

IMPLEMENTATION SCHEDULE TIMELINE

MONTH 1

MONTH 2

MONTH 3

MONTH 4

MONTH 5

MONTH 6

MONTH 9

MONTH 12

START DATE

DESIGN TEAM MEMBERS

OPERATIONAL EXECUTION

STRATEGIC PLAN

- Strategic Analysis
- Strategic Foundation
- Strategic Direction
- Strategic & Tactical Planning
- Implementation and Results

DESIGN TEAM (1 day)

Topics
 Issues
 Logistics
 Facilitators
 Low performers
 Communication of process
 Define success and measures
 Program theme

Decisions
 Person to schedule training
 Plan to brief people who miss
 Determine facilitators
 Determine timeline
 Charter/choose implementation team

IMPLEMENTATION TEAM (1 day)

Topics
 Set up measurement team
 Team member rotations
 Decision process
 Communication feedback
 Guidance for process
 Meeting Management

Decisions
 Measurement team members
 Communication plan
 Member rotation
 Meeting frequency
 Facilitations schedule

FACILITATOR TRAINING (2-3 days)

Topics
 How to facilitate tutorials
 How to facilitate exercises
 Process skills
 Feedback after exercise to implementation team
 Entering data into software
 Intro to SAW

MEASUREMENT TEAM (2-3 days)

Topics
 What to measure when
 Defining success
 Balanced scorecard
 Measurement matrix
 SAW process

Decisions
 Meeting frequency
 Measurement frequency
 Reporting
 Tools / Measures needed

CELEBRATION

SUPERVISOR / MGR MTG (2-3 days)

Topics
 Share expectations
 Answer questions
 Implementation team
 Meeting Management
 Empowerment
 Other measurement briefing

COACHING TRAINING (1 day)

Topics
 Coaching Process
 Tools
 Accountability
 Gaps
 Special Situations

Ongoing Coaching

MONTHLY STRATEGIC REVIEWS AND ADJUSTMENTS

INFRASTRUCTURE

SKILLS

TRAINING DAY 1

Orientation
 Introduction to concepts
 Expectations

Introduction to:
 Common Language
 Basic Principles
 Ladder of Inference
 Time out
 Dialogue Model
 Behavior Profile
 Ground Rules

TRAINING DAY 2

Understanding of skills
 Experiential

Practice of:
 Common Language
 Basic Principles
 Ladder of Inference
 Time out
 Dialogue Model
 Behavior Profile
 Ground Rules

Introduction and Practice of:
 Problem Solving
 Brainstorming

TRAINING DAY 3

Strategic measurement
 Mission statement

Introduction to:
 Key result areas
 Measurement matrix
 Process analysis
 Graphing
 Measurement Scorecards

WORKGROUP APPLICATIONS (2-2 1/2 hours)

Facilitation of Tutorials
 Application Exercises
 Action Plan with responsibility

WORKGROUP APPLICATIONS (2-2 1/2 hours)

Facilitation of Tutorials
 Application Exercises
 Action Plan with responsibility

Ongoing Workgroup Applications

THE **IMPACT** PROCESS

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