

## Enterprise-wide Lean and Continuous Improvement Community of Practice

**September 19, 2023**  
**10:30 am – 12:00 pm**

[Zoom Meeting](#)

Meeting ID: 864 1246 1726

### Meeting Purpose

- Learn how to use “both/and” thinking for problem solving
- Share statuses or barriers on 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	<b>Welcome and Introductions</b>	10:30 – 10:35	Talia Mazzara, Senior Performance Advisor Results Washington
2	<b>Announcements</b> <ul style="list-style-type: none"> <li>• September Public Performance Review</li> <li>• 2023 Lean Transformation Conference</li> </ul>	10:35 – 10:40	Talia Mazzara, Senior Performance Advisor Results Washington
3	<b>Topic Teaching &amp; Group Activity</b> Using "Both/And" Thinking to Solve Wicked Problems	10:40 – 11:30	Jessie Cronin, Enterprise Leadership Development Program Manager Department of Enterprise Services
4	<b>Q&amp;A</b>	11:30 – 11:40	All
5	<b>Project Update</b> Human-Centered Design in Human Services	11:40 – 11:50	Garrett Landram, Support Enforcement Officer 4 Department of Social and Health Services
6	<b>Round Robin Activity</b> <ul style="list-style-type: none"> <li>• Project shares</li> <li>• Barriers/assistance</li> </ul>	11:50 – 12:00	Talia Mazzara, Senior Performance Advisor Results Washington
7	<b>Adjourn</b>	12:00	

## HAPPENING NEXT MONTH

### **September Public Performance Review**

Wednesday, September 27<sup>th</sup>, 10:30 am – 11:45 am

**Topic:** Electrification of Ferries

**Speakers:** Department of Commerce & Washington State  
Department of Transportation

# COMING SOON!

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2023 Washington State Lean Transformation  
Conference:

**Turning Ideas into Action!**

**Dates:** October 17<sup>th</sup> – 26<sup>th</sup>, all virtual

Registration is now **open!**

