Part 2: Lean 101  September 14
Andy Hento, Lean Program Manager, Kitsap County

Part 3: Maintaining the Energy  September 28
Larisa Benson, Principal, The Athena Group
John Dickson, Chief Operations Officer, Spokane County
LEAN Conference – December 8, UW Tacoma

Facebook Channel – Government Performance Consortium
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WEBINAR TECHNICAL NOTES

During the webinar:
  • Technical Difficulties: Call (206) 625-1300.
  • Submit questions anytime through the question box.

After the webinar:

To submit a question or comment:
Contact MRSC at mrsc@mrsc.org or (206) 625-1300.

Additional materials and resources will be posted at www.mrsc.org
WEBINAR TECHNICAL NOTES

Research and consulting services for Washington local governments at no direct cost.

- Legal and policy consultation
- Research support
- Training Opportunities
- Sample document library
- Online research tools
- Timely news and information

MRSC.org
IMPORTANCE OF ENGAGED EMPLOYEES

BEFORE I MAKE MY DECISION, I'D LIKE TO ASK FOR YOUR OPINIONS.

IT'S SUPPOSED TO MAKE YOU FEEL "ENGAGED."

AND YOU ACTUALLY PLAN TO LISTEN TO US? I'M HOPING IT WILL LOOK THAT WAY ON THE OUTSIDE.
BELIEF IN THE MISSION

BELIEF IN TOP MANAGEMENT

RELSHIPS WITH DIRECT SUPERVISOR

Source: Dale Carnegie Training and MSW Research
FOUNDATIONS OF CULTURE CHANGE

- ASSESSING READINESS
- BUILDING TRUST
Rolling out the initiative and plan for change to the broader organization.

Understandable Goal

Clear Priorities

Organizational Buy-In

Realistic Expectations

Resource Commitment

Leadership Alignment

Scope Creep

Leadership Bubble

Change Fatigue
Leadership is all about having followers.
FOUNDATIONS OF CULTURE CHANGE

One Tool: Charter Document

- Leadership Alignment
- Clear Priorities
- Realistic Expectations
- Organizational Buy-In
- Resource Commitment

LEGEND
- Scope Creep
- Leadership Bubble
- Change Fatigue

TABLE: Lean Academy Charter Document

<table>
<thead>
<tr>
<th>Subject</th>
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<tbody>
<tr>
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Foundations:
- Leadership
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FOUNDATIONS OF CULTURE CHANGE

WHY?
FOUNDATIONS OF CULTURE CHANGE

ROLLING OUT A CULTURE CHANGE INITIATIVE
DEFINING AND SHOWING RESULTS
MAKING IT HANDS ON