

Today's session: Getting started

Share stories

Barriers to change

Tool: improvement kata

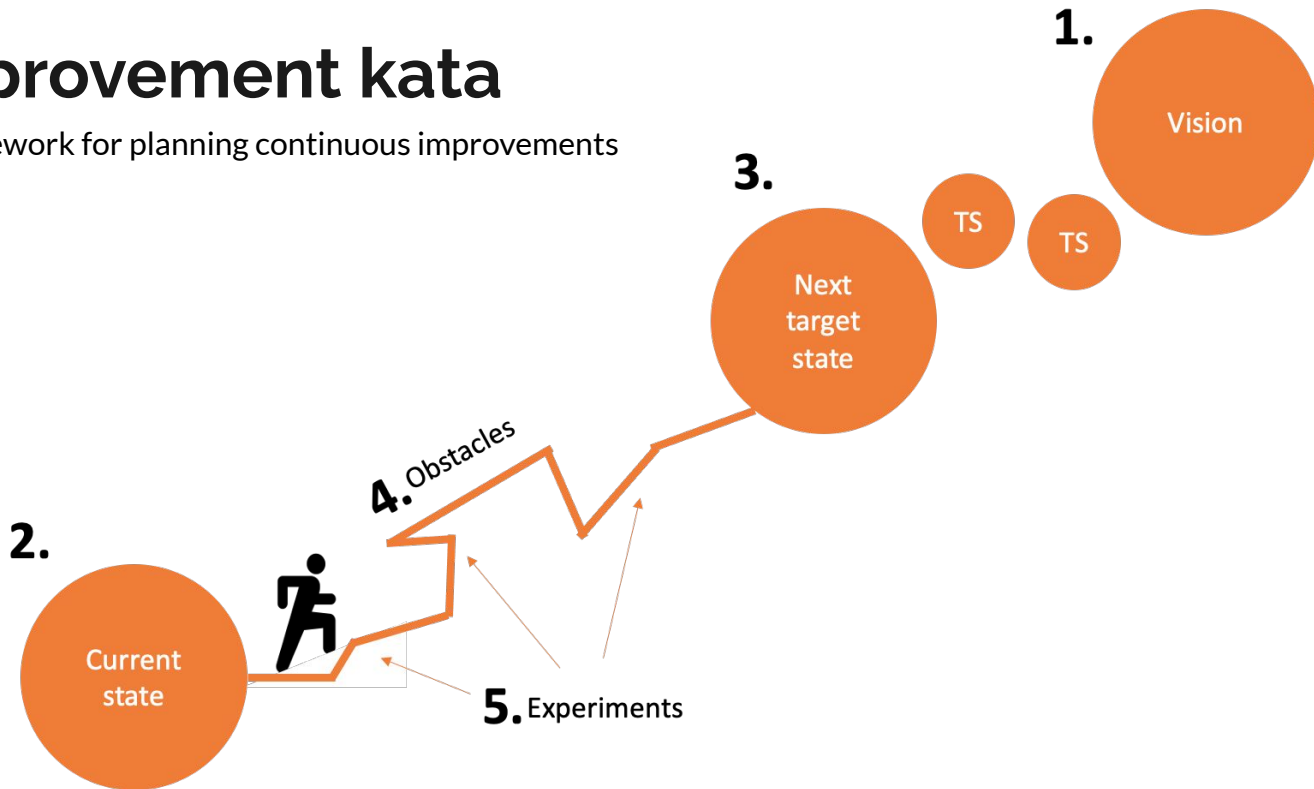
Three parts to making change

Tool: patterns for change



Improvement kata

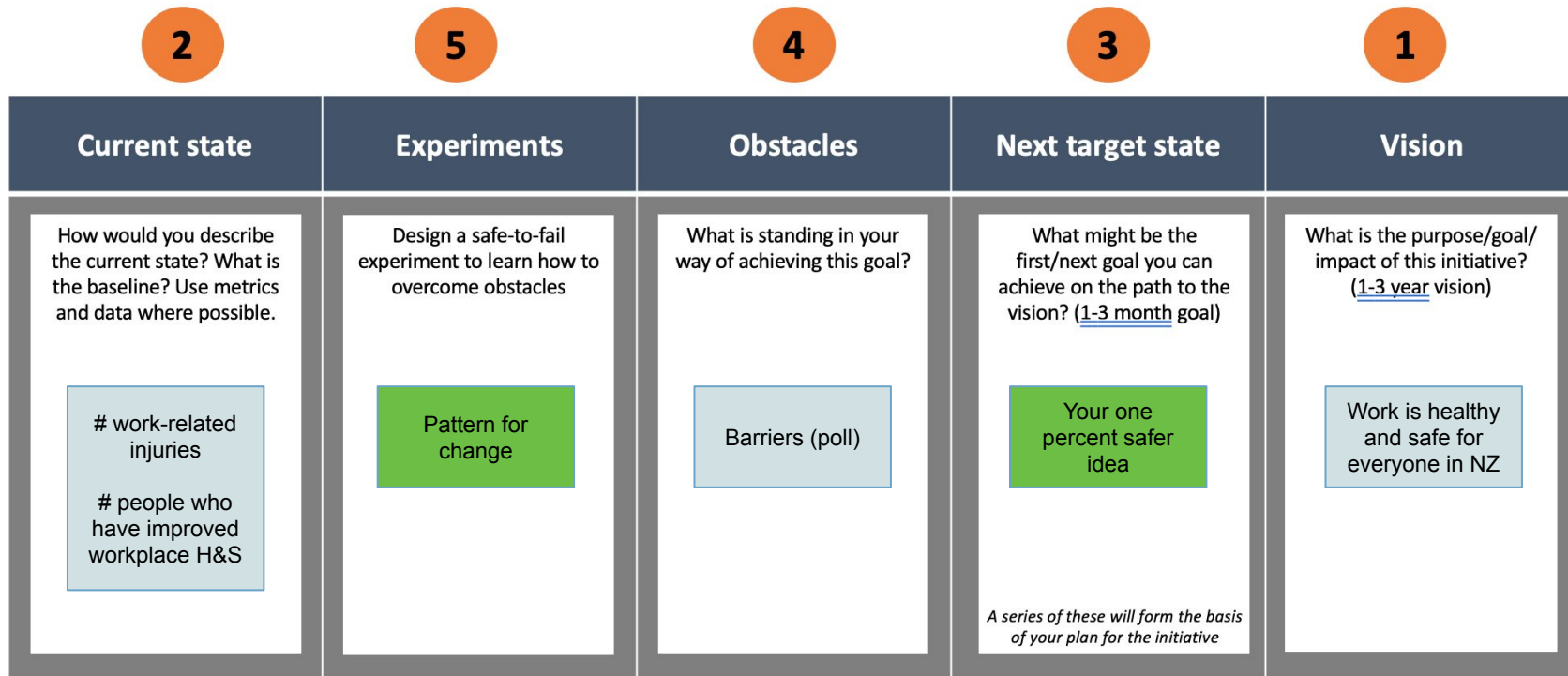
A framework for planning continuous improvements



From Toyota Kata, Mike Rother

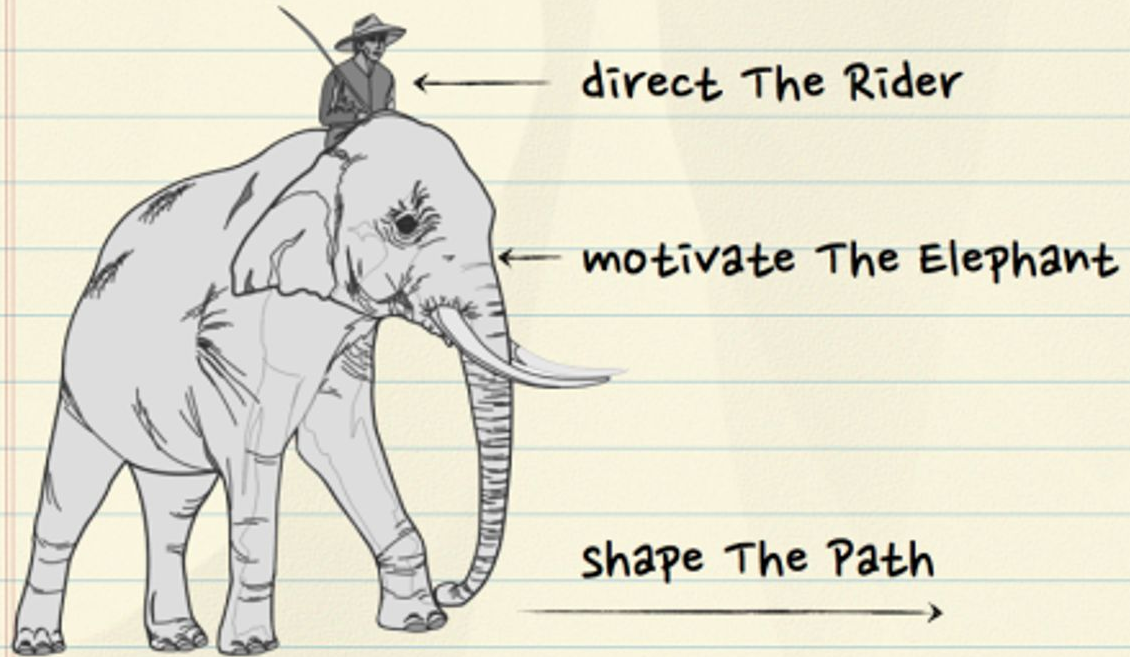


Improvement kata—putting it into practice



Rational + Emotional + Environment

Knowledge is not enough to change behaviour. If it was, no one would smoke and everyone would wear seatbelts and exercise.



Getting started - patterns for introducing new ideas

Do Food

Make an ordinary gathering a special event by including food.

Ask for Help

The task of introducing a new idea into an organization is a big job, look for people and resources to help your efforts.

Corridor Politics

Informally work on decision makers and key influencers to make sure they fully understand the benefits of your proposed change.

External Validation

Bring in info and people from outside the org and take influencers to visit other orgs who have already made these changes.

Step by Step

Relieve your frustration at the enormous task of changing an organization by taking one small step at a time toward your goal.

Trial Run

When the org is not willing to commit to the new idea, suggest that they experiment with it for a short period and study the results.

Bridge Builder

Pair those who have accepted the new idea with those who have not.

Early Adopter

Win the support of the people who can be opinion leaders for the new idea.

Group Identity

Give the change effort an identity to help people recognize that it exists.

Just Enough

To ease learners into more difficult concepts, give a brief introduction and then make more information available when they are ready.

Innovator

When you begin the change initiative, ask for help from colleagues who like new ideas.

Small Successes

To avoid becoming overwhelmed by all the things to do and all the challenges, celebrate even the small successes along the way.

Whisper in the General's Ear

Managers are sometimes hard to convince in a group setting, so meet privately to address any concerns.

The Right Time

Consider the timing when you schedule events or when you ask others for help.

Shoulder to Cry On

To avoid becoming discouraged when the going gets tough, find opportunities to talk with others who are also trying to make change.

Time for Reflection

To learn from the past, take time at regular intervals to evaluate what is working well and what should be done differently.

Study Group

Form a small group of colleagues who are interested in exploring or continuing to learn about a specific topic.

Personal Touch

To convince people of the value in a new idea, show how it can be personally useful and valuable to them.

Brown Bag

Use the time when people normally eat lunch to provide a convenient and relaxed setting for hearing about the new idea.

Piggyback

Look for a way to piggyback on an existing practice in your organization.

Just Say Thanks

To show your appreciation, say "Thanks" in the most sincere way you can to everyone who helps you.



Thanks for listening

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