

Enterprise-wide Lean and Continuous Improvement Community of Practice

March 19, 2024
10:30 am – 12:00 pm

[Zoom Meeting](#)

Meeting ID: 814 8563 8623

Meeting Purpose

- ✓ Discover new ways to engage stakeholders during projects
- ✓ Learn effective ways to embed engagement in your workplace culture
- ✓ Learn how the Office of Financial Management engaged their customers to improve their agency performance and value
- ✓ Share current projects and process improvements

Community Expectations

- Treat others with respect and patience
- Practice the golden rule (treat others how you want to be treated)
- Be present
- Show up on time (as schedules allow)
- Assume good intentions
- Provide grace as we form a community
- If possible, turn cameras on when speaking
- Mute your mic unless speaking

#	Agenda Item	Time	Lead
1	Welcome & Announcements	10:30 – 10:45	Theresa Dew and Talia Mazzara, Senior Performance Advisors Results Washington
2	Topic Teaching Engaging Stakeholders: From Project to Embedded Workplace Culture	10:45 – 11:10	Megan Schoor, Senior Data Operations Specialist Washington State Office of Financial Management
3	Q&A	11:10 – 11:15	All
4	Project Share Organization Strategy and Performance Unit: Customer Feedback Initiative	11:15 – 11:40	Aunna Moss, Organizational Strategy and Performance Consultant Washington State Office of Financial Management
5	Q&A	11:40 – 11:45	All
6	Round Robin Activity <ul style="list-style-type: none"> • Project shares • Barriers/assistance 	11:45 – 11:55	Theresa Dew, Senior Performance Advisor Results Washington
7	Wrap Up <ul style="list-style-type: none"> • Attendee survey 	11:55 – 12:00	Theresa Dew, Senior Performance Advisor Results Washington
8	Adjourn	12:00	

ROLL CALL!

**Please take a moment to complete our
Attendance Form**



Community of Practice Updates

- **Currently recruiting for CoP presenters for June – December**
 - Topic teachings in but not limited to Lean, waste reduction, performance management, change management, creating value, accessibility and more – open to ideas!
 - Current or recent project or continuous improvement efforts within your agency/organization
 - Contact Talia.Mazzara@gov.wa.gov if interested by this Friday and she will set up a time to chat!

Upcoming Events

Organizational Change Management Virtual Conference

Enabling State Change



When: Tuesday, April 30th – Thursday, May 2nd

What: In partnership with the Washington State Organizational Change Management Community of Practice, public and private-sector change management professionals will deliver **12 sessions** focused on creating effective change in state government.

Cost: Free!

Registration information coming soon!



Save
the
Date

Upcoming Events Cont.

March Public Performance Review

When: Wednesday, March 27th @ 10:30 am – 11:45 am

Topic: Homelessness and the Housing Crisis

Contributors: The Department of Commerce, Department of Transportation, Department of Licensing, Department of Social and Health Services, Department of Health, and Health Care Authority

- Updates on progress and initiatives around:
 - Housing shortage in Washington State
 - Current and future planning needs to include growth management services, wrap-around services, and encampment resolution

How to Join

In-person:

Legislative Building –
Columbia Room
416 Sid Snyder Avenue SW
Olympia, WA 98501

Virtually:

Live-streamed by TVW