

THE BLAST

ENTERPRISE-WIDE LEAN AND CONTINUOUS IMPROVEMENT COMMUNITY OF PRACTICE

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Register now for the annual Lean Transformation Conference!

Are you looking for an opportunity to learn from the experts, and discover the latest trends in Lean and continuous improvement thinking? If so, look no further – the 12th annual Washington State Lean Transformation Conference is right around the corner and registration is **now open!**

Hosted by Results Washington, the Lean Transformation Conference is the largest government-focused Lean and continuous improvement conference in the country and will feature 24 sessions focused on Lean, continuous improvement, and other methodologies. This virtual conference will span six days from October 17th – October 26th covering great content presented by public and private-sector Lean and Continuous Improvement professionals. The best news? It's completely **free** for all attendees!

For more information on the conference or to register for this year's conference, visit our session registration page [here](#).

WHAT YOU MISSED

At our September CoP meeting, we were grateful to have **Jessie Cronin** with the **Department of Enterprise Services (DES)** share a new perspective on using "Both/And" thinking to solve wicked problems.

Garrett Landram with the Department of Social and Health Services (DSHS), who presented in March, also popped on for a brief project update.

See the recapped stories on page 2!



LOOKING AHEAD

Mark your calendars and take a look on page 2 at what we have in store for our November 14th CoP meeting.

As a reminder, there will not be a CoP meeting in October.

QUESTIONS?

For questions on The Blast or the CoP, contact:

Talia Mazzara, Results WA Senior Performance Advisor

Theresa Dew, Results WA Senior Performance Advisor

Using Both/And Thinking to Solve Wicked Problems: A Polarity Experience

For our topic teaching, **Jessie Cronin** with **DES** shared a new perspective to tackle complex problems that seem to contain two contradictory alternatives. She introduced VUCA thinking, which is an acronym that considers the following in a problem: Volatility, Uncertainty, Complexity, and Ambiguity. She also presented a four-quadrant grid to use when working through these problems, allowing one to assess the benefits and unintended consequences of leaning more towards one polarity vs. the other.

[Click here](#) to view the presentation!

“If you take a strong stance and have a clear opinion or statement on any subject, you're going to polarize people. And without that polarity, there's no discussion. Discussion is what I want, which means that I'm fine with the consequences.”

~ TIM FERRISS



Results Washington wants to highlight your victories and hard work!

Visit our CoP page and submit your agencies' Success Story [here!](#)

COMING UP NEXT

Join us in **November** as we dive into the Dynamics of Leadership and Staff engagement in Lean work.

November 14, 2023
10:30 a.m. – 12:00 p.m.

Topic Teaching:
Engaging Leadership in Lean
Presenter:
Cyndee Baugh | DOR

Project Share:
Engaging Staff in Lean & CI: A CSD Experience
Presenter:
Andrey Svidenko & Clifford Leach
| DSHS

UPDATE: Human-Centered Design in Social and Health Services

Garrett Landram with **DSHS** presented on a project back in March where the goal was to use the Human-Centered Design methodology to incorporate customer ideas into the Division of Child Support's work for continuous improvement and inclusive program decisions. As a result, DCS has thoughtfully created a video to thoroughly walk a client through their modification process.

This video is now available. Scan the QR code to view a great example of the continuous improvement work being done in Washington State!

SCAN ME

