



wisconsin continuous improvement network

Overcoming Barriers

Working in small groups, each table was assigned 1-2 themes and asked to come up with strategies to move through the obstacles we identified. Below is a summary of each group's work:

Uncertainty and Risk Management

- Identify roadblocks in advance
- Contingencies
- Open dialogue w/ actual parties about delays + shortening them
- Document everything!
- Seek out estimation improvement

Resources

- Show tangible progress with whoever we have
- Cut it down to fit what we have – fit plan to people
- Invite people to join, recruiting actively. Look elsewhere, outside
- Invite future beneficiaries or experts for feedback & insight
- Elevator pitch – sell it!
- Strategic – help advance portfolio and priority – eliminate overload (excess WIP)
- Impact on space and dollars
- Timing – when will be available

Communication

- Appoint a singular communication person
- Clear charter
- Having clear talking points about project
- Select appropriate communication tools

Leadership/Sponsorship

- The leader/sponsor sets context/kicks-off work
- The leader/sponsor sends the 1st communication
- Clear charter
- Ghost writing communication to be sent by sponsor
- Clearly align project outcomes with unit strategy and priorities

Competing demands

- Commitment from maps for team members time



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- Well-defined/prioritized project plan/schedule
- Ability for team members to say no to less urgent items

Buy – in

- Communication
- Cheerleader – exec leadership
- Involved sponsor

Leadership/Sponsorship

- Clear definition of role/responsibility of sponsor – sponsor knows their role
- Build relationships/build trust prior to asking for things
- Identify change champions beyond just the sponsor – influence

Org. Culture

- Alignment around standards/methodology
- Establishing a culture of respect (outside of project)
- Showing the value of a process

Project Definition

1. Project charter
 - Criteria/rubric helps define what is (and what is not) in scope
 - More pre-planning up front
 - Results in a preferred outcome
 - Need strong leadership
 - Defining roles
2. Communication plan
3. Start small – aim for a chunk of success. List everything.
4. Be aware of the good idea fairy