

The view from the back row

Using a Visual Display Board to grow self directed innovative teams

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SCIENCE

Introduction

Does it often feel like your day is taken up doing little other than solving all your team's problems?

Couldn't they
have worked
this out for
themselves?



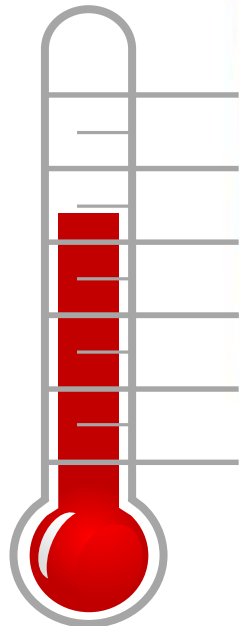
What is Service Essentials?

Exciting things
4US2D0
next

What we are
D01NG
right now

Things we
G0TDUN
Wahoo!

Simple
task
tracking



Visual
progress

Tools and techniques to support managers and teams to effectively **deliver and improve key operations** across the University.

**Visual
Display
Board
(VDB)**

Information

Data on the VDB:
Are we doing the right things in the right way?

**Improvement
focused
conversations**
Within teams / service
partner/stakeholder
relationships /
customers / using data
on the VDB

What is Service Essentials all about?

It's all about...

Regular Stand-up Meetings

Good Dialogue

Solution Focussed Conversations

Planning

Making Decisions Together

Solving Problems

Setting Priorities

Managing Workloads

Celebrating Success



Service Essentials wins top national award





THE UNIVERSITY OF AUCKLAND



Some Basic Concepts

Leadership Dimensions organise the board into sections



Notice how the team has made some sections bigger than others:

This helps show what they are currently focussing on or they may just need more space in that section.

Our Values

- Integrity
- Efficiency
- Credibility
- Compassion
- Passion
- Helpfulness

Social Events

- *ESCAPE ROOMS
- *CAKES + PLANNERS
- *BAKING COMPETITION
- *TEN PIN BOWLING

TEST the INTELLIGENT

→ QUIZ
24 AUG
Join a team today

WELLBEING SYMPOSIUM
12 September 2014 9:30am

Christmas Function
14 Dec Gracehill Vineyard Kumeu

WELCOME JOEL!

TASKS/WORK ACTIVITIES

GOTDUN
- SEMESTER 2 ORIENTATION
- ADMISSIONS 1175
- COMPLETION CHECKING 1173
- CAND OFFER PROCESSING 1175
- CONCESSIONS 1175
- CONCERNED PASS PROCESSING
- TIMETABLE CHANGES 1175

DÖING
- VG + PG HANDBOOK CATEGORISING
- ADMISSIONS PRO, REG, PBS
- E-PLANNER UPDATE
- COURSES/TIMETABLE PLANNING
- PG POSTER COMPETITION 14 AUG 12-30

4US2D0
- COURSES + CAREERS EN
- 15 SEPT 2
- ADVISABLE COLLEGE 15 SEPT 12
- TEMPLATES 15 SEPT 16
- ACC 15 SEPT 8
- MADOLENS 15 SEPT 21

AUGUST STRATEGY

DEADLINES

21 AUG Current year review selected
21 AUG - 24 SEPT PDR meetings
9-13 OCT Review with mgr and submit

Student Support

Refugee Grp meeting → Debbie to update

Courses and Careers Day
* Saturday 2 Sept

Ask an EXPERT
BSc review BA/BSc Duncan

WORK SCHEDULE

Out and About

GOOD IDEAS / OPPORTUNITIES

TEAM OBJECTIVES

- ONLINE BOOKING/APPT SYSTEM FOR STUDENTS
- ONLINE STUDENT HUB/ACADEMIC SKILLS HUB
- PG ADMISSIONS [PILOT WITH SBS]
- TIMETABLING
- ENROLMENT CONTROLS VS. CLASS PERMISSION
- PAR + SUPPLEMENTARY FORMS
- REPOSITORY OF ONLINE COURSE OUTLINES
- PHD - SUPPLEMENTARY FORMS IN AFA SUPPLEMENTARY REQUIREMENTS FACULTY WIDE REVIEW

PRIORITIES / OBJECTIVES / GOALS

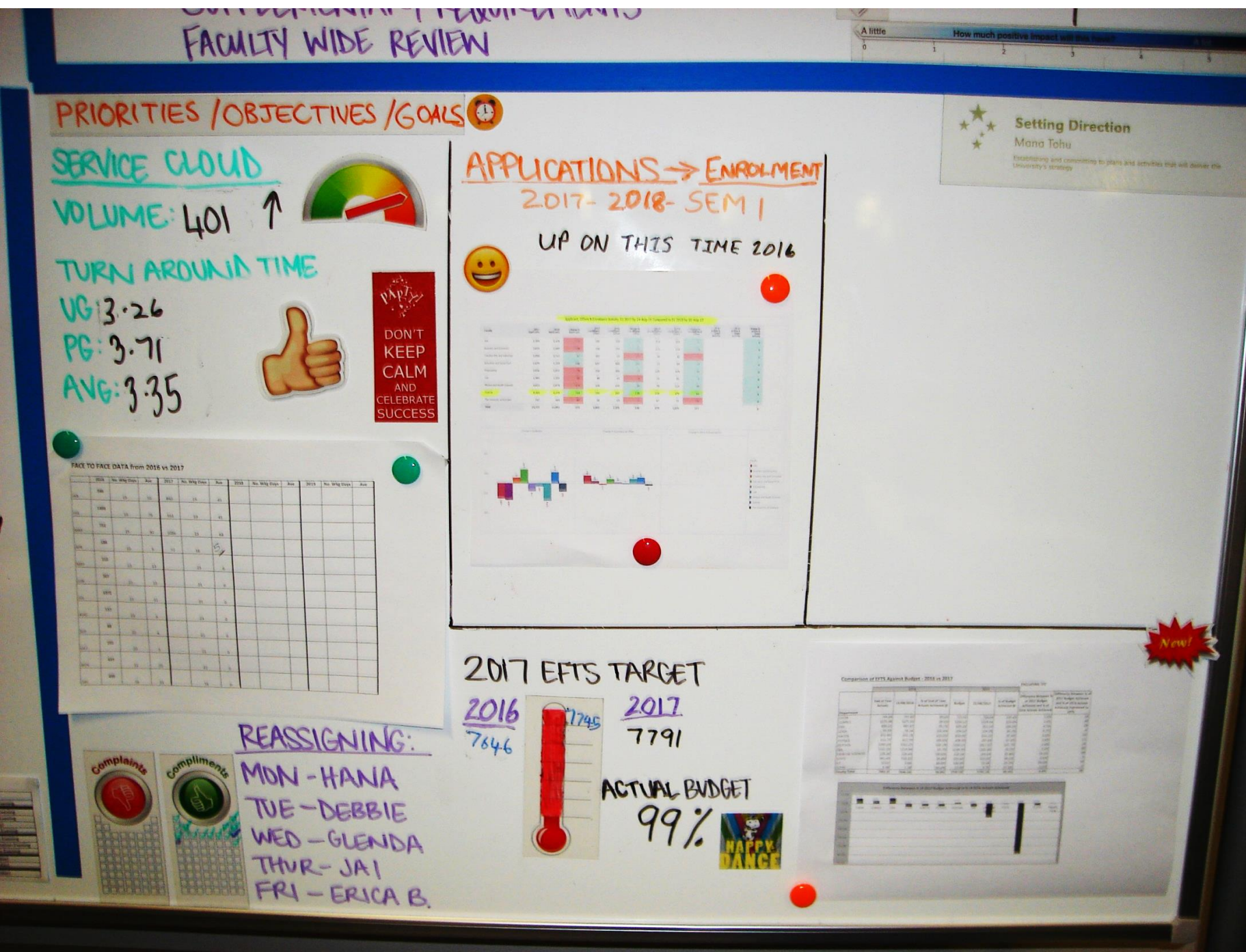
SERVICE CLOUD
VOLUME 401 ↑
TURN AROUND TIME
VG: 3.26
PG: 3.71
AVG: 3.35

APPLICATIONS → ENROLLMENT
2017-2018 SEM 1
UP ON THIS TIME 2016

2017 EFTS TARGET
2016 7646
2017 7791
ACTUAL BUDGET 99%

REASSIGNING:
MON - HANA
TUE - DEBBIE
WED - GLENDA
THUR - JAI
FRI - ERICA B.

- Clear visible goals and progress
- Information that informs decisions about planning and organizing work
- Challenging existing models and investigating best practice
- Understanding the Faculty position relative to other faculties and the institution
- Acknowledging feedback





Achieving Results

- Priority tasks and goals
- Tracking progress and identifying peaks
- Managing workload by taking control in workflow planning
- Measurement of key deliverables
- Self-identifying training needs and sharing expertise

TASKS/WORK ACTIVITIES



- SEMESTER 2 ORIENTATION
- ADMISSIONS 1175
- COMPLETION CHECKING 1173
- COND OFFER PROCESSING 1175
- CONCESSIONS 1175
- CONCEDED PASS PROCESSING
- TIMETABLE CHANGES 1175



- UG+PG HANDBOOK CHECKING
- ADMISSIONS 1180, 1183, 1185
- E-PLANNER UPDATE
- 1180/1183/1185 TIMETABLE PLANNING
- PG POSTER COMPETITION
→ AUG 18-30



- COURSES + CAREERS DAY
→ SEPT 2
→ WINDALE COLLEGE
→ SEPT 12
- TAYLORS
→ SEPT 6
- ACG
→ SEPT 8
- MACLEANS
→ SEPT 21

Student Support

- Refugee Grp meeting → Debbie to update

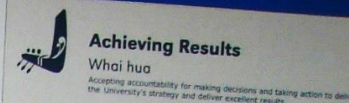
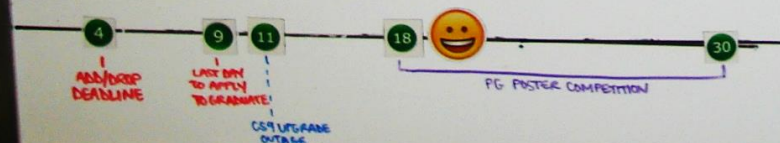
Courses and Careers Day
* Saturday 2 Sept



BSc review
BA/Sc

WORK SCHEDULE

AUG



AUGUST STRATEGY

Scheduled Activity - August		
Activity	Lead	Support
Completion checking (PTCU)	Jai	Jenny/Chris/Erica
Compliance	Jai	
Pastoral Support	Debbie/Debbie/Sharon TJ Erica F	
PG Poster Competition	Lauren	Julia
Employability Week	Chris	
School Visits	Erica B	Jenny/Erica B
Degree Planner Update	Erica B	

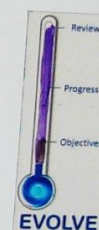
ON-GOING ACTIVITY		
Activity	Lead	Support
Service Cloud	Hana	Glenda
Auckland Abroad	Lauren & Julia	Glenda
Front desk	Hana	
Reporting	Jai	
Transfer Credit	ASCI	SAAs
Admissions - UG	Erica B	
Admissions - PG	Sarah	
Peer Mentor Programme	Lauren	Julia

DEADLINES

21 AUG Current year review selected

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Out and About

Recruitment Events - Science Student Centre			
Date	Event	Lead	Support
4-11	PG Poster Competition	Lauren	Julia
18	PG Poster Competition	Lauren	Julia
21	PG Poster Competition	Lauren	Julia
24	PG Poster Competition	Lauren	Julia
27	PG Poster Competition	Lauren	Julia
30	PG Poster Competition	Lauren	Julia



Innovating and Engaging

- Highlighting ideas – share ideas and drive projects that validate the relationship between what they do and the university's strategic objectives
- Identifying problems and designing actions by suggesting, testing and implementing process improvements
- Impact/Difficulty matrix encourages critiquing and analysis of ideas
- Ownership/action led

GOOD IDEAS / OPPORTUNITIES

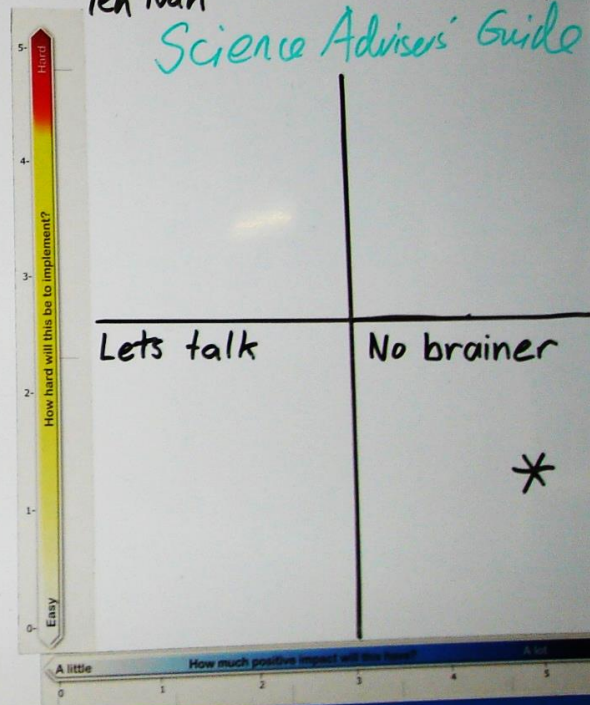
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SUPPLEMENTARY REQUIREMENTS
FACULTY WIDE REVIEW

Objective	Group members
Online booking/appointment system	Debbie, Glenda, Min-Ah, Sharon T
Online student hub/academic skills hub	Erica T, Glenda, Erica B, Mose, Lauren, Julia, Sharon T
PG Admissions – pilot with SBS	Sarah, Karen, Eugeniya, Cheryl, Tim, Tessa, Hana
Timetabling	Min-Young, Sarah, Eugeniya, Tim, Jackie, Stephanie, Helen
Enrolment Controls v's Class Permission	Jai, Mose, Charlotte, Stephanie, Hana, Jackie
PAR and supplementary forms	Kharmin, Jai
Repository of online course outlines	Kharmin, Glenda, Deidre, Jeremy, Erica B, Min-Ah
Doctoral	Group members
PhD – supplementary requirements	Sheryl, Patricia, Sue, Sharon C
PhD – supplementary forms in AFA	Karen, Sue, Charlotte
PhD – faculty-wide review	Sue, Min-Young, Karen, Glenda, Helen, Sharon C

Projects update meeting
6 Sept

Yeh Nah
Science Advisers' Guide
Who can help us





Enabling People

- Celebrating success
- Linking individual and team actions to strategic goals
- Articulating team ethos - talk about, build and engage with the work culture they value
- Are we having fun yet?



Resistance is futile












Change your view



- Action and inaction are learned behaviours
- Don't be afraid to let them drive
- Success is contagious

Building your own board

 Enabling People <small>Hāpai</small>	 Exhibiting Personal Leadership <small>Rangatiratanga</small>	 Innovating and Engaging <small>Whakamatāra</small>
<p>Are your team objectives on your board and reflected in everyone's EVOLVE?</p> <p>Can you see any skills gaps your team has in pursuing your objectives?</p> <p>What reports, queries and access to people need – are there roadblocks?</p> <p>Is it clear what the priorities are to enable the team, especially during peak workloads?</p> <p>Which other teams should your team be talking to and visiting?</p>	<p>Does your team capture ideas on the board?</p> <p>Is it clear which ideas you want to progress?</p> <p>Who will help with ideas that are difficult?</p> <p>Are there things your team could stop doing?</p> <p>Do you capture ideas to reduce re-work?</p> <p>Do you try to standardise things more?</p>	  
<p>Can every one see which are the main processes that drive your workload?</p> <p>When are your main deadlines, peaks and troughs?</p> <p>How do you show workload and team capacity?</p> <p>What do you use to talk about workflow planning as a team at your meetings?</p> <p>Do you have the right information, at the right time and the right level of detail visible on your board?</p>	<p>Do your team objectives line up with standards you have set?</p> <p>Can you see what customers expect from you and how you are doing?</p> <p>Do you know what to focus on this week/month/quarter?</p> <p>Are your team objectives SMART?</p>	<p>Setting Direction <small>Mana Tohu</small></p>   

Get 4 'volunteers' to each take a quadrant and lead a discussion around questions that could be answered by adding things to your board.

Any questions?

