

T3 - Tab 04 - Capability and Capacity - October 28, 2009 - Charts

OUTCOMES

- IMPROVE RELATIONSHIPS
- LEARN AND DO.
- UPGRADE ACCOUNTABILITY

UNDERSTAND
CAPABILITY & CAPACITY
w/ DISCRETIONARY EFFORT

AGENDA

- SETUP
- BRIEF OUT PST
- CERTIFICATE PRESENTATIONS
- TABLE INTRODUCTIONS
- ORIENTATION RECAP [HANDOUT]
- CHECK IN
- BREAK
- READING ASSIGNMENT w/ EXERCISE
- LECTURETTE - CAPABILITY VS CAPACITY
- WALK EXERCISE
- CHECK OUT - EXAM - EVALUATIONS

LIFE MAP

NAT'L PARK QUEST

? NANTUCKET ISLAND?
FLYING/GROWING DOWN

You're The RGB People!

FAMILY THINKING OUT

NO H.W. 😊

- WILL DISCUSSIONS CONT...
- OPEN & HONEST NOT 😞
- MR WILSON BRIEFED ON CHARTS
- ALL 5 REPORTED OUT
- WHEN WILL SEE MANUALS → COPIES IN EXISTENCE
- MANUAL DATE TBD.
- J.D. REWRITE → HR. NOT YET
- PROCESS WILL BE PUT IN PLACE
- NEW MTGS WILL BE 4 RGB.
- RGB INVENTORY MUST BE TAKEN IN ADVANCE

REFUSED PARTICIPATION

- ☑ P.F.T, P.T., VOLUNTEERS & CONTRACT EMP. SHOULD BE POSITIVE
- ☑ MORE PPL WHO PARTICIPATE WILL INCREASE POSITIVE OUT COME
- ☑ START WHAT WE FINISH
- ☑ ACCOUNTABILITY, TIMETABLES SET
- ☑ WORK WILL BE DISSEMINATED BY DIR
- ☑ MANUALS ACROSS BOARD WILL BE UPDATED
- ☑ TIMELINES, PROGRAMS WILL BE SET UP
- ☑ J.D.'s need to be updated BUT NOT TOO SPECIFIC

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OPEN TALK .. NOT ON BOARD

ON BOARD Full Ranker

- * MIXED FEELINGS FEAR OF ALIENATING OTHERS (FRIENDS)
- * INFO PRESENTED - AS INFO OR ANSWERS
 - DYNAMICS • NEED TO BE ADDRESSED
- * ANSWER FOR WAE
- * ACCOUNTABILITY... SO WHAT??
NO CONSEQUENCES!

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OPEN TALK #2

- * SOME STAFF EXEMPT
- * BEND ARROW NOT BREAK IT
- * WAEs - NO PRIVILEGES
WHY SHOULD THEY HAVE TO BE INVOLVED? (NOT BE MANDATORY)
- * LOT OF WAEs CAME TO ORIENTATIONS ... SPREAD A NEGATIVE IMPRESSION OF P+R - DAMAGING

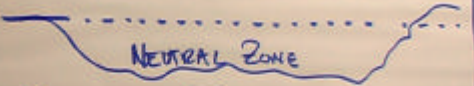
6.

OPEN TALK #3

- * How much DO WE WANT TO EXPOSE THEM (WAEs) TO NEW/OLD CULTURE OF P+R
- * MAY BE CONSIDERING FOR FULL TIME POSITION
- * SOME WAEs APPRECIATED BEING INVITED.
- * SOME P.T./WAEs WANT TO BE INVOLVED OTHERS DO NOT
- * TALK ABOUT H.W. READING.

7.

NEUTRAL ZONE



1. DIFFICULT TIME...
2. NORMALIZING THE NEUTRAL ZONE.
3. REDEFINING THE NEUTRAL ZONE
4. CREATING TEMPORARY SYSTEMS.
5. USING A TRANSITION MONITORING TEAM.
6. USING THE NEUTRAL ZONE.

to outsize


WALL EXERCISE

WHAT ARE WE DOING?
WHAT ELSE COULD WE DO?

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TASK

- ① WHAT ARE WE DOING TO MEET CRITERIA?
(WHAT WE SHOULD BE DOING)
- ② WHAT COULD/SHOULD WE BE DOING?



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CAPABILITY - SKILLS - ABLE
TO DO WORK ASSIGNED

CAPACITY - ^(HIGH) FULL = FIND & FIX
PROB. TO INSURE SUCCESS
INTERNAL & EXTERNAL

LOW = WITHHOLDING OF OPINIONS
& SOLUTIONS

12.

#1

SIMPLE ACTS OF REALIGNMENT

MORE DEPT MITG'S W/O R&B AS A FACTOR

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ARE DOING:

#2

- ▲ OPEN COMMUNICATION
- ▲ NETWORKING

NEED TO DO:

- MORE IN HOUSE MEETINGS (w/out Consultants)
- MORE DEPARTMENT CELEBRATIONS

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#3

GOODS 😊	NEEDS 😞
<ul style="list-style-type: none"> Have open discussion meetings TEAM FORMATION - Problem Solving INVOLVE STAFF FROM ALL OVER ORGANIZATION PEOPLE FROM DIFFERENT DEPARTMENTS WORKING TOGETHER - NEW COMPLEX GOOD TO HAVE CHEFS! EVALUATE YOURSELF TO FIND OUT IF MAKING CHANGE COMMITMENT TO PROCESS Differing Perspectives - Bridging THE GAP PROCESS HAS LED TO DISCUSSION OF BOTH BAD & GOOD 	<ul style="list-style-type: none"> Follow Up / FINISH WHAT'S STARTED / NOT LEFT DROP TO BE ENTHUSIASTIC NEED TO BE CATALYSTIC TO START A FIRE! NOT THINK EVERYTHING WE DO IS BAD / FEEL GOOD ABOUT WHAT WE DO STRIVE TO DO BETTER INTER-DEPARTMENTAL SUPPORT

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#4 NOW

INCLUDING EVERYONE

T3 FREQUENT INVOLVEMENT

LONGTERM COMMITMENT

BLENDED INTERACTION

FUTURE NEW & DIFFERENT

GET TO KNOW OUR OWN DEPT. (BUS TOUR / VISIT DIFF. SITES)

ESTABLISH FAQ DEPARTMENT WIDE

"SHADOWING"

VIDEO PRESENTATION

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#5 EMBRACE LOSSES, SETBACKS, OR DISADVANTAGES [AS NEW OPPORTUNITIES]

ARE DOING:	COULD DO:
<ul style="list-style-type: none"> MAKING INTERNAL ADJUSTMENTS FOR BUDGET LOSSES LOOKING @ DIFFERENT WAYS OF DOING THING REVIEWING POLICES & PROCEDURES HAVE COMMITTED TO MAKING A DIFFERENCE TOGETHER 	<ul style="list-style-type: none"> CROSS-TRAINING EMPLOYEES & TEAM-BUILDING SHOULD BE WRITING POLICES & PROCEDURES NEED TO BACKTRACK TO FIGURE OUT WHAT HAPPENED / WENT WRONG (WILL PROBABLY HAPPEN AGAIN) ESTABLISH TEAMS & ACCOUNTABILITY & HOLD THEM RESPONSIBLE

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