5 Leader Behaviors that will Grow your Learner and get Results
Hollie Jensen and Lean Fellows
What is today about?

- Sharing
- Learning
- Creating
- Moving
Organizing Closet

Background: I have great difficulty getting ready to leave home on time because I can't find clothing. I spend too much money on clothes I don't need because I am not sure what I really like.

Countermeasures

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.

Thread old clothes away

Clothes clutter - non-useful

Analysis: Root Cause

Why: I can't find

Too much clutter

Unclear organization

Analysis: Root Cause

Why: Not putting away clothes properly

CleaningTags

Misplaced clothes

Analysis: Root Cause

Why: Too many clothes

Not enough hangers

Analysis: Root Cause

Why: Not putting away properly

Cleanliness

Clothing quality

Analysis: Root Cause

Why: No system

Not enough hours

Analysis: Root Cause

Why: No system

Not enough hours

Target Hypothesis

If then -

What will each of these changes do?

Planning

Outcome

Time Savings

- eat

- do laundry

- go shopping

- buy hangers

- will buy less clothes overall

- spend less

- wear clothes longer

- increase savings

Plan

- organize clothes

- take time

- eat

- do laundry

- go shopping

- buy hangers

- will buy less clothes overall

- spend less

- wear clothes longer

- increase savings

Follow up

Could create an easy system to increase kids independence

Out of 7

Out of scope

Community dependent on sharing
**Background:** To make getting ready in the morning more efficient, faster, and less stressful.

- Efficiency needs to increase.
- Time to get ready to leave.
- Leading to being not fully prepared.

**Needs:**
- More time to make lunch,
- Find clothes and dress,
- Shave, try on, make-up,
- and get house ready.
- But the door is too full of reworks.
- Defects causing much stress.

**Time to get ready today:**
- From 8-11 min.
- Closet overfull, disorganized, clothing hard to find.

**Reworks when bringing housekeeping downstairs:**
- Go up stairs 1-2x.

**Reworks when forgetting stuff:**
- Go up stairs 1x.

Stressed getting ready & driving to work 90% of time.

Defects: try to find jewelry, cosmetics adding an extra 15 minutes, changing outfits under 5 min.

**Target:**
- Reduce time it takes to get ready.
- Our time from 8-11 min.
- Reduce day late for work.
- Reduce rework.
- Extra time in the morning.

**Countermeasures:**
- Realize that my life's goals are important.
- Sort + purge all clothing, jewelry, cosmetics, accessories.
- Organize all clothing, shoes, cosmetics, accessories.
- Set out clothes the night before work.
- Keep all clothes folded, hung up, keep items nearby, put away.
This closet is a mess.

Hurry.

Don't be late.

late again?

Ent Conditions

Part

Messy closet

at 6:30

- Fee- feed dogs 5 min
- Putter -try to 10 min
- And clothes
  sort + find 5 min
  defects- try on 10 min
  defects- try to

15 minutes in defects
work

Tsunami help

Hair + makeup

Look for Jewelry 2 min

Cosmetics 1 min

Do hair 20 min.

Defects here

3 min, searching

for jewelry + makeup

18 min.

Stress at

Work

The morning is chaotic with rework needed everyday. Often in
How the World Was

I won the 4th grade class award for drawing.

I thought I was an artist—especially 5th grade class.

Substitute teacher—

I can do anything!

That's all wrong.

I'm a 4th grade.

Say what?

Substitute teacher—

I won the 4th grade class award for drawing.

I thought I was an artist—especially 5th grade class.

Then RN (coach) encouraged me to make OK to fail—learn staff+

Great Lean Leaders—coached me.

Then RN (coach) encouraged me to make OK to fail—learn staff+

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Say what?
The point

Challenge, with care
Kathy Chapman
<table>
<thead>
<tr>
<th>ID</th>
<th>WBS</th>
<th>% Complete</th>
<th>Duration</th>
<th>Task Name</th>
<th>Start</th>
<th>Finish</th>
<th>Predecessors</th>
<th>Resource Names</th>
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<tbody>
<tr>
<td>1</td>
<td></td>
<td>100%</td>
<td>131 days</td>
<td>Conference Planning initiated (NEW TASK CATEGORY)</td>
<td>Mon 1/4/16</td>
<td>Mon 7/4/16</td>
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<td>2</td>
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<td>100%</td>
<td>1 day</td>
<td>Identify conference planning leads (Project Managers)</td>
<td>Mon 7/4/16</td>
<td>Mon 7/4/16</td>
<td></td>
<td>Tami</td>
</tr>
<tr>
<td>3</td>
<td>1.2</td>
<td>100%</td>
<td>1 day</td>
<td>Get project manager permissions to access RW email box</td>
<td>Mon 7/4/16</td>
<td>Mon 7/4/16</td>
<td></td>
<td>John C, Kathy C</td>
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<tr>
<td>4</td>
<td>1.3</td>
<td>100%</td>
<td>4 hrs</td>
<td>Take contract 101 and procurement ethics training (LMS)</td>
<td>Mon 7/4/16</td>
<td>Mon 7/4/16</td>
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<td>John C, Kathy C</td>
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<td>5</td>
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<td>100%</td>
<td>5 days</td>
<td>Decide Conference Dates</td>
<td>Mon 1/11/16</td>
<td>Mon 1/11/16</td>
<td></td>
<td></td>
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<td>6</td>
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<td>1 day</td>
<td>Schedule/announce &quot;Save the Date&quot; calendar invite-GC</td>
<td>Mon 1/11/16</td>
<td>Mon 1/11/16</td>
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<td>7</td>
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<td>1 day</td>
<td>Attend Deputy Director meeting and give update</td>
<td>Tue 3/1/16</td>
<td>Tue 3/1/16</td>
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<td>36.5 days</td>
<td>Ongoing communication planned (NEW TASK CATEGORY)</td>
<td>Mon 7/4/16</td>
<td>Mon 10/31/16</td>
<td></td>
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<td>9</td>
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<td>0%</td>
<td>3 days</td>
<td>Write and provide conference talking points to Pam for Goal</td>
<td>Mon 7/4/16</td>
<td>Mon 10/31/16</td>
<td></td>
<td>John C, Kathy C</td>
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<tr>
<td>10</td>
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<td>3 days</td>
<td>Prepare and provide conference updates at weekly RW</td>
<td>Mon 7/4/16</td>
<td>Mon 10/31/16</td>
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<td>11</td>
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<td>3 days</td>
<td>Write article for Weekly Update</td>
<td>Mon 7/4/16</td>
<td>Mon 10/31/16</td>
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<td>12</td>
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<td>3%</td>
<td>97 days</td>
<td>Logistics details identified and secured</td>
<td>Wed 6/15/16</td>
<td>Thu 10/27/16</td>
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<td>13</td>
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<td>60%</td>
<td>85.5 days</td>
<td>Rental agreement completed</td>
<td>Thu 6/30/16</td>
<td>Thu 10/27/16</td>
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<td>Kathy C</td>
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<td>14</td>
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<td>100%</td>
<td>0.5 days</td>
<td>Contact GTTC for rental arrangements</td>
<td>Thu 6/30/16</td>
<td>Thu 6/30/16</td>
<td></td>
<td>Heidi L</td>
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<tr>
<td>15</td>
<td>3.1.2</td>
<td>100%</td>
<td>0.5 days</td>
<td>Send GTTC rental agreement to RW</td>
<td>Thu 6/30/16</td>
<td>Thu 6/30/16</td>
<td></td>
<td>GTTC</td>
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<td>16</td>
<td>3.1.3</td>
<td>100%</td>
<td>0.25 days</td>
<td>Review rental agreement</td>
<td>Thu 6/30/16</td>
<td>Thu 6/30/16</td>
<td></td>
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<td>Send rental agreement to contracts</td>
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<td>Thu 6/30/16</td>
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<td>Heidi L</td>
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<td>18</td>
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<td>0.5 days</td>
<td>Sign rental agreement and send to GTTC</td>
<td>Thu 6/30/16</td>
<td>Thu 6/30/16</td>
<td></td>
<td>Bonnie L</td>
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<tr>
<td>19</td>
<td>3.1.6</td>
<td>100%</td>
<td>0.42 days</td>
<td>Check with Fiscal (Matthew or GTTC) to see what</td>
<td>Thu 7/18/16</td>
<td>Thu 7/18/16</td>
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<td>Kathy C, Tami, John C</td>
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<td>Submit GTTC agreement for deposit payment</td>
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<td>Fiscal Unit</td>
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<td>5 days</td>
<td>Send final invoice to RW</td>
<td>Thu 10/26/16</td>
<td>Wed 10/26/16</td>
<td>GTTC</td>
<td></td>
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<td>22</td>
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<td>0%</td>
<td>83.8 days</td>
<td>Venue layout identified</td>
<td>Thu 8/16</td>
<td>Thu 8/16</td>
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<td>23</td>
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<td>0%</td>
<td>0.5 days</td>
<td>Contact GTTC for set up floorplans &quot;SEE NOTE S&quot;</td>
<td>Mon 8/16</td>
<td>Mon 8/16</td>
<td>Kathy C, John C</td>
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<td>24</td>
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<td>0%</td>
<td>2 days</td>
<td>Identify changes to layout</td>
<td>Thu 8/16</td>
<td>Mon 8/16</td>
<td>Kathy C, John C</td>
<td></td>
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<tr>
<td>25</td>
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<td>0%</td>
<td>1 day</td>
<td>Request any necessary changes to floor plans</td>
<td>Mon 8/16</td>
<td>Mon 8/16</td>
<td>Kathy C, John C</td>
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<tr>
<td>26</td>
<td>3.2.4</td>
<td>0%</td>
<td>1.5 days</td>
<td>Submit floor plans to &quot;SEE NOTE S&quot;</td>
<td>Thu 8/16</td>
<td>Thu 8/16</td>
<td>GTTC, Greg</td>
<td></td>
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<tr>
<td>27</td>
<td>3.2.5</td>
<td>0%</td>
<td>1 day</td>
<td>Confirm # radios</td>
<td>Wed 8/16</td>
<td>Wed 8/16</td>
<td>Kathy C, John C</td>
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<tr>
<td>28</td>
<td>3.3</td>
<td>2%</td>
<td>83.75 days</td>
<td>Parking arranged</td>
<td>Thu 7/4/16</td>
<td>Thu 10/27/16</td>
<td>John C</td>
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<td>29</td>
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<td>50%</td>
<td>0.25 days</td>
<td>Contact GTTC to get Republic contact info</td>
<td>Mon 7/4/16</td>
<td>Mon 7/18/16</td>
<td>19SS</td>
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<td>30</td>
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<td>50%</td>
<td>0.5 days</td>
<td>Send parking validation request to Republic</td>
<td>Fri 9/30/16</td>
<td>Fri 9/30/16</td>
<td>321FS-14 days</td>
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<td>3.3.2</td>
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<td>0.25 days</td>
<td>Send unused tickets back to Republic Parking</td>
<td>Thu 10/20/16</td>
<td>Thu 10/23/16</td>
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<td>32</td>
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<td>50%</td>
<td>0.5 days</td>
<td>Send parking invoice to Results WA</td>
<td>Thu 10/26/16</td>
<td>Thu 10/27/16</td>
<td>Republic Parking</td>
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<tr>
<td>33</td>
<td>3.3.4</td>
<td>50%</td>
<td>0.5 days</td>
<td>Submit parking invoice for Republic payment</td>
<td>Thu 10/26/16</td>
<td>Thu 10/27/16</td>
<td>Kathy C, John C</td>
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<tr>
<td>34</td>
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<td>50%</td>
<td>64 days</td>
<td>Catering arranged</td>
<td>Mon 8/16</td>
<td>Thu 10/27/16</td>
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<td>35</td>
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<td>48%</td>
<td>0.46 days</td>
<td>Call Aramark to confirm menu</td>
<td>Mon 8/16</td>
<td>Mon 10/18</td>
<td>Aramark</td>
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<td>36</td>
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<td>46%</td>
<td>0.5 days</td>
<td>Send agreement to RW</td>
<td>Mon 10/18</td>
<td>Mon 10/18</td>
<td>Aramark</td>
<td></td>
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<tr>
<td>37</td>
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<td>46%</td>
<td>0.5 days</td>
<td>Send Aramark agreement to contracts</td>
<td>Tue 10/18</td>
<td>Tue 10/18</td>
<td>John C</td>
<td></td>
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<tr>
<td>38</td>
<td>3.4.4</td>
<td>46%</td>
<td>0.5 days</td>
<td>Sign and return Aramark agreement</td>
<td>Wed 10/18</td>
<td>Fri 10/18</td>
<td>Bonnie L</td>
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<tr>
<td>39</td>
<td>3.4.5</td>
<td>3%</td>
<td>0.5 days</td>
<td>Submit Aramark agreement for deposit payment</td>
<td>Wed 10/18</td>
<td>Wed 10/18</td>
<td>John C</td>
<td></td>
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<tr>
<td>40</td>
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<td>0.5 days</td>
<td>Send final invoice to Heidi</td>
<td>Wed 10/26/16</td>
<td>Wed 10/26/16</td>
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<td>Wed 10/26/16</td>
<td>Wed 10/26/16</td>
<td>Aramark</td>
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<tr>
<td>42</td>
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<td>58%</td>
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<td>AV services arranged</td>
<td>Mon 7/4/16</td>
<td>Thu 10/27/16</td>
<td>Tristan</td>
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<td>43</td>
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<td>58%</td>
<td>3.5 days</td>
<td>AV services arranged</td>
<td>Mon 7/4/16</td>
<td>Thu 10/27/16</td>
<td></td>
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</tbody>
</table>
Building the Conference Agenda
The point

Challenge
The point

Listen
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

FOCUS ON
THE WORK

Care

Listen

Generate
wisdom
Let’s Practice!

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

Dawn Shuford-Pavlich

Kathy Chapman

Rebecca Orbeck

Jade Hudek

Find out more about these characters at results.wa.gov