

01 - Session 2 - 10-Stage Charts

1. Orientation

MUST HAPPEN	POTHOLES
<ul style="list-style-type: none"> collect surveys Need understanding and direction of process essential For Progress & Ownership full participation Must have word Mgt will take issues seriously Belief this will make a difference make sure process continues 	<ul style="list-style-type: none"> overcome mistrust of employees Quote will not give us this understanding. Not Detailed not taking seriously unmotivated participants do not make me do this one more time for nothing. My time is valuable, so is my opinion. What is our theme?

2. INSTRUMENT PACKAGE

MUST HAPPEN	POTHOLES
<ul style="list-style-type: none"> 1. Full Corporate Plan well The others will need to come forward to work with Data team. Plan well Poor Planning Process Painfully Poor Process equal representation of each section/divisions No issue too small Keep it real! Yep!! "ditto" 	<ul style="list-style-type: none"> people to participate No one will step up Poor Planning Adding fluff -Time make sure everyone is represented

3. Data Collection

MOST HAPPEN	POTHOLES
<ul style="list-style-type: none"> Everyone Involved Must be understandable Know Know what's to be exact need to know what has to be done Data needs to be accurate and correctly entered. ACCURACY Deadlines Easy Access Make sure everyone receives it KEEP IT SIMPLE 	<ul style="list-style-type: none"> Getting Everyone together Poor Instructions Not getting Done Manpower & equipment Feedback not passed to team members Staying on Track

4. ANALYSIS, SYNTHESIS, RPT DEV.

MOST HAPPEN	POTHOLES
<ul style="list-style-type: none"> 1. Correlation shown between responses and reports 2. Group Input 3 Notes 4. Cost effective Quote needs to give professional ideas to top admin based on surveys/data Not to be biased FAIR Accuracy 	<ul style="list-style-type: none"> 3 Not making change opportunities clear 2. What do you mean by meaningful trend? 2 distribution Top Admin listen But dont re-act! 1 One Way or the highway data not received on time dishonest answers

5. Organization on Feedback and Recruitment

MUST HAPPEN	POTHOLES
<ul style="list-style-type: none"> - All frontline people work together - PARTICIPATION FROM DIRECTOR DOWN w/ CONTRIBUTIONS - People are on same page - Safety - <u>CLARITY</u> - <u>Honesty</u> • Top Admin need to listen even if they don't want to hear! 	<ul style="list-style-type: none"> - Management should not matter? - LACK OF PARTICIPATION/ INVOLVEMENT FROM DIRECTOR/ SUPT. S. - Make sure that results are understandable - No expectations of good results - misleading info • Need to be visible to group (Top Admin) for responses.

6. COACHING LABS / PERS

MUST HAPPEN	POTHOLES
<ul style="list-style-type: none"> Accuracy of reports feedback • FOLLOW UP on GOALS AND STRATEGIES • <u>Involve good cross section of staff</u> Teaching Co-work • Clarity from team!! Pick the right people to coach INVOLVEMENT/Employee Teaching Admin as well... 	<ul style="list-style-type: none"> Road blocks • LACK OF FOLLOW UP - CLEAR PATH Not know what's going on • Left hand does not know what right hand is doing. Get out of work / Free lunch

7. Team formation / Team Culture Devel.

MUST HAPPEN	POT HOLES
<ul style="list-style-type: none"> <u>Diverse Group</u> All must participate Buy-in BS willing to participate PLANNING Essential High energy group to initiate buy in. 	<ul style="list-style-type: none"> Time Constraints Participation <u>Negativity</u> BSMS ordered to participate How to develop cross culture problem solving Dictatorship One sided <u>want for change</u>

8. Dev. of Rec. Design & Approval or Adoption

MUST HAPPEN	POT HOLES
<ul style="list-style-type: none"> <u>value all opinions</u> Majority agreement All teams come up with solutions - Less recommendations More follow up on standing issues - Involve upper management and all staff - Open minded - Need members from all levels of organization. 	<ul style="list-style-type: none"> Mgt. listens + says "thank you" but does nothing Mgt. doesn't listen BUSINESS AS USUAL - Too much micro-management Same old Same Old • No change!

9. Implementation

MUST HAPPEN

- Need to know Qwlc is going to pass on feedback.
- * Need assurance that top Admin will take us seriously
- * no totem pole mentality ^{dept. to dept.}
- Re-evaluate changes once implemented - to see if it is working
- Address root issues 1st
- Everyone Knows the ISSUES**
- willing to talk together about problems in order to solve them
- Willing to listen

POT HOLES

- * Top Admin will not consider our issues/questions/concerns.
- not talking together.
- not willing to take the necessary steps to improve.
- Helping People understand where they fit
- Indecisive**
- * admin will not implement any thing

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10. EVALUATION

MUST HAPPEN

- Need to know how our peers/colleges feel.
- Have a Plan for Further & Positive Response
- must have open mind
- must also want/need change
- * Mgt. must take results into own consideration
- Followup - follow through
- Looking for workable Solutions

POT HOLES

- We won't hear anything
- Nothing will change and this was a waste of time
- Don't care
- Taking outcomes Personally**
- lack of accountability
- * **EV DOES NOT**
- Roll DOWNHILL**
- Too many changes