

Washington State Continuous Improvement Community of Practice

March 21, 2023
10:30 am – 12:00 pm

[Zoom Meeting](#)

Meeting ID: 864 1246 1726

Meeting Purpose

- ✓ Learn about a recent project that focused on human-centered design and how to incorporate customer ideas into the work
- ✓ Learn about design thinking and innovative problem-solving techniques
- ✓ 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	Summary
1	Welcome & Introductions <ul style="list-style-type: none"> • Mentimeter Icebreaker 	10:30 – 10:45	Talia Mazzara & Theresa Dew Results Washington	
2	Project Share Presentation Human-Centered Design	10:45 – 11:05	Garrett Landram Department of Social & Health Services	
3	Q&A	11:05 – 11:10	All	
4	Group Activity Design Thinking	11:10 – 11:40	Jessica Dang Liquor and Cannabis Board	
5	Round Robin Activity <ul style="list-style-type: none"> • Project shares • Barriers/assistance 	11:40 – 11:55	Talia Mazzara Results Washington	
6	Next Steps <ul style="list-style-type: none"> • Action item review • Attendee survey 	11:55 – 12:00	Theresa Dew Results Washington	
7	Adjourn	12:00		