### From Strategy to Change

#### Communication: Overcoming Barriers
- Roll-Out plan to entire staff, 2 months after completion (Solicit Feedback)
- Public Social Contract – Staff identify how they will contribute
- Included as part of staff and organizational work plans
- As new tactics are initiated, sponsors review and formally communicate implementation effort at the monthly staff meeting
- Visible with schedule and status via wall strategy - storyboard

#### Written Plans: Overcoming Barriers
- Individual and Divisional Work Plans Track Progress
- Annual Work Plans allow flexibility in the Strategic Plan implementation
- Strategic Plan includes metrics and measurements
- Quality Fair display is a key component of our communication plan
- Proposed plan changes are reviewed and discussed at monthly staff meetings

#### Human Factors: Overcoming Barriers
- Encourage participation in the implementation of each tactic
- Every staff member is responsible for contributing to at least one tactic
- Tactical implementation teams include cross divisional membership
- Consistent communication and broad participation contribute to culture shift
- Broad departmental input into Strategic Plan creation encourages continued involvement in implementation

#### Resources: Overcoming Barriers
- EHS staff have the skills to implement the plan with input from community experts
- Tactic sponsors and established time lines support plan success
- Individuals are allowed and encouraged to participate in tactics based on interest not only experience
- EHS has an established culture of allowing staff to take risks in creating innovative programs
- Plan leverages the talents of existing resources within the organization

#### Leadership: Overcoming Barriers
- Leadership is welcomed from any individual within the organization
- Leadership skills of assertiveness and accountability are encouraged at all levels
- Part of the plan is to implement a department-specific leadership training program
- Leadership development will improve client service and staff confidence
- Staff participation in tactics encourage development of leadership, communication and accountability skills

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### Case Study: The Seminar Series
(Putting it all together)

**Objective 2.1:**
Align our internal systems to maximize staff’s ability to communicate; share ideas, experiences, information, and knowledge.

**Tactic 2.1.2:**
Develop opportunities for cross-divisional/functional sharing, education and training with an eye to being inclusive.

#### Communication:
- Hallway poster/announcement (day of presentation)
- Initial notifications (Only the week prior presentation)
- Monthly to denote presenter and invite staff (2 weeks prior to the presentation)
- Calendar entries
- UMConnect is used to broadcast presentations
- Feedback forms provide presenter feedback

#### Planning:
- Introduced at the October 2007 DEHS Retreat
- Program runs monthly
- Program schedules presentations during lunch (Brown bag format)
- Volunteer Work Group manages program logistics (Speaker Selection, room setup, etc.)

#### Human Factors:
- Presentations are based on presenter interests
- Presentations may be work or personal related
- Non-Threatening environment of peers

#### Resources:
- All volunteer presenters (3 to date)
- Presenters may be individual or small group
- Involving participation
- DEHS UMConnect Team volunteers to provide UMConnect presentation broadcasting

#### Leadership:
- Sponsor – Paul Allwood
- DEHS UMConnect Team
  - Efefiom Iyamba
  - Claire Kari
  - David Paulu

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