



5 Leader Behaviors that will Grow your Learner and get Results

Hollie Jensen and Lean Fellows

What is **today** about?



Sharing



Learning



Creating



Moving

Dawn Shuford-Pavlich



Organizing Closet

DRAFT 1

Dawn

July 2016

Why does this matter?

Background: My closet is a mess - I have great difficulty getting ready to leave house on time because I can't find clothes. I spend too much money on clothes I don't need because I am not sure what I really have.

Quality experience

My life My future My exp.

3 minutes

Current state:

- Stress + chaos -
- Clothes thrown on floor
- Shoes not on rack -
- Clothes covering shoes -
- Old clothes that don't fit or are not flattering.
- Cosmetics strewn out on counter.
- Spend 1-2 min trying to find makeup
- 5 minutes late to work
- Morning is hectic

measure these
What time I go to bed?
What time I get up?
time to go downstairs?
time to get dressed?
time to get ready?
time to get out the door?

Spend 5-10 minutes in the morning just looking for clothing. Shoes - leads to Frustration - stress. I don't really know what I need to buy because I don't know what's in the closet. I can't figure out what I want to buy. I don't have enough hangers. Too much clutter.

What does this mean? are my process?

Countermeasures

Target Hypothesis

If then -
What will each of these get us

Plan	Outcome	Time Savings
• decrease clutter - clothes, cosmetics	• easier to find what I need -	• 5-20 minutes of less frustration and wasted time
• buy hangers	• harmonious end	• save \$
	• will buy less clothes + accessories that I have	• money savings

Goal - to clearly see all items of clothing and shoes in closet thereby reducing stress and ultimately spending less on clothes I don't need. Throw old clothes away. Donate clothes I no longer wear.

Why do these causes matter?

Analysis - Root Cause

- Why - not putting away clothes properly in hangers + not enough hangers
- Why - too rushed
- Why - not getting up early enough
- Why - poor quality sleep
- Why - sleep disorder

Countermeasures

- get away old clothes
- buy more hangers
- hang everything up
- if I don't take more clothes
- decrease TV time
- I had 2 nights
- I lost 20 lbs
- visit to ENT - but of sleep

Follow up

Could create an easy simple system to increase kids independence
took a nap - not enough hours
Out of scope? Out of scope
Continuity of practice in dining - but of sleep

Background: * To make getting ready for work more efficient, faster and less stressful for me.

+ efficiency need to ↑ = Stress level to ↓
+ time to get ready to ↓ = Leading to happier, more relaxed 😊

Needs improvement
X Time to make lunch, find outfit and dress, shower, fix hair, make-up and get things ready and get out the door is too full of reworks - defects causing much stress 😞

Current
Time to get ready takes from 87 to 112 min - because closet over full, disorganized, clothing hard to find. Clock

Reworks when bringing purse + workbook down stairs - go up stairs 1-2 x's extra

Rework when forgetting supplements + Rx - 1 x upstairs

late for work by 1-5 minutes 70% of the time

Stressed getting ready + driving to work 90% of time

Defects: trying to find jewelry, cosmetics adding an extra 5 minutes, changing outfits another 5 min

Target: Reduce time it takes to get ready and out the door from 87-112 min down to 50 min

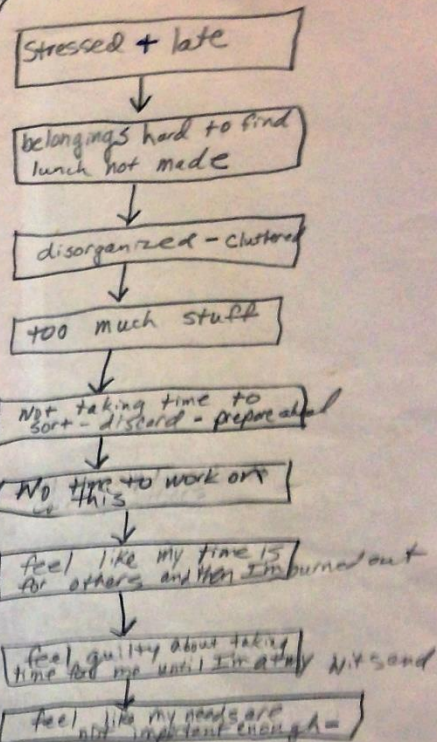
: Reduce days late for work from 70% down to 1%

: Reduce reworks i.e. extra trips upstairs down from 3 to 0

: Reduce stressed days down from 90% to 5%

: Reduce defects of lost items + changing clothes from 10 minutes to 1 minute

Root Cause - Why: Stressed out + late why Disorganized



Need a plan (with timeline)
Hypothesis - then test it

Counter measures = Realize that my life's goals are as important as the goals + needs of my family
= Sort + purge all clothing, jewelry, cosmetics, supplements
= Organize all clothing, jewelry, cosmetics + supplements so it's all easy to find
= Set out what I need to wear before work
= Keep all clothes folded or hung up = bath items ready, put away

What are we talking about and why? Why does this m



ent Conditions

part
messy closet

at 6:30

fee- feed dogs

ower - try to

nd clothes -

sort + find 5 min

efects - try on 10 min

with rejects

5 min

10 min

15 minutes in

defects here

tsunami



no help

hair + makeup

look for jewelry - 2 min

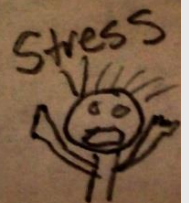
" " Cosmetics 1 min

do hair 20 min.

defects here

3 min. searching
for jewelry + makeup

Clipart of
messy clo



at

18 min

rework

the morning is chaotic with rework needed everyday. often late

How the World Was

My Lean Fellow
OK to fail - story -

The World
is different!



The point



Challenge, with care



Kathy Chapman



ID	WBS	% Complete	Duration	Task Name	Start	Finish	Predecessors	Resource Names	Jun 19, '16	Sep 4, '16	Nov
ID	WBS	% Complete	Duration	Task Name	Start	Finish	Predecessors	Resource Names	Jun 19, '16	Sep 4, '16	Nov

1	1	100%	131 days?	Conference Planning initiated (NEW TASK CATEGORY)	Mon 1/4/16	Mon 7/4/16			W	F	S	T	T	Nov
---	---	------	-----------	---	------------	------------	--	--	---	---	---	---	---	-----

ID	WBS	% Complete	Duration	Task Name	Start	Finish	Predecessors	Resource Names	Jun 19, '16	Sep 4, '16	Nov		
1	1	100%	131 days?	Conference Planning initiated (NEW TASK CATEGORY)	Mon 1/4/16	Mon 7/4/16			W	F	S	T	T
2	1.1	100%	1 day?	Identify conference planning leads (Project Managers)	Mon 7/4/16	Mon 7/4/16		Strategy Team	I Strategy Team				
3	1.2	100%	1 day?	Get project manager permissions to access RW email box	Mon 7/4/16	Mon 7/4/16		Tami	I Tami				
4	1.3	100%	4 hrs	Take contract 101 and procurement ethics training (LMS)	Mon 7/4/16	Mon 7/4/16		John C, Kathy C	I John C, Kathy C				
5	1.4	100%	5 days	Decide Conference Dates	Mon 1/4/16	Fri 1/8/16							
6	1.5	100%	1 day?	Schedule/announce "Save the Date" calendar invite-GC	Mon 1/11/16	Mon 1/11/16	5						
7	1.6	100%	1 day?	Attend Deputy Director meeting and give update	Tue 3/1/16	Tue 3/1/16	6						
8	2	0%	86 days?	Ongoing communication planned (NEW TASK CATEGORY)	Mon 7/4/16	Mon 10/31/16		Kathy C					
9	2.1	0%	86 days?	Write and provide conference talking points to Pam for Goal	Mon 7/4/16	Mon 10/31/16		John C, Kathy C					
10	2.2	0%	86 days?	Prepare and provide conference updates at weekly RW	Mon 7/4/16	Mon 10/31/16		John C, Kathy C					
11	2.3	0%	86 days?	Write article for Weekly Update	Mon 7/4/16	Mon 10/31/16		John C, Kathy C					
12	3	33%	97 days?	Logistics details identified and secured	Wed 6/15/16	Thu 10/27/16							
13	3.1	60%	85.5 days	Rental agreement completed	Thu 6/30/16	Thu 10/27/16		Kathy C					
14	3.1.1	100%	0.5 days	Contact GTCTC for rental arrangements	Thu 6/30/16	Thu 6/30/16		Heidi L	I Heidi L				
15	3.1.2	100%	5 days	Send GTCTC rental agreement to RW	Thu 6/30/16	Wed 7/6/16	14	GTCTC	I GTCTC				
16	3.1.3	100%	0.25 days	Review rental agreement	Thu 6/30/16	Thu 6/30/16	15	Heidi L	I Heidi L				
17	3.1.4	100%	0.5 days	Send rental agreement to contracts	Thu 6/30/16	Thu 6/30/16	16	Heidi L	I Heidi L				
18	3.1.5	100%	2 days	Sign rental agreement and send to GTCTC	Thu 6/30/16	Fri 7/1/16	17	Bonnie L	I Bonnie L				
19	3.1.6	100%	0.42 days	Check with Fiscal (Mathew Harris or GTCTC) to see what	Mon 7/18/16	Mon 7/18/16		Kathy C, Tami, John C	I Kathy C, Tami, John C				
20	3.1.7	20%	0.5 days	Submit GTCTC agreement for deposit payment (if	Mon 7/18/16	Mon 7/18/16	19	Fiscal Unit	I Fiscal Unit				
21	3.1.8	0%	5 days	Send final invoice to RW	Thu 10/20/16	Wed 10/26/16	321	GTCTC					
22	3.1.9	0%	0.5 days	Submit final GTCTC invoice for payment	Thu 10/27/16	Thu 10/27/16	21	Kathy C, John C	I Kathy C, John C				
23	3.2	0%	8.83 days?	Venue layout identified	Mon 8/8/16	Thu 8/18/16		Kathy C					
24	3.2.1	0%	0.5 days	Contact GTCTC for set up floorplans*SEE NOTES*	Mon 8/8/16	Mon 8/8/16		Kathy C, John C					
25	3.2.2	0%	2 days	Identify changes to layout	Thu 8/11/16	Mon 8/15/16	164	Kathy C, John C	I Kathy C, John C				
26	3.2.3	0%	1 day	Request any necessary changes to floor plans	Mon 8/15/16	Tue 8/16/16	25	Kathy C, John C	I Kathy C, John C				
27	3.2.4	0%	1.5 days	Send final floor plans to RW *SEE NOTE*	Tue 8/16/16	Wed 8/17/16	26	GTCTC, Greg	I GTCTC, Greg				
28	3.2.5	0%	1 day?	Confirm # radios	Wed 8/17/16	Thu 8/18/16	27						
29	3.3	2%	83.75 days	Parking arranged	Mon 7/4/16	Thu 10/27/16		John C					
30	3.3.1	50%	0.25 days	Contact GTCTC to get Republic contact in fo	Mon 7/4/16	Mon 7/18/16	19SS	Kathy C, John C	I Kathy C, John C				
31	3.3.2	0%	0.5 days	Send parking validation request to Republic	Fri 9/30/16	Fri 9/30/16	321FS-14 days	Kathy C, John C					
32	3.3.3	0%	0.25 days	Send unused tickets back to Republic Parking	Thu 10/20/16	Thu 10/20/16	321	Kathy C, John C					
33	3.3.4	0%	5 days	Send parking invoice to Results WA	Thu 10/20/16	Thu 10/27/16	32	Republic Parking	I Kathy C, John C				
34	3.3.5	0%	0.5 days	Submit invoice for Republic Parking payment	Thu 10/27/16	Thu 10/27/16	33	Kathy C, John C	I Kathy C, John C				
35	3.4	0%	64 days	Catering arranged	Mon 8/1/16	Thu 10/27/16							
36	3.4.1	0%	46 days	Call Aramark to confirm menu.	Mon 8/1/16	Mon 10/3/16	18						
37	3.4.2	0%	5 days	Send agreement to RW	Tue 10/4/16	Mon 10/10/16	36	Aramark	I Aramark				
38	3.4.3	0%	1 day	Send Aramark agreement to contracts	Tue 10/11/16	Tue 10/11/16	37						
39	3.4.4	0%	3 days	Sign and return Aramark agreement	Wed 10/12/16	Fri 10/14/16	38	Bonnie L	I Bonnie L				
40	3.4.5	0%	1 day	Submit Aramark agreement for deposit payment	Mon 10/17/16	Mon 10/17/16	39						
41	3.4.6	0%	5 days	Send final invoice to Heidi	Thu 10/20/16	Wed 10/26/16	321	Aramark	I Aramark				
42	3.4.7	0%	1 day	Submit final invoice for Aramark payment	Thu 10/27/16	Thu 10/27/16	41	Tristan	I Tristan				
43	3.5	58%	83.5 days?	AV services arranged	Mon 7/4/16	Thu 10/27/16		Kathy C					



Building the Conference Agenda



OBJECTIVES

What are we trying to accomplish?

* CURRENT PRIORITIES *

ACTION PLAN

Wahre Welt der Natur
beobachten?

CURRENT ACTIVITIES

What are we doing?

MEASURES

How are we doing?



GAP ANALYSIS

What's causing the gap?

COUNTER-

MEASURES

What can we do to reduce the gap?

DON



Document
Decisions +

Cut off
for presenters
+ schedule

Reg. Open 8/18 3:00
 TARGET = 2800/day
 Day 1: 1619 (126) Day 2: 1567 (74)

PLEDGED \$21,500 → Paid \$11,000

↑ \$\$
Apparently Successful
AV Bidder Selected

6 Videographers: ☒☒☒☒☒☒
2 Social Media: ☒☒
2 Photographers: ☒☒
166 volunteers 76 P = Possible

LEGEND

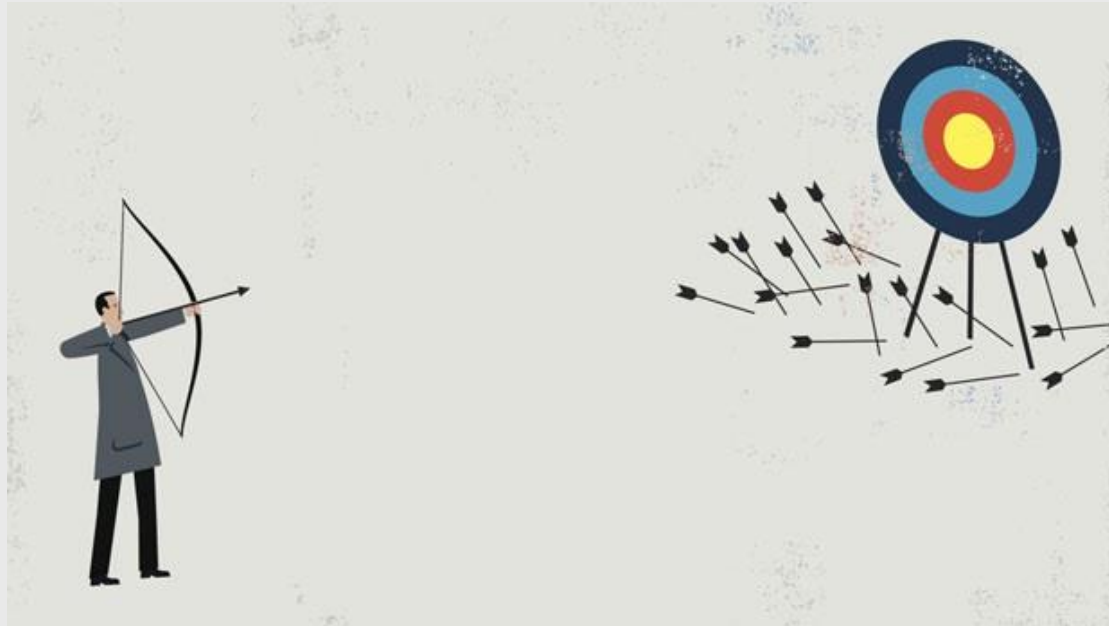
LEAN
CONFERENCE
2016

**Tackling
the hard questions
of today and tomorrow**
Lean Transformation Conference
October 18-19, 2014

The point

Challenge

Jade Hudek



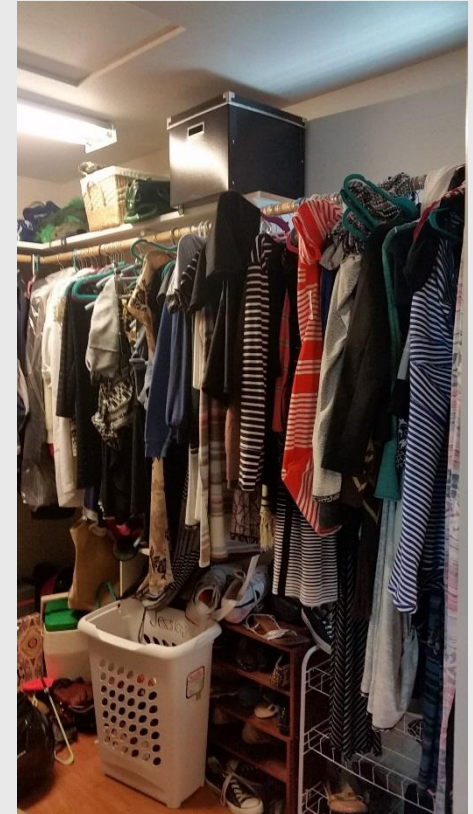
The point



Listen



Jessica Ward





The point



Focus on the Work





"I am learning
to trust the
journey even
when I do not
understand it."

-Mila Bron

The point



**Generate
Wisdom**



Challenge

Care

**FOCUS ON
THE WORK**

Listen

**Generate
wisdom**

Let's Practice!

Challenge FOCUS ON THE WORK

Generate wisdom **Care** Listen

1.

Ask yourself-
How do these
leadership
behaviors help
create a safe
environment
to try new
things?

2.

Review
practice
scenario's-
identify the
leader
behavior and
note your
thoughts.

3.

Share with
your neighbor-
What leader
behavior did
you identify,
what are your
additional
thoughts

Thoughts, ideas, questions?



The 2016 Lean Fellows

Jessica Ward



Kathy Chapman

Dawn Shuford-Pavlich



Rebecca Orbeck



Jade Hudek