

## **Office Huddles**



Everett CSO Lean Team formatting the normal office Huddle to meet business needs.





# How did it all start?

Attendance of the 2014 Lean Conference

Written assignment from CSOA

Common interest of Huddles

# Why Huddles?

Implementation of Work Force Optimization (WFO)

Lack of communication

Low office Morale



### Process

- Started by completing a charter, using the Quality Improvement Team (QIT) Beginning Checklist and Report Form
- Completed an 8 Step Problem Solving A3
- Created PowerPoint presentation for management to propose implementation of "Huddle Up"







# Phase I

- Implement a daily morning Huddle process to improve communication and to inspire staff
- Test pilot ran for 30 days with the CSO Financial Team
- Start date: April 1<sup>st</sup>, 2015
- Staff survey was completed during final week of pilot
- Lean team met with management for review and input after the 30 day pilot





#### The Lean Team and Supervisor role

- Personal announcements
- Batch
- Community Announcements
- The supervisor report last, updating everyone on changes, providing reminder
- Touch of fun

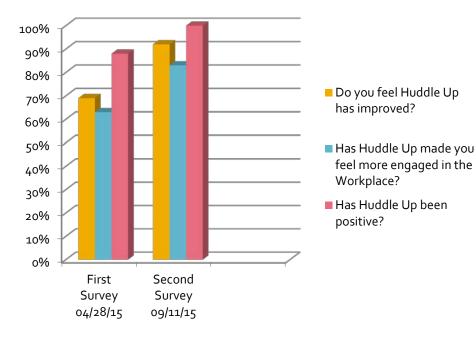


# Phase II & III

- Increased participation
  - Inclusion of Work First, Social Services, Contact Center staff, Community partners & Co-located staff
- Met with team representatives
- Completed second survey with staff



### **Evaluation Process**



- Suggestions from Survey:
  - Location
  - Topics
  - Recognition
  - Increase participation



# **Continuous Improvement**

Additional Trainings Proposed Skills Matrix Additional Huddle Facilitators



# Questions/Comments

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