

**MLC Event's Team
Face2Face
Planning Session**

2016-10-09



2016-10-09 MEETING

- Met in Lansing at a Consumers Energy Location through Paige Thompson
- Had 11 Event's Team Members Present, including two very new members
- Aim was to create a events team system map and 2017 Plan, as well as align the team
- Reimbursement will be coming!



AGENDA

- Ice Breaker/Team Builder - **DONE**
- Systems Map - **DONE**
- Hoshin Plan - **DONE**
- Roles/Responsibilities - **INCOMPLETE**
- Standard Work - **INCOMPLETE**
- Team Feedback - **DONE**
- Event Feedback - **DONE**



TEAM BUILDING



- 3 Groups
 - Had a grab bag of stuff each themed
 - 10 minutes prep
 - 2 minutes skit
-
- Aim - what each theme (beach, tools, school supplies) could teach us about how/why lean
 - Outcome - fun, laughter, learning, lean applies

SYSTEMS MAP



Aim – create all high level process for the Event Team
(Guiding processes (top), support processes (bottom),
Mainstay processes (middle))

- Left – creating, Middle – arranging, right – done
- Pinks – missing or processes needing improvement
- Orange – general process theme
- Yellow – sub-processes within each general process

SYSTEMS MAP LEARNING

- System is not understood by all
- We have many processes missing to ensure we have a complete system
- Alignment for the events team is needed more frequently
- Customer feedback did not exist



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2017 PLAN

2017 Events Team Hoshin Plan							
				1	Immediate event effectiveness and long term customer organizational impact are unknown and is not visible		
o	o			2	Improvement loop between customer feedback and ET planning does not exist		
				3	We do not have understanding of how large our ET "bench" needs to be to satisfy demand		
				4	ET roles and responsibilities are not understood or standardized		
				5			
				6			
				7			
				8			
<div style="text-align: center;"> <p>Obstacles that keep us from reaching Target Conditions</p> <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;"> <p>Target Conditions to achieve this year</p> </div> <div style="text-align: center;"> <p>MISSION Develop and support lean systems thinkers to transform Michigan's organizations and economy.</p> </div> <div style="text-align: center;"> <p>Improvements needed to overcome the obstacles</p> </div> </div> <p>1-3 Year Challenge Conditions</p> </div>							
Create a Sales and Marketing Plan for Growth							
Identify and Develop Future MLC Volunteers and Leaders							
Add Enterprise Organizations and Smaller Organization members							
Increase Individual Membership Totals By 15% over present numbers.							
				o	2000 individual members	A	B
				o	200 Organizations as members	C	D
				o	Financially sustain and grow revenue to MLC in pursuit of our mission	E	F
				o	Identify future volunteers, resources, sponsors, board members	G	
o					Robust brand strategy (media and communication)		

- Reviewed 2016
- Identified Strategies
- Identified Structure



- Aim - Create a plan to address strategy & gaps
- Outcome - draft plan, team alignment



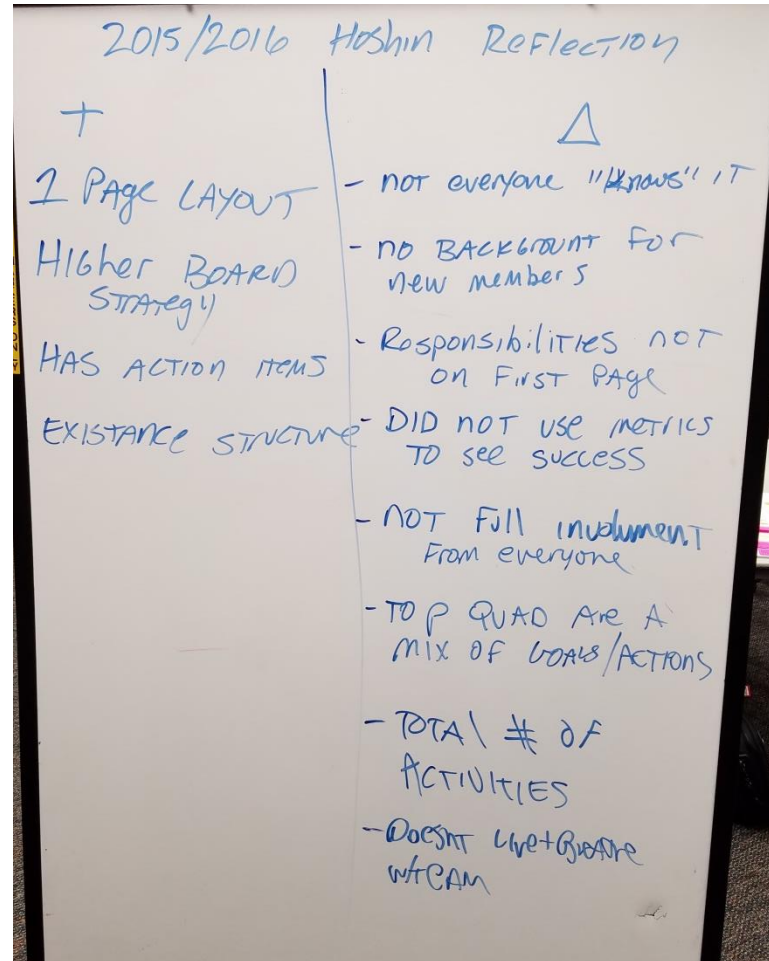
PLANNING LEARNING

- Kata mindset fits the X-Matrix in the Hoshin Kanri planning process
- Need to have been alignment on the plan creation/tracking
- Serious events team structural improvements are needed
- Need better alignment between the events team, annual conference team, healthcare symposium team



PLANNING LEARNING

- Should have board direction (bottom/left) prior to events team meeting
- Actual Comments to the right



FEEDBACK LOOP

Making Michigan
the benchmark for
economic success

Quarterly Post Event Survey

Hello MLC Colleague!
Please take a minute to take our quick quarterly survey. We want to know what you think about our events, what you have applied, what you are interested in, and how we can do better?

1. Have you attended an MLC event in the past quarter?

yes
 no

2. How likely are you to attend an event again in the future?

Extremely likely
 Somewhat likely

- Immediate
- Long-Term
- Ability to Learn
- Action from learning
(Design/Redesign)

- Aim - Ensure the events system is improving to accomplish the MLC Mission
- Outcome - 3 Draft Surveys created



FEEDBACK

ET Feedback

2016-10-9 EVENTS TEAM ANALYSIS

LEARNING ON TEAM MATES
Catalyst to GROW

Learning
- SHARING/ LEARNING # KNOWLEDGE

TO LEARN NEW THINGS
Learning through application of what theory

LEARN NEW CONCEPTS
Planning to enhance the size of of our audience in MI

Passion for LEARN

THE TEAM OF PEOPLE
NETWORKING (WITH TEAM AND EVENT ATTENDEES)

MAKING A DIFFERENCE
Positive change in a person

CONTRIBUTING TO A GOOD CAUSE
Making it different (adding value or time)

Producing something that impact people's lives
Opp. to Give Back

LACK ABILITY TO PUT WILLINGNESS TO WORK

TO HELP OTHERS LEARN + GROW

• Proven
• Proven
• Proven

LACK OF SYSTEM
LACK OF ENGAGEMENT

GET PEOPLE A JOB

THE HONESTY PARTNER

IT KEEPS ME MOTIVATED TO PUSH TEAM FORWARD

WE CAN GET MORE INVOLVED EXPERIENCE FOR STUDENT + CC COLLEGE

HARD TO GIVE ENOUGH TIME

WORK WITH PEOPLE WHO ARE OPERATING AT A DIFFERENT LEVEL
Willingness to Share

NOT ABILITY TO GIVE FACE TO FACE

LACK OF STRUCTURE

GOOD FEEDBACK

Event Feedback

EVENT PLANNING 10/9/16

POSITIVE

- SPACE/FACILITIES
- CENTRALLY LOCATED
- PRE-PLANNING (GOOD)
- FOOD (GOOD)
- LEARNING MAPPING TOOL - FUNCTIONAL / APPLIED MLC
- FACE-TO-FACE MEETING
- LOOSNESS / ~~FEEL~~ FLEXIBILITY
- GOOD PARTICIPATION
- VARYING BACKGROUNDS
- ALL WORK APPLIED TO MLC STRATEGY / ALIGNED
- GOOD ICE BREAKER

NEGATIVE

- = STARTED SLOW
- = CONTACT NUMBER
- = BUILD-IN- ~~BACK~~ BUFFER IN MORNING
- = KEY CONTACT PERSON / DAY OF
- = SIGN-UPS / DIDN'T ATTEND
- = PRE-WORK MAY BE HELPFUL

Hot room



TEAM MEMBERS PRESENT

“The system that people work in and the interaction with people may account for 90 or 95 percent of performance.” Team Handbook by Dr. Deming



Event Team Members:

(L to R)

Vera, Clarke,
Elaine, Tom,
Dave, Rob, Eric,
Paige, Rob.

Missing: Brad
(took photo),
Mike (went to
Zoo)