

THE BLAST

CONTINUOUS IMPROVEMENT COMMUNITY OF PRACTICE

ISSUE NO. 4 | FEBRUARY 2023



Transparency - Innovation - Results



WHAT YOU MISSED

At our February meeting, Jennifer Phillips shared a topic teaching on how to climb out of mental valleys and showed us all creative, thought-provoking ways to remain innovative. See the recapped story on page 2!

LOOKING AHEAD

Mark your calendars and take a look on page 2 at what we have in store for our March CoP!

QUESTIONS?

For questions on The Recap or for the CoP, contact:

[Talia Mazzara](#), Results WA
Senior Performance Advisor

[Theresa Dew](#), Results WA
Senior Performance Advisor

CALLING ALL PRESENTERS & TEACHERS!

Hello all you process improvement aficionados! We're headed into our 5th CoP month and we just want to shout out a huge THANK YOU to our community for your presence, participation, and suggestions. It wouldn't be an awesome community without you!

Being a high majority of our community is active practitioners, we want to remind you that as we work to build out the rest of this year's schedule, there is still room to add presenters for topic teachings or project shares to the calendar. If there's a specific methodology, tool or project you would like to teach on or share, please complete this [form](#).

We hope you had a chance to attend our last meeting. If not, please [visit our website](#) to view the recording and presentation materials.

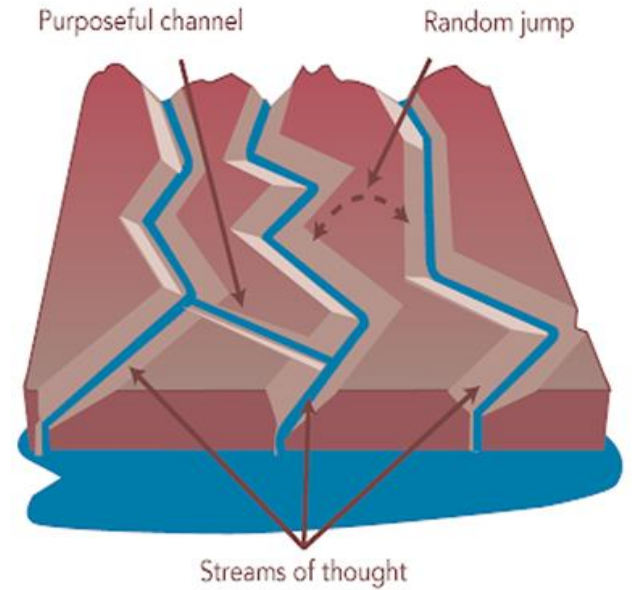
See you next month!

TOPIC TEACHING: How to Climb out of Mental Valleys (Why it Matters to Creativity & Innovation)

Jennifer Phillips with the Washington State Department of Social and Health Services (DSHS) presented a topic teaching on mental valleys and default thought patterns. In her presentation, she covered how to:

- Identify the valleys as well as natural assumptions
- Overcome traditional/autopilot thinking patterns
- Leverage lean tools and other user design methods to spark innovative and creative thinking

It was an engaging teaching that included several examples which dove into different perspectives on applicable scenarios. Watch the recorded presentation [here!](#)



“Creativity involves breaking out of the established patterns in order to look at things in a different way.” *-Edward De Bono*

Visit our [CoP Mural](#) to add your name and skills/areas of expertise to our CoP Skillset Matrix! And while you're at it, throw your favorite Lean tool on the board too! There's a section especially for it.

COMING UP NEXT

Join us next month as we dive into human-centered design!

March 21, 2023
10:30am – 12:00pm

Project share: Human-Centered Design

Presenter: Garrett Landram, DSHS Division of Child Support

Activity: Design Thinking

Presenter: Jessica Dang, Liquor and Cannabis Board

GROUP ACTIVITY: Overcoming Mental Valleys

Jennifer Phillips also walked the community through an exercise to creatively identify those mental valleys while looking at both the narrow and broad pictures of the problem. A few steps to identify valleys included:

- Role play by explaining your situation to someone from another planet
- List the who, what, when, where, and how
- Ask a lot of questions!
- Go on physical or virtual field trips to learn from others

Here is a helpful [handout](#) for the next time you need to overcome a mental valley!