type: none"> Always add 1-2 responses at the start of the POPin Run bi-monthly or as needed by function/process 	<ul style="list-style-type: none"> Limit the number of questions asked to 3 or less to avoid fatigue and ensure all results can be actionable Ask purposeful questions to gain actionable insights
Closing the Loop	<ul style="list-style-type: none"> Communicate that agenda will focus on top responses from the POPin Pull up the POPin session report during the meeting 	<ul style="list-style-type: none"> Review results for confusion or opportunities Discuss results at the next meeting Send email response for non-weekly meetings 	<ul style="list-style-type: none"> Review the results of the session Evaluate the top responses for actions that can be taken Communicate with the team 	<ul style="list-style-type: none"> Review the results of the session Evaluate the top responses for actions that can be taken Communicate with the team

