



Date: 02/10/2016
To: FILE
From: Pete Fowler Construction Services, Inc.
Project: Management Meeting (PFCS 00-004)
Regarding: Meeting Management

From THE EFFECTIVE EXECUTIVE
by Peter Drucker, Introduction, pages XXI and XXII

"Good follow-up is just as important as the meeting itself. The great master of follow up was Alfred Sloan, the most effective business executive I have ever known. Sloan... headed General Motors from the 1920s until the 1950s..." (During this time GM overtook the early leader Ford to become and remain the largest auto maker in the world until 2006).

"At the beginning of a formal meeting, Sloan announced the meeting's purpose. He then listened. He never took notes and he rarely spoke except to clarify a confusing point. At the end he summed up, thanked the participants, and left. Then he immediately wrote a short memo addressed to one attendee of the meeting. In the note, he summarized the discussion and its conclusions and spelled out any work assignment decided upon in the meeting (including a decision to hold another meeting on the subject or to study an issue). He specified the deadline and the executive who was to be accountable for the assignment. He sent a copy of the memo to everyone who'd been present at the meeting. It was through these memos, each a small masterpiece - that Sloan made himself into an outstandingly effective executive."

