## Tools and Tips to Lead (And Teach) Process Improvement Online

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#### Agenda

- Online polling, instant and interactive
- Virtual whiteboard, it feels like home
- Getting the most out of your online meeting platform
- Follow-up is key
- Lessons learned the hard way
- Questions and answers
- Resources



## Online Polling Instant and Interactive





#### Online polling for engagement

- A tool to play team building games, icebreakers, and to gain consensus amongst workgroups
- Anonymous submissions allow attendees to give honest feedback
- A great way to do introductions quickly with large groups
- These tools are available for free with permission from your agency or organization
- We are going to use an online polling application to get you involved right now



#### **Introductions & Survey**

Menti.com code **9798 5459** 

or click on link in the chat





## It feels like home! How to use virtual whiteboarding tools to engage your groups



#### Why would you use a whiteboarding tool?

- Great way to gain active participation
- Gives everyone on the project the chance to participate
- Excellent way to organize your process improvements in one spot that can be accessed by everyone on the team
- This can also be an anonymous way for people to participate



#### **Example one: Problem solving**

- Problem solving with our Employer of Choice Workgroup
- This workgroup reviews the results from the Employee Engagement Survey and develops an action plan around one to two questions from the survey
- You can also use a virtual whiteboard for a more formal seven step problem solving.

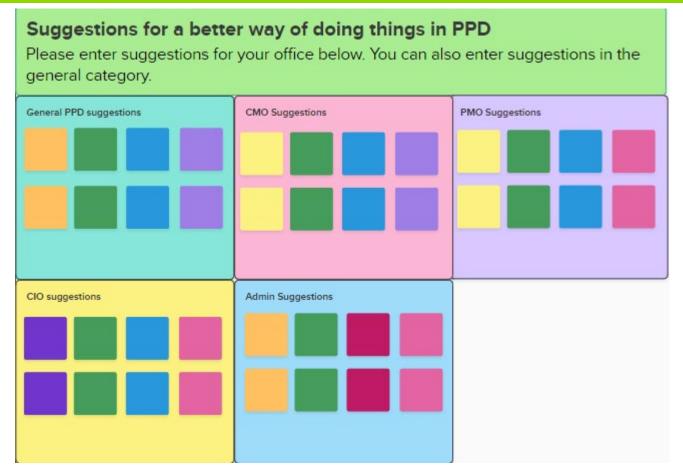


#### **Example two: Welcoming ideas for change**

- We are currently working on implementing this new whiteboard where we ask for ideas on making our work better
- Gives everyone on the team the chance to participate
- Can be seen as a "safer" way to share an idea because they are somewhat anonymous



#### Ideas for change – Example



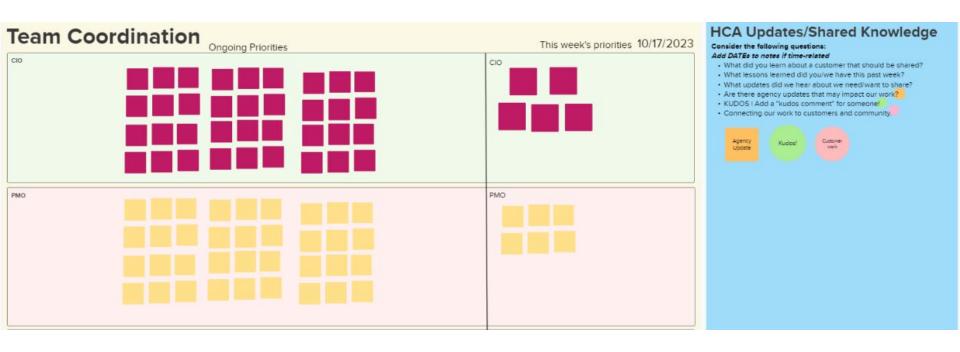


#### **Example three: Huddles**

- Before the pandemic, we used to huddle once a week in person – in front of a whiteboard.
- During the pandemic we tried different avenues to recreate this feel and finally landed on this whiteboard
- Allows each team to share what they are working on, what roadblocks they are facing, successes they've experienced and to share kudos about their teammates



#### Huddle example



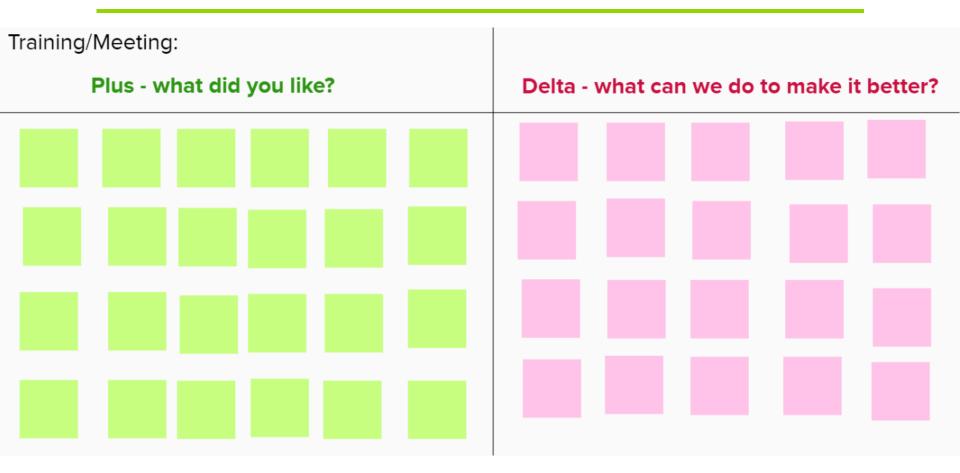


#### **Example four: Plus/Delta**

- We do plus/deltas after each of our Lean Six Sigma trainings
- We believe in the importance of real time feedback and being able to adjust quickly to the needs of our students
- This whiteboard plus/delta gives students an anonymous outlet to let us know how we did
- We adjust almost every single class based on this feedback



#### Plus/Delta Example





## Online Meetings Getting the most out of your online meeting platform





#### Online meeting platform engagement!

- We have found the following tools are helpful in gaining engagement in our process improvements and our process improvement trainings:
  - Breakout rooms putting participants into rooms gets them talking more freely than when everyone is in one big room together
  - Reactions encourage staff to react, especially if cameras are off
  - Emojis ask folks to drop an emoji in the chat when they come back from break
  - Music during breaks





# Follow-up is key In a virtual world, it's even more important to follow-up after a meeting



#### How do we follow-up?

- Action Items template documenting next steps very clearly in a WHO will do WHAT by WHEN format
- Sending reminders and documents out after a meeting and again before the next meeting
- One-on-one check-ins with individuals if needed



# Lessons learned A few things we've learned the hard way





#### A few lessons learned

- To camera or not to camera that is the question
- Ensure you have proper staffing for your meetings/trainings
- Breaks are a must!
- Be sure to check in on your breakout rooms
- Be flexible and adjust to the needs of your participants/students
  - Adjust time and length of meetings/trainings
  - Share our learnings, share our tools, knowledge and templates!



## ?

#### **Questions? Thoughts?**



#### Resources

- Audience engagement, surveys, polls, quizzes: <u>Mentimeter.com</u>, <u>kahoot.com</u>, <u>quizizz.com</u>, <u>surveymonkey.com</u>, <u>forms.office.com</u>, etc.
- Virtual Whiteboard: <u>Mural.co</u>, <u>miro.com</u>, <u>Webex.com</u>, <u>lucidspark.com</u>, <u>figjam.com</u>, etc. plus apps available within Microsoft Teams & Zoom if your workspace allows.
- Action Item Excel template



#### Thank you!!

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