

# Event Record

## Summary

**Event ID:** Q-6959  
**Client System:** CH-P&R  
**Event Name:** 15-CHPR - T3 - 07 - Organization Transitions  
**Event Description:** T3 - Tag-up Team Training  
**Priority:** 3 - Routine  
**Opened:** 11/29/2009  
**Event Date(s):** 12/2/2009 through 12/2/2009  
**Time:** 9:00:00 AM until 12:00:00 PM  
**Hours:** 3.  
**Hours from notes:** 0  
**Location:** Hampton Main Library  
**Closed?** False

## Financials

**Invoice Amount:** \$0.00  
**Reimbursable Expense(s):** \$0.00  
**Non-reimbursable Expense(s):** \$0.00

## Team

**Lead:** Lacroix, Joseph  
**Anchor:** Lacroix, Elizabeth  
**In-Room Support/POC:** N/A  
**Team Sponsor:** N/A

## Attendance

**Expected Attendance:** 45  
**Invited:** 44  
**Actual Attendance:** 30

## LMS Information

**LMS Information - MUST DO:** (No Data)  
**LMS Information - PROTECTED:** (No Data)  
**LMS Information - PUBLISHABLE RESULTS:** (No Data)

## Printing, Publications, and Logistics

### PRE/POST Requirements:

#### Logistics:

A - Normal Event Package - 01 to 09  
**Models Used:** Basic, RGB, Transition  
**Handouts Used:** T3 Accomplishments - September through November 2009  
**Film Used:** No video  
**Photography/Recording Completed:** 10/27/2009  
**Tech Manuals Used:** None

# Event Plan

## Data Foundation

(No Data)

## Event Lineage

### Parent Event(s):

EventID: 6714 CHPR-RGB Strategic Realignment 9/9/2008 - 7/31/2009

### Concurrent Event(s):

EventID: 6338 RES I - 1-08 1/15/2008 - 1/17/2008  
EventID: 6342 RES II, 1-08 2/11/2008 - 2/15/2008  
EventID: 6822 00 - Initial Meeting with Pand R 9/9/2008 - 9/9/2008  
EventID: 6823 00-CHPR - Initial Meeting with Leadership Team 9/23/2008 - 9/23/2008  
EventID: 6715 01-CHPR - CW Server Installation & Orientation 10/7/2008 - 10/7/2008  
EventID: 6747 01-CHPR - Earlyon Decision Meeting w/L-Team 10/9/2008 - 10/9/2008  
EventID: 6732 01-1-CHPR - RGB Workshop & Orientation - 1 10/20/2008 - 10/20/2008  
EventID: 6734 01-CHPR - RGB Workshop & Orientation - 3 10/21/2008 - 10/21/2008  
EventID: 6733 01-2-CHPR - RGB Workshop & Orientation - 2 10/21/2008 - 10/21/2008  
EventID: 6743 01-4-CHPR - RGB Workshop & Orientation - 4 10/23/2008 - 10/23/2008  
EventID: 6744 01-5-CHPR - RGB Workshop & Orientation - 5 10/23/2008 - 10/23/2008  
EventID: 6745 02-CHPR - Data Collection Team - 1 10/28/2008 - 10/28/2008  
EventID: 6755 01-6-CHPR - RGB Workshop & Orientation Makeup - 6 10/29/2008 - 10/29/2008  
EventID: 6746 01-CHPR - Leadership Team TAG UP 10/30/2008 - 10/30/2008  
EventID: 6341 RES I - 4.08 11/4/2008 - 11/6/2008  
EventID: 6763 02-CHPR - Data Collection Team - 2 11/13/2008 - 11/13/2008  
EventID: 6764 02-CHPR - Data Collection Team - 3 11/18/2008 - 11/18/2008  
EventID: 6766 02-CHPR - LMS Transition Workshop 11/19/2008 - 11/19/2008  
EventID: 6807 03-CHPR - Survey Distribution, Entry & Validation 12/8/2008 - 12/23/2008  
EventID: 6794 03-CHPR - Leadership Team - TAG UP 12/9/2008 - 12/9/2008  
EventID: 6811 03-CHPR - Facilitation Team Meeting 12/17/2008 - 12/17/2008  
EventID: 6795 03-CHPR - Beliefs Set 12/22/2008 - 12/22/2008  
EventID: 6796 03-CHPR - LMS Problem Solving Teams Start 1/5/2009 - 1/16/2009  
EventID: 6812 Team A - Issue 11 - Written Guidance 1/5/2009 - 1/16/2009  
EventID: 6814 Team C - Item 1 - LMS Effectiveness 1/5/2009 - 1/16/2009  
EventID: 6815 Team D - Item 3 - Employee Satisfaction 1/5/2009 - 1/16/2009  
EventID: 6816 Team E - Item 4 - Accurate and Timely Information 1/5/2009 - 1/16/2009  
EventID: 6813 Team B - Item 5 - Consistent Decisions 1/5/2009 - 1/16/2009  
EventID: 6817 04-CHPR - Leadership Team - TAG UP 1/13/2009 - 1/13/2009  
EventID: 6818 05 - Data Fair Preparation for Guides 1/23/2009 - 1/23/2009  
EventID: 6830 05-CHPR - Data Fair 1 2/3/2009 - 2/3/2009  
EventID: 6824 05-CHPR - Data Feedback 2/3/2009 - 2/3/2009  
EventID: 6831 05-CHPR - Data Fair 3 (ALL ATTENDANCE) 2/5/2009 - 2/5/2009  
EventID: 6825 05-CHPR - Data Fair 2 2/5/2009 - 2/5/2009  
EventID: 6829 05-CHPR - Facilitation Team Data Fair Follow Thru 2/10/2009 - 2/10/2009  
EventID: 6826 05-CHPR - Leadership Team TAGUP 2/10/2009 - 2/10/2009  
EventID: 6892 06-CHPR - Coaching Lab and Planning Session 3/24/2009 - 3/24/2009  
EventID: 6893 06-CHPR - Follow-through Planning Meetings 3/24/2009 - 3/27/2009  
EventID: 6896 07-CHPR - Workforce Baseline Team Meetings 3/30/2009 - 4/10/2009  
EventID: 6894 06-CHPR - Initial Team Orientation Meetings 3/30/2009 - 4/3/2009  
EventID: 6887 06-CHPR - Leadership Team Tagup 3/31/2009 - 3/31/2009  
EventID: 6895 07-CHPR - Workforce Baseline Team Formations 4/9/2009 - 4/10/2009  
EventID: 6922 07- CHPR - Facilitation Team Meeting 4/13/2009 - 4/13/2009  
EventID: 6897 07-CHPR - LMS Team Recommendation Presentations 4/20/2009 - 4/24/2009  
EventID: 6923 07-CHPR - LMS Assistance Charter 4/24/2009 - 4/24/2009  
EventID: 6888 07-CHPR - Leadership Team Tagup 4/28/2009 - 4/28/2009  
EventID: 6898 08-CHPR - Team Meetings 5/4/2009 - 5/15/2009  
EventID: 6899 08-CHPR - LMS Implementations 5/4/2009 - 5/29/2009  
EventID: 6926 08-CHPR - Data Collection Team Meeting - Metrics 5/5/2009 - 5/5/2009

EventID: 6927 08-CHPR - Meeting with Elke Mitchell 5/13/2009 - 5/13/2009  
EventID: 6929 08-CHPR - Facilitation Team Meeting 5/14/2009 - 5/14/2009  
EventID: 6889 08-CHPR - Leadership Team Tagup 5/19/2009 - 5/19/2009  
EventID: 6901 09-CHPR - First LMS Metric Cycle Begins 6/8/2009 - 6/19/2009  
EventID: 6900 09-CHPR - Workforce Baseline Team Recommendations 6/8/2009 - 6/19/2009  
EventID: 6890 09-CHPR - Leadership Team Tagup 6/30/2009 - 6/30/2009  
EventID: 6930 09-CHPR - Meeting with Jim Wilson 7/2/2009 - 7/2/2009  
EventID: 6902 10-CHPR - Evaluation Roll-up 7/13/2009 - 7/24/2009  
EventID: 6932 CHPR-10 - FAC Meeting 7/23/2009 - 7/23/2009  
EventID: 6891 10-CHPR - Leadership Team Tagup 7/28/2009 - 7/28/2009  
EventID: 6936 13-CHPR - Scheduling Meeting with Jim Wilson 8/25/2009 - 8/25/2009  
EventID: 6937 12-CHPR - T3-00 Overview 9/9/2009 - 9/9/2009  
EventID: 6940 12-CHPR - T3-01 - CapacityWare Software 9/16/2009 - 9/16/2009  
EventID: 6942 12-CHPR - T3 - 02 - Systemic Evaluation 9/30/2009 - 9/30/2009  
EventID: 6945 12-CHPR - T3-03 - Roles 10/14/2009 - 10/14/2009  
EventID: 6946 13-CHPR - Orientation 1 10/19/2009 - 10/19/2009  
EventID: 6947 13-CHPR - Orientation 2 10/19/2009 - 10/19/2009  
EventID: 6948 13-CHPR - Orientation 3 10/20/2009 - 10/20/2009  
EventID: 6949 13-CHPR - Orientation 4 10/20/2009 - 10/20/2009  
EventID: 6950 13-CHPR - Orientation 5 10/21/2009 - 10/21/2009  
EventID: 6951 13-CHPR - Orientation 6 10/21/2009 - 10/21/2009  
EventID: 6953 13-CHPR - Orientation 8 10/22/2009 - 10/22/2009  
EventID: 6952 13-CHPR - Orientation 7 10/22/2009 - 10/22/2009  
EventID: 6954 13-CHPR - Orientation 9 10/23/2009 - 10/23/2009  
EventID: 6955 13-CHPR - Orientation 10 10/23/2009 - 10/23/2009  
EventID: 6999 14-CHPR - RGB Orientation 11/3/2009 - 11/3/2009  
EventID: 7008 14 - CHPR - Makeup Orientation 11 11/10/2009 - 11/10/2009  
EventID: 7007 14 - CHPR - Makeup Orientation 12 11/12/2009 - 11/12/2009  
EventID: 7019 14-CHPR - RGB Certification 11/16/2009 - 11/20/2009  
EventID: 6958 14-CHPR - T3 - 06 - RGB and RGB-MTT 11/18/2009 - 11/18/2009

**Needed Event(s):**

(No Data)

**Design Information**

**Design/Agenda - OMR:**

**OUTCOMES**

Improve Relationships  
Learn and Do  
Upgrade Accountability

Understand Transitions

**METHODS/AGENDA**

Sign in and Collect Homework -

5 Minutes - Set Up

15 Minutes - Facilitators Graduation and Certificate Presentations

15 Minutes - Cleanup....

Capacity versus Capability  
RGB Organizational Implications

20 Minutes - Introductions - One-on-one

25 Minutes - 90-days of T3 Accomplishments...

Facilitation and RGB Certification x 7

Have completed Cycle-2 Orientations with help from T3 participants

MSF Design

Have established some unique element survey items for Cycle-2

Developed some new, and improved some relationships

Created a record of accountability.

Created a slice of the internal vision statement

Have had moments of openness.

Have at least installed CapacityWare Software on some machines

Have provided an opportunity for some significant rewards.

Have completed 40% of the Team Briefouts and accepted results.

Have filled Sponsor Slots for Cycle-2

Have filled Action Officer Slots for Cycle-2

Have created some familiarity with new online information sources

Have been a visible piece of evidence fir the workforce that RGB is not

over

Have identified an Exempt category for workforce non-involvement in

RGB

10 Minutes - Break

10 Minutes - Checkin

10 Minutes - Lecturette "The Transition and Continuous Change"

45 Minutes - By Table - Innovations - What are some new ways of doing business?

Tab 07.02, page 4, Item 1. Among LMS...

Table 1 - a. Reward people...

Table 2 - b. Establish new priorities...

Table 3 - c. Feed the organization...

Table 4 - d. Take employee satisfaction...

Table 5 - e. Balance workload with adjusted priorities...

Table 6 - h. Promote professional growth...

OR

Tables 1, 3, 5 - Services and Products - Stop Doing X so we can Start Doing Y

Tables 2, 4, 6 - Organization Structure - How can we reorganize to simplify

our work?

20 Minutes - MSF Instructions and Package Distribution

15 Minutes - Examination and Evaluation

## RESOURCES

**Design/Agenda - Clinic - Went Well:** (No Data)

**Design/Agenda - Clinic - Needs Improvement:** (No Data)

### Transcribed Charts

See Client CHART online:

Following are 3x5 cards resulting from Introductory exercise -  
"In just a few words/phrase describe what we should be talking about.":

30 people present. Several people listed more than one item on a card.

- 01 - What criteria is needed to get promoted.
- 02 - Promotions appear to be based on the "good old boy" network.
- 03 - Leadership responsibility to lead and make the right decision for the right reasons.
- 04 - Accountability to each other.
- 05 - Working together to reach the same goal (teamwork). Providing the citizens with what they want.
- 06 - How can morale, initiative, sacrifice, be expected to continue when employees are financially (pay) losing ground?
- 07 - How is RGB going to help the department as a whole 5-7 years from now?
- 08 - Trust
- 09 - Clear instructions of what is wanted/needed.
- 10 - Why does everything turn so negative?
- 11 - Are the implementation teams active?
- 12 - Promotions - (chosen no process) - valuing the individual.
- 13 - Vision and Directions - where we're going, how to get there.
- 14 - Accountability and consistency.
- 15 - Treatment
- 16 - Accountability
- 17 - Information exchange
- 18 - Communication and openness
- 19 - Accountability
- 20 - Business-oriented
- 21 - Eliminate social management
- 22 - Open, honest, and fair.
- 23 - One standard.
- 24 - Future rifts.
- 25 - We talked about hard times, budget - BUT People are getting promoted. How is that possible?
- 26 - Commitment
- 27 - Unity
- 28 - Professionalism
- 29 - Jealousy among departments.
- 30 - Accountability
- 31 - Business-orientation

- 32 - Just do what it takes to do the JOB. Git er done!
- 33 - Hiring skills
- 34 - Unification of workforce
- 35 - In order to help with out current budget situation, "I will \_\_\_\_\_."
- 36 - Stop negative talking about other people in this organization.
- 37 - Show support for teamwork.

Prioritization at each table resulted "Accountability" and "Promotions" being listed most often.

Bottom line was same/similar to T3 first session in September - Boils down to "Respect and Worthiness"

Delivered Trust versus Priorities lecturette. This exercise also relates to the Wall Exercise that surfaced, among other things, the inability to focus attention on singular priority sets even at the LMS level. A discussion about "First - Sell the Problem" seemed to fall on deaf ears.

### **Participant Comments:**

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Value Comment: Needed NOW more than ever! This can really help our department through a potentially painful budget process!

Suggestions:

Value Score: 8

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Value Comment: Learned that I would be better suited to think that Influence (rather tan a strong presence of authority) is a greater good. Outcomes were recognized!

Suggestions:

Value Score: 8

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Value Comment: Great table conversations.

Suggestions: Would have liked to focus more on what came out of the note card priorities. Allowed more time for open floor communications. Take less time on the agenda - Joe, please.

Value Score: 7

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Value Comment: Smooth meeting except for Mr. Wilson's remarks.

Suggestions:

Value Score: 8

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Value Comment: Very good, I see a lot of positive changes - teamwork and cooperation among us. More positive and comfortable.

Suggestions: 9

Value Score:

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Value Comment: The institutional bell jar was very interesting and I finally learned how to read the transcript. My table "facilitator" was able to help me alot.

Suggestions:

Value Score: 9

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Value Comment: I can see a serious positive shift in attitudes in these past T3's. I'm very excited about receiving MDF, I also think it's great to have a list of T3 accomplishments! Tangible is more easily believed!

Suggestions: Thanks

Value Score: 9

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Value Comment: I think this was a good session. Everyone had good input to the session.

Suggestions:

Value Score: 8

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Value Comment: One of the best yet. There was a calmness about the room.

Suggestions:

Value Score: 8

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Value Comment: Like the table exercises. Group exercises.

Suggestions:

Value Score: 9

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Value Comment:

Suggestions: No EXAMS Yeah!! Need more clarification - facilitations - Why? How are these facilitators helping the Department? What is the outcome?

Value Score: 8

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Value Comment: Good session - good flow of information!

Suggestions:

Value Score: 8

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Value Comment: Thank you for the best session so far.

Suggestions:

Value Score: 7

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Value Comment: There was a greater sense of respect this session which allowed me to accept more information.

Suggestions:

Value Score: 8

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Value Comment: Good feedback. Keep feeding information, eventually we will get it. I appreciate Mr. Wilson giving us the naked truth about our situation.

Suggestions: Snack great! Just enough.

Value Score: 5

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Value Comment: I think this was a good session.

Suggestions:

Value Score: 6

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Value Comment: Things are going well and coming together.

Suggestions:

Value Score: 7

Value Comment: Sorry about being late. The last exercise was very informative.

Suggestions:

Value Score: 7

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Value Comment: Sorry I was late. Trying to reopen our pool.

Suggestions:

Value Score: 9

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Value Comment:

Suggestions:

Value Score: 8

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Value Comment: "T" or "P" was a great information tool.

Suggestions:

Value Score: 7

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Value Comment: Good session. More points hit home with me personally. My perspective. Joe gave good relating information to academics.

Suggestions:

Value Score: 7

Score Quantitiy

9 =====(5)

8 =====(9)

7 =====(6)

6 =(1)

5 =(1)

Not attended - 13

No evaluation card completed/turned in: - 8

**Participant Comments Score: 7.77**

**Technology Suggestions:**

**Best Practice Documentation:**

**Closed:** (No Data)

## Notes

None