



/ WORKING WELL: 100 DAYS BETTER

Materials

- Flip chart paper  
(Split into 3 Columns)
- Markers
- People

3-5  
People  
Per Team



Objective

- People in small groups of 3 to 5 determine **what is distinctive about their work,** working well with their team and what they would like to be better in 100 days.
  - Phrasing the activity in ‘present into the future’ allows the team to **create solutions and small steps for improvement.**
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### Distinctive

- What is distinctive about the work this team does?
- What makes your team unique, different from other teams?
- What about the work is separate or different?

### Working Well

- What is working well enough, it does not need extra effort and focus, and it is “good enough”?
- What areas of the work are operating to our customers & our satisfaction?

### In 100 Days What is Better

- Looking out 100 days what would you like to be better?
- What small improvements will make our work easier?
- How can we leverage what makes us distinct to improve our work?

The teams have 20 to 30 minutes to write out what they feel is necessary for each column.

\*Feel free to change times as needed.

#### Facilitator Notes

If some teams choose to go into 'what is NOT working' you can choose to re-focus them or just let them list what is not working, then when they share ask them, "You did a great job of stating what is not working...something must be working for your team, even if it is identifying what is not working and how you worked together to make that list. What would take the place of the things that are not working? When those areas are absent what is happening instead?"

#### Learning, Application & Reflection

- Ask each team to share what they have listed; allow some questions and feedback from the other teams.
- Keep the focus on the questions and what small steps and solutions can be put into practice, **plus celebrating what the team is already doing well.**

What to do Next?

- 1 Read through the notes and reflect on how great your team is
- 2 Take 3 to 4 days and just think about **what makes the team distinctive**, is working well enough, and improved in 100 days
- 3 Go through the 100 days column and **choose 1 or 2 things (each of you) that you can focus on and make progress.**
- 4 **Send the list to the rest of the team** (ask them to do the same as above)
- 5 **Ask everyone to create an action plan with goals, objectives, timeframes, and measures of success for the 1 or 2 they can make happen.**
- 6 These 'action plans' should be small steps (able to complete in 100 days) and something that person can do with their knowledge, skills, resources and time.
- 7 Gather the 'action plans' review them and determine what you can do as leaders to **supply the necessary resources, training, autonomy, and follow-up** to accomplish these things.
- 8 **Develop a monthly (or shorter), quick check-in form** or phone call or question and answer or checklist or whatever works to keep on the improvement being done.
- 9 100 days done....look at 'what got accomplished?' 'how will we share what is being done?' 'In what ways might we recognize this work being done?' 'what's next?'
- 10 Smile and **remember that you have a great team**, which people respect, admire and want to spend time with.

## / Example of a Completed Chart

### Distinctive

What is distinctive about this team, what makes your team unique or different from other teams?

- All women
- Office physically divided
- Well regarded by the community and university
- Individual and collaborative work
- High standards
- Strong personalities
- Striving, growing environment
- Demanding
- Sincere commitment
- Variety of goals
- Deal with high demand clients
- Externally strong image
- Multiple goals and objectives
- Cross trained in areas
- Multiple locations
- Combined years of work experience exceeds other offices
- Varied programs
- Demographic of customers, geographical location of services offered
- International services

### Working Well

What is working well enough? Meaning that it does not need extra effort and focus, it is “good enough”?

- Assisting others
- High performance externally
- Multi-tasking
- Strong work ethic
- Desire to please
- Take pride in our work and accomplishments
- Level of commitment
- Customer service
- Care about team members
- Communication to sub-team (direct)
- Good execution
- High performance
- Continuous use of others expertise
- Help each other when and when not needed
- Achieve goals that are set
- Enjoy working with each other
- Enjoy the challenge of the work
- Never bored

## / Example of a Completed Chart

### In 100 Days What is Better

Looking out 100 days, what would you like to be better than right now?

- Quick systems in place for feedback on projects
- More direct communication with the team
- Individuals have an open mind, to evaluate objective results from progress/regress
- Clearer roles and objectives
- Jenn & Anna daily check-ins
- Clearness of job responsibilities and overlaps
- Ana using her tools and knowledge fully with the team
- Reaching out regularly to other team members for assistance
- Identify and commit to certain processes to continue (i.e. on-time \_\_\_\_\_ )
- Self assessments +/- for what is working and steps for improvement of self and self with team (informal)
- Meeting check-ins, beginning each meeting with personal and work check-ins
- Respect for each others' strengths
- Own the details
- Seek guidance / help before it gets urgent
- Pause when given feedback / reflect  
Be receptive from all levels up/down/peer
- Try not to take things personally
- Provide feedback constructively
- Create SAFE environment for conversations 1 : 1 or with the group
- Take time to celebrate success  
Information sharing (Macro) → best practices
- Communication across programs
- Better understanding of different styles of communication
- Recognize / trust others' strengths to make decisions  
Post event meetings to improve process
- New employee implementation process → forms, "how-to's"



## Action Planning for Short Term and Visible Projects

From Fry The Monkeys Create A Solution

Based on your view of the future and building on our existing skills choose a small project that your team or you can implement in the next 100 days. Customers will see or feel a difference with the implementation of this project.



### Things to Think About

- 1 You and your team are the resources for change and growth.
- 2 Include any other people or groups you need to communicate your plan.
- 3 Think about how you will notice progress.

1 Our goal and what it will look like when our team has accomplished it?

2 How do we see this helping with the unique needs of our customers?

3 Where will we begin?  
What will be the first visible steps?

a.

b.

c.

4 With whom do we see ourselves collaborating and communicating to help make this happen?

5 When? What time frame for the actions will we have set up?

6 How will we be communicating our successes?

**MIKE IS YOUR PARTNER FOR PROGRESS**

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