

# 01 - Session 3 - 10-Stage Charts

## 1. PRELIMINARY ORIENTATION

MUST DO	POT HOLES
<p>DO WHO PARTICIPATES</p> <p><b>Include line workers</b> Find way to involve new hires</p> <p><b>Motivate people to get involved</b> Define what they participate</p> <p><b>Make goals CLEAR to all</b> DITD Establish to ensure why things important</p> <p><b>Mandatory Meetings</b> for all participants</p> <p>• Checklist if everyone doing what is expected</p> <p>• Know what we are trying to do!</p> <p>- What are your goals/objectives #3</p>	<p>NOT TO EVERYONE PARTICIPATING</p> <p>- Focus not to only on letters in a "check" number</p> <p><b>Schedule glitches</b></p> <p>Negative participants</p> <p><b>Literacy levels may vary</b></p> <p><b>Large + varied dept-</b> must reach out to all</p> <p>• Do NOT TURN IT INTO a LIFE SESSION</p> <p>To uphold the confidence - what happens to meetings - behavioral meeting</p> <p><b>Quality means of communication</b> -urchin av involved</p>

## 2. INSTRUMENT PACKAGE DEV + DISTRIB.

MUST DO	POT HOLES
<p>Everyone receiving survey and the packet for completion</p> <p>Make sure everyone feels comfortable being completely honest in developing needed questions - that they know there won't be repercussions</p> <p>What are the issues?</p> <p><b>UNBIASED + CONFIDENTIALITY</b></p> <p><b>BE BOARD MINDFUL FOR THE DEPARTMENT, NOT INDIVIDUALLY</b></p> <p>DO DCT individuals</p> <p>Team must be clear on the diagnostic pkg</p> <p>Diversity of DCT</p> <p>Honesty / True</p>	<p>Individuals being able to read, understand and be clear about the info in survey / packet</p> <p><b>Fear of Repercussions</b></p> <p><b>Lack of Data/Results</b> DON'T GET PERSONAL</p> <p><b>LACK of part-</b> Resistant Supervisors</p>

## 3. Data Collection, Data Entry and Validation

MUST DO	POT HOLES
<p>Make sure everyone knows it &amp; understands. Rec data with excel sheet</p> <p>Make sure people with literacy issues are given a voice</p> <p>Turn in work/ideas</p> <p>Make sure data is accurate</p> <p>• PRIVATE + COMPLETELY CONFIDENTIAL</p> <p>Data received in timely manner</p> <p>✓ Provides information for a purpose</p>	<p>Less computer savvy people and those with less/no computer access might be left out</p> <p><b>MISSED INFORMATION OR PEOPLE LEFT OUT.</b></p> <p>• Not having enough info to work with.</p> <p>• Too wordy - give short CONCISE answers</p> <p>Incomplete info</p>

## 4. Analysis

MUST DO	POT HOLES
<p>Important information on things/Services requiring</p> <p>Make data very understandable</p> <p>Avoid "Flavor of the month" Trends</p> <p>USE TRUE ANALYSIS</p> <p>DEFINE/EXPLAIN "IDEAL"</p> <p>State the issues</p> <p>• Know what we are trying to accomplish in this process.</p>	<p>Bad information*</p> <p>Diverse Education Levels</p> <p>Bad analysis</p> <p>Multiple divisions different outlooks</p> <p><b>UNCLEAR FEEDBACK</b></p> <p>• SHARE ALL INPUT w/ EVERYONE IN THE Dept!</p>

## 5. Organization, feedback Recruitment

MUST DO	POT HOLES
<p>Team meetings</p> <p>Make sure info to the point</p> <p>Make sure everyone receives from all levels/divisions</p> <p>Mix up groups/services</p> <p>Use clear, concise, understandable language</p> <p>NO JARGON OR \$10 WORDS</p> <p>Confidentiality</p> <p>Have meetings/send e-mails</p> <p><u>HAVE A CLEAR PLAN ON PAPER</u></p> <ul style="list-style-type: none"> <li>NO ONE LEFT BEHIND/overst</li> <li>in member selection</li> <li>APPLY RULE #6</li> </ul>	<p>Information overwhelming</p> <p>Everyone not receiving</p> <p>Feedback up/down useful</p> <p>Don't take it personally</p> <p>Some people WILL take it personally</p> <p>WON'T BE TAKEN SERIOUSLY</p> <p>NO "HERE WE GO AGAIN" mentality</p> <p>Not honest feedback</p>

## 6. COACHING LAB: PLANNING SESS

MUST DO	POT HOLES
<p>HAVE DATA COLLECTED PREVIOUSLY</p> <p>ALL information given &amp; receive of the previous session</p> <p>Bring support team</p> <p>Make time requirement for goal sessions</p> <p>Provide information only if asked</p> <p>Place coaches in position of sharing information/availability and with clarity</p> <p><u>Make sure process is inclusive</u></p> <p>Make sure coach COACHES and doesn't DIRECT</p> <p>Should have members of staff/workers</p> <p><u>DO THIS QUICKLY!!!</u></p>	<p><u>TIME FRAMES</u> <small>ONLY WEEKLY/DAILY</small></p> <p>Work Schedule/</p> <p><u>Amount of time required</u></p> <p>Useful information</p> <p><u>Time spent in reporting for understand by group overall</u></p> <p>Presence of Supervisors may hinder process</p> <p>Loss communication</p> <p>Loose sight of goals</p> <p>Loss of enthusiasm on the long run!</p>

## 7. TEAM FORMATION + TEAM CULTURE DEVELOPMENT

MUST DO	POT HOLES
<p>TOTAL INVOLVEMENT</p> <p>Buy In</p> <p>RESISTANCE WITHIN THE TEAM</p> <p>GET INVOLVEMENT</p> <p>Have creative people on the team and diverse perspectives</p> <p>Understand team's Culture and responsibilities</p> <p>opportunities for teams to form bonds</p> <p>HAVE TEAMWORK</p> <p>WORKING TOGETHER</p> <p>Leadership within the group</p> <p>More attention/credence must be given to line workers</p> <p>Have All Facts/info</p>	<p>UNCLEAR OUTCOMES</p> <p>RESISTANCE WITHIN THE TEAM</p> <p>RESISTANCE WITHIN THE TEAM</p> <p>Focus on team who do not want to contribute</p> <p>"History" with Team Members</p> <p>Follow up to problem solving</p> <p>NEGATIVE WORKING ENVIRONMENT</p> <p>Members committed to team (think of others)</p> <p>Members may not have "team" skills and may need help developing them</p> <p>Supervisors need to let them do it</p>

## 8. Recommendation

MUST DO	POT HOLES
<p>Design</p> <p>Approval</p> <p>Adoption</p> <p>Collect all Facts</p> <p>CLARITY of Mission</p> <p>Buy In By Admin</p> <p><u>EMPOWER EMPLOYEES TO MAKE DECISIONS</u></p> <p>Realistic relations</p> <p>Continued Communication at all levels</p> <p>Team work - across divisions</p> <p>Find out what works</p> <p>make recommendations</p> <p>Admin's Vision for the process</p> <p>Managers must let line employees take ownership</p>	<p>UNCLEAR goals</p> <p>go FORWARD/commit fully first mission</p> <p><u>APPROVAL</u></p> <p>Good solutions that are never implemented</p> <p>Opp. in by everyone to make it work</p> <p>Commitment to recommendation by the team/Leadership</p> <p>Managers may not like direction employees take</p>

## 9 IMPLEMENTATION/ MEASUREMENT

### MUST DO

- Function
- Communication
- Agreement
- CLAYMAN'S TERM
- MUST HAVE COMPARATIVE MEASUREMENTS TO SHOW WHERE WE ARE**
- Identify the problem
- Focus on the original problem posed if it is not resolved
- Understand measurement process
- Clear Objectives
- MAKE SURE THE PLAN IS MONITORED
- "Power to the people"

### POT HOLES

- Not following up**
- UNCLEAR DATA INFO.
- TOTAL INCLUSIVENESS AND
- INCONSISTENCY
- Communication
- Clear measurement goals program is
- History of no following
- Measurement of accomplishments
- Communication must be maintained/emphasized

## 10. EVALUATION

### MUST DO

- OVERALL COMMITMENT TO PROCESS
- INTRODUCE NEW EMPLOYEES TO PLAN
- Show Results / Communicate Outcome
- SHOW WHAT WE ACCOMPLISHED
- Show where we go from here
- Acceptance
- Continue to show future results and goals
- Report to all levels of org
- Show ownership/ Buy in by everyone
- Willing to continue process
- Show what is working and not working
- Celebrate Successes!**

### POT HOLES

- LOSS OF COMMITMENT - APATHY
- LACK OF HONESTY
- LACK OF PARTICIPATION
- lack of understanding
- Ball dropped - process not continuing
- Communication
- Sour grapes at results of change
- Preconceived notions may get in the way of acknowledging successes