

Key Topics- Support Services Department Leadership Teams

Department Leadership Team Outcomes

- **Department Leadership Team** (demonstrate teamwork, collaboration and shared leadership to set and communicate direction and continuous improvement within the department)
- **Department Plan on a Page** (connecting support service departments to the strategic plan)
- **Department Balanced Scorecard** (using data to identify opportunities for improvement and monitor progress of the department plan on a page)
- **Continuous Improvement** (use quality tools and process to seek stakeholder input and drive improvement within the department).

August 16th (10:00am – 11:00am) Topic: Orientation to Department Leadership Teams

- Teams will be provided with an overview of the Department Leadership Team concept.

Session 1- September 8th (11:00am – 4:00pm) Topic: Leadership Teams

- Welcome/introductions
- Housekeeping
 - Tool books, Binders, Times/Dates, other
- Overview of workshops
 - Main topics
 - Purpose/Outcomes & Deliverables
- The big picture; Why District Leadership Teams?
 - Key task- to set and communicate direction
 - Establish norms- how will we operate as a team?
- The Power of Alignment- the alignment model
- The Department Plan on a Page- What is it? How will we use it? How do we create it?
 - Examples
 - Process to follow
 - Key quality tools used
 - Brainstorming
 - Affinity Diagram
 - Nominal Group Technique
- Planning for stakeholder input
 - Who will be involved?
 - When will the activities take place and input collected?
 - How will input be solicited?
 - Other details to gather stakeholder input?
- Next Steps...
- Meeting evaluation

Session 2- November 12th (1:00pm – 4:00pm) Topic: The Plan on a Page

- Housekeeping
- Reviewing last meeting feedback/evaluation
- Teams report out progress made since last meeting
 - Sharing of 1st drafts of the Department Plan on a Page (from various departments)
- The Department Plan on a Page- What do we do with it once we have it?
 - Aligning all sub-departments and individuals to the Plan on a Page
 - Key tools:
 - SMART goals
 - Action Plans
 - Measures/Data Display (Department Balanced Scorecard)

- Defining key terms for the department to ensure implementation. What does our department _____ mean?
 - Vision
 - Mission
 - Core Values
 - Goals
 - Guiding Philosophy
- Next Steps...
- Meeting evaluation

Session 3- January 14th (1:00pm – 4:00pm) Topic: Data Display/Balanced Scorecard
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- Housekeeping
- Reviewing last meeting feedback/evaluation
- Teams report out progress made since last meeting
- The Department Plan on a Page- How do we use it to connect every employee in the department?
 - Continue working on drafts:
 - SMART goals
 - Action Plans
 - Measures/Data Display (Department Balanced Scorecard)
- Process Improvement for Support Service Departments: An introduction to LEAN/PDSA
- Next Steps...
- Meeting evaluation

Session 4- April 15th (1:00pm – 4:00pm) Topic: Driving Continuous Improvement

- Housekeeping
- Reviewing last meeting feedback/evaluation
- Teams report out progress made since last meeting
- The Department Plan on a Page- How do we use it to connect every employee in the department?
 - Continue working on drafts:
 - SMART goals
 - Action Plans
 - Measures/Data Display (Department Balanced Scorecard)
- Process Improvement for Support Service Departments: Learning more about LEAN/PDSA
- Next Steps...
- Planning for next year
- Meeting evaluation

DEPARTMENT LEADERSHIP TEAM MEMBERSHIP - 2010-2011
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Maintenance - Jim Everett

Kathy Johnson – DMS
 Charles Berkley – BES
 Pat Hoevelmann – DVMS
 Walt Abel – DHS
 Bill Wade – RES
 Tom Atkinson - DHS

Cafeteria – Lisa Leitner

Kathy Gullette – BES
 Norma Meyer - DVMS
 Diana Fry - DMS
 Lisa Wetzel - DHS
 Kathy Holtman - DHS

Transportation – Bill Schroeder

Judy Sunderland
 Larry Shipman
 Mike Sprecher

Technology – Matt Jensen

John Wethington
 Angie Connor – BES/DGS
 Angie Stancil – DHS
 Chip Wooden - DMS