



# WORKEXCELLENCE Create More Value, Now - Session 3 & Session 4 Summary

WORK MEASUREMENT			WORK DIRECTION		
<u>Thursday, July 16, 2020</u>		<u>12:00 PM - 4:00 PM</u>	<u>Thursday, July 23, 2020</u>		<u>12:00 PM - 4:00 PM</u>
<u>Time</u>	<u>Who</u>	<u>Agenda Item</u>	<u>Time</u>	<u>Who</u>	<u>Agenda Item</u>
12:00 PM	Coach(es)	The Meeting COMPASS® Review	12:00 PM	Coach(es)	The Meeting COMPASS® Review
12:05 PM	All	Introductions	12:05 PM	All	Concept Grounding
12:20 PM	All	Concept Grounding	1:10 PM	All	Apply to Your Work - Build Your Work Improvement
1:20 PM	All	Apply to Your Work - Build & Rate Your Work System	2:55 PM	All	Tell the Story
2:50 PM	All	Tell the Story	3:20 PM	All	Work Improvement (Session 2) Closure
3:20 PM	All	Work System (Session 1) Closure	3:55 PM	Coach(es)	Check/Adjust
3:55 PM	Coach(es)	Check/Adjust	4:00 PM		End Session 4 - Work Direction
4:00 PM		End Session 3 - Work Measurement			
<b><u>How to Prepare for the Work Measurement Workshop?</u></b>			<b><u>How to Prepare for the Work Direction Workshop?</u></b>		
<p>Have a discussion with your team and/or supervisor to <b>develop ideas for your Critical Few Work Measurement</b> items you believe is important to track. Bring existing measures and related data and supporting data. <i>Many participants find it helpful to discuss these with your supervisor and/or team prior to the workshop. Bring your completed Work System &amp; Work Improvement Plans from previous sessions.</i></p>			<p>Have a discussion with your team and/or supervisor to develop ideas for documenting your Work Direction. You will build your own one page visual as you document your Work Direction. <b>Bring your current work direction for your team or the organization (motto, guiding principles, values or value statements, etc.).</b> <i>Many participants find it helpful to attend the workshops with co-workers to bounce ideas off of each other. You will use your Work System, Work Measurement, and Work Improvement Plan when creating your Work Direction.</i></p>		
<b>**It may be helpful to bring your laptop. We provide blank templates for handwriting and excel templates for electronic capture.**</b>					
<b><u>WORK MEASUREMENT - Description</u></b>			<b><u>WORK DIRECTION - Description</u></b>		
<p>Creating and maintaining a dashboard of measures to judge the performance of your work. A Work Measurement dashboard creates a visual representation of the “critical few” measures for an organization, functional area, or Work System. This visual representation should show the current actual results over time with a trend line in comparison to the desired target. Generally, the best dashboards focus on creating balance with each other in the eyes of your customer and your organization. <b>Work Measurement “Ensures the Value” of your work.</b></p>			<p>Clearly developing, recording, and sharing “Why” we do the work. Work Direction creates the compelling need and the motivating purpose of why you do your work. Where do we spend our time, energy and resources? Work Direction includes common items such as your organization's purpose, vision, mission, and guiding principles. A Work Direction creates a visual representation of the Direction provided by leadership for the organization, functional area, or a Work System. <b>Work Direction “Defines the Value” of your work.</b></p>		
<b><u>WORK MEASUREMENT Workshop Outcomes</u></b>			<b><u>WORK DIRECTION Workshop Outcomes</u></b>		
1.	Understand the foundational way to get everyone on the same page and clearly understanding the current state.		1.	Understand the foundational purpose of your work and how each person should be spending their time, energy, and resources.	
2.	Explain the importance of identifying key measures to assess progress and results of the work effort.		2.	Create a visual representation of the current state of the directional inputs and components of work.	
3.	Describe the work flow to build a Work Measurement Plan and know how to complete each section.		3.	Articulate why your work is important and how it contributes to the organization's overall purpose.	
4.	Create a Work Measurement Dashboard that sets clear direction (targets) and shows performance of actual results to the target with trend over time.		4.	Identify the level and type of work effort necessary to reduce waste and improve the leadership in your daily work.	
5.	Be able to have structured conversations about the results of your work using your Work Measurement.		5.	Use the Work Directional Statements to assist in aligning with team members on why our work exists and why it is important.	
6.	Create clarity and alignment to the measurement of the work.		6.	Create clarity and alignment to the direction of the work.	