

A Perfect Burrito *with a Side of Awesome*

Strategies for Building Credibility and High-Impact Learning Solutions within Your Organization



A Familiar Metaphorical Framework

"Would you like fries with that?"



"Seat at the Table"



Time



Let's Talk about BURRITOS



"My team needs to be re-trained on a process that is used very rarely. When the process is triggered, it must be executed perfectly. Training is needed because an employee got it wrong last week, and there were big losses for the organization; we can't let that happen again. I've told the leadership team and the staff that there will be required classroom training for everyone within the next 30 days."

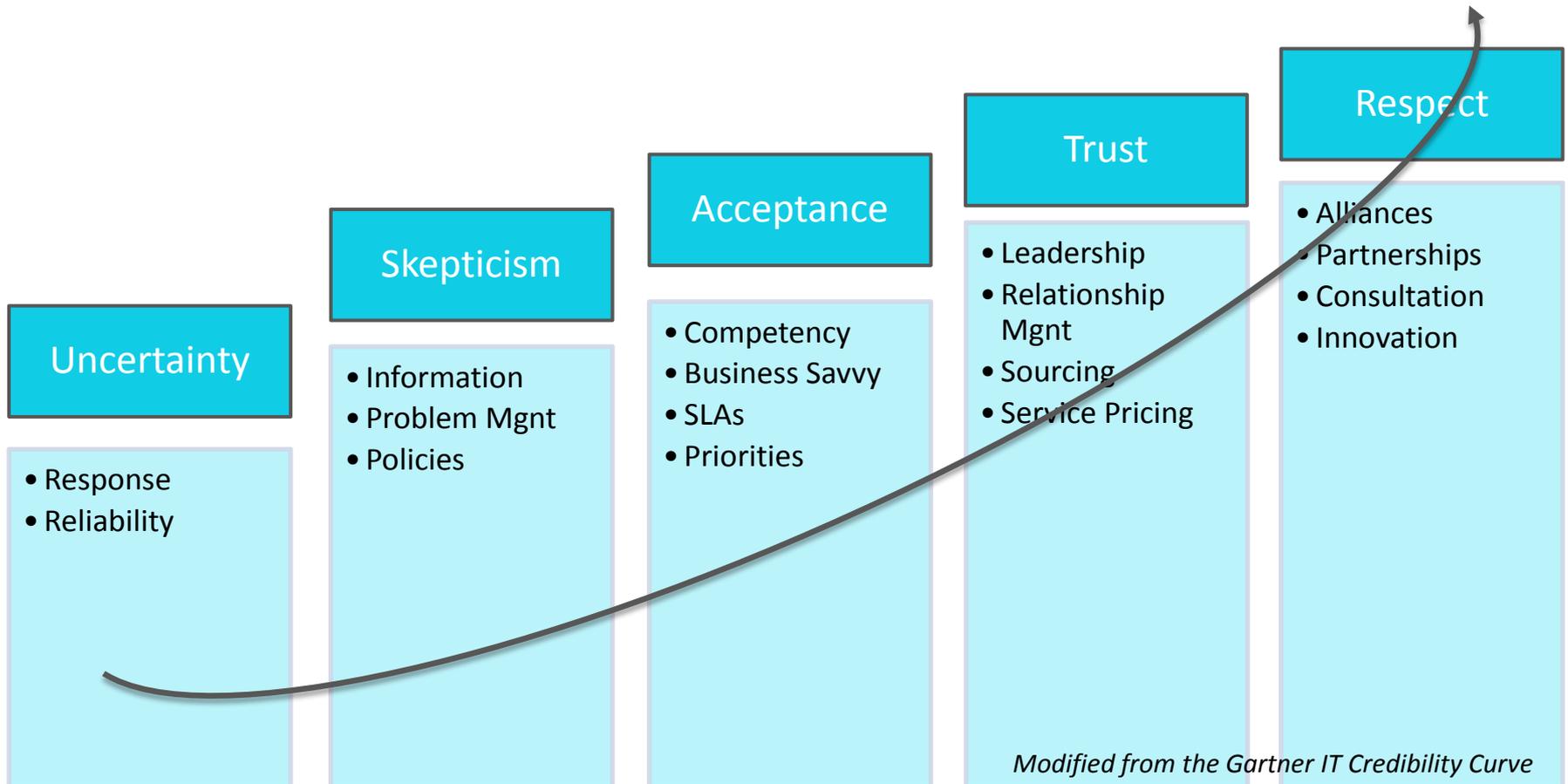
Let's Talk about BURRITOS



“A child fell out a wheelchair because her therapist failed to secure one of six seatbelts before stepping out of the room. To demonstrate our commitment to patient safety, all rehabilitation therapists will complete a practice lab and be required to demonstrate competency via observation.”

THE MOMENT OF TRUTH

**What is your position
on the credibility curve
with the requester?
*Why?***



THE MOMENT OF TRUTH

**How will you respond
to move the
relationship and your
credibility forward?**

1

Start from a position of "yes"

2

Ramp up your curiosity

3

Double down on giving more than expected: *a perfect burrito*

4

Delight them with a *"Side of Awesome"*

The Burrito Order



"My team needs to be re-trained on a process that is used very rarely. When the process is triggered, it must be executed perfectly. Training is needed because an employee got it wrong last week, and there were big losses for the organization; we can't let that happen again. I've told the leadership team and the staff that there will be required classroom training for everyone within the next 30 days."

The Burrito Order

"My team needs to be re-trained on a process that is used very rarely. When the process is triggered, it must be executed perfectly. Training is needed because an employee got it wrong last week, and there were big losses for the organization; we can't let that happen again. I've told the leadership team and the staff that there will be required classroom training for everyone within the next 30 days."

1. Start from a position of "yes"



"Let's get something on the calendar and work toward that date"



"We will make sure you deliver on that commitment"

The Burrito Order

"My team needs to be re-trained on a process that is used very rarely. When the process is triggered, it must be executed perfectly. Training is needed because an employee got it wrong last week, and there were big losses for the organization; we can't let that happen again. I've told the leadership team and the staff that there will be required classroom training for everyone within the next 30 days."

2. Ramp up your curiosity



"Who do you consider your experts?"



"How can I learn more about the error that occurred?"



"Tell me about the organizational impact"

The Burrito Order

"My team needs to be re-trained on a process that is used very rarely. When the process is triggered, it must be executed perfectly. Training is needed because an employee got it wrong last week, and there were big losses for the organization; we can't let that happen again. I've told the leadership team and the staff that there will be required classroom training for everyone within the next 30 days."

3. A perfect burrito



Make it highly interactive, address all learning styles



Respect the learner: Heighten business knowledge and build commitment to the organization by treating learners as investors



Focus on the broader workflow, complicating factors, options for support

The Burrito Order

"My team needs to be re-trained on a process that is used very rarely. When the process is triggered, it must be executed perfectly. Training is needed because an employee got it wrong last week, and there were big losses for the organization; we can't let that happen again. I've told the leadership team and the staff that there will be required classroom training for everyone within the next 30 days."

4. Delight with a *Side of Awesome*



Measure and summarize impact in an Executive Briefing



Include performance support resources and focus on usage



Build a robust follow-up strategy: manager toolkit, 30-day check-up, feature story on intranet, contests and giveaways, "potty training"

Executive Briefing

Just Culture / Patient Safety

Date updated: 02-20-15

Update Frequency: Quarterly

TRAINING REACTION (Level 1 Measurement)

Training in Progress

Online training for individual contributors (non-leadership) and follow-up discussions with leaders



Detailed Reports

- [Part I: Staff Training CBT](#)
- [Projected Adoption Barriers](#)

L1 Current State:

Overall, learner reactions meet targeted satisfaction rate.

Slightly lower scores on communication prior to training launch.

TRAINING ASSESSMENT (Level 2)

Assessment embedded in CBT. Completion implies 100% passing score.



L2 Current State

Completions as of 2/20/15:

- Part I : Staff Training CBT
4,746 of 5,522
- Program - Part I & Part II (CBT & Manager Discussion)
2,783 of 5,522

Project Management for Leaders
Executive Summary
September 24, 2012

Program Goal
Prepare leaders to plan and implement a project, applying established standards and ensuring deliverables for each major milestone.

Current State as of 9/24/2012

- 12 sessions completed, with Aaron Seals and Micky Fokken facilitating
- 149 participants completed;
- 68% of original invitees (60/88) completed/registered
- Classes scheduled for rest of 2012, with Micky Fokken / Aaron Seals facilitating
- Course evaluation data (L1) and training impact surveys (L3), attached

Next Steps

- Reinforce participation expectations to management
 - Stephanie to send testimonials email to invitees who have not yet enrolled
- Measure progress and impact
 - Micky to continue to send 6-mo post-training survey to participants

Key Dates

- Next sessions, 10/5, 12/14
- Send follow-up e-mail w/schedule, 11/1

Roles / Responsibilities

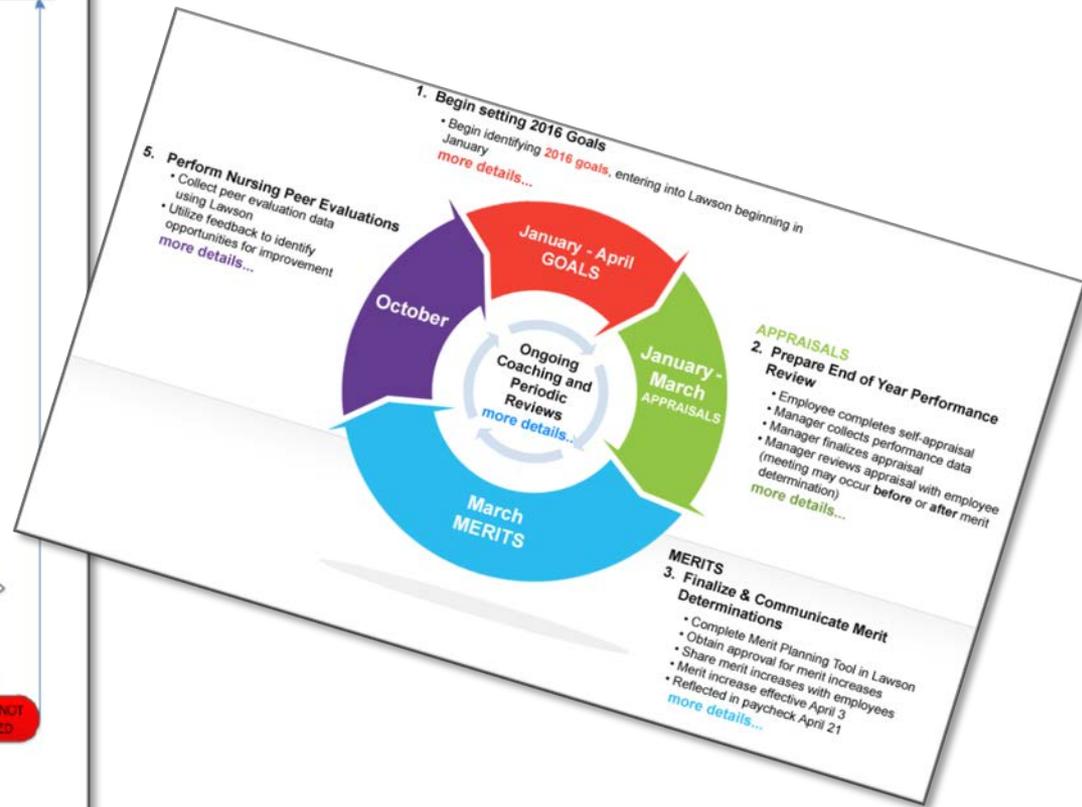
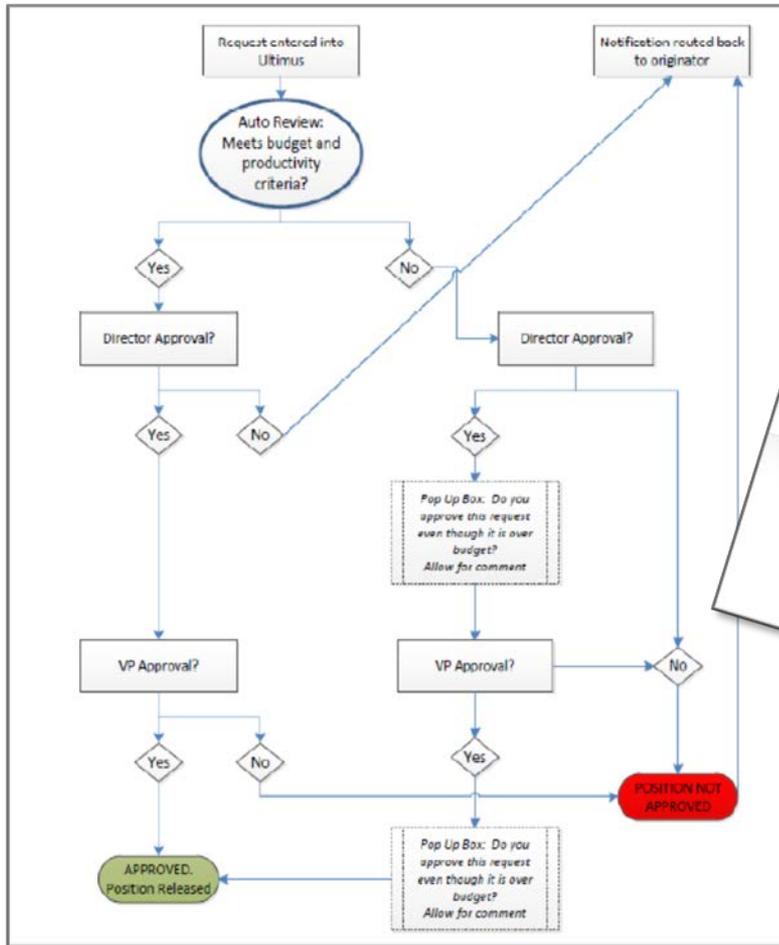
- Doug Hock (Sponsor)
- Justin Lombardo (VP Stakeholder)
- Pamela Arora (VP Stakeholder)
- Stephanie Speights (LI Lead)
- Micky Fokken (ISD/Facilitator)

As a result of applying the techniques in the course, your direct report(s):

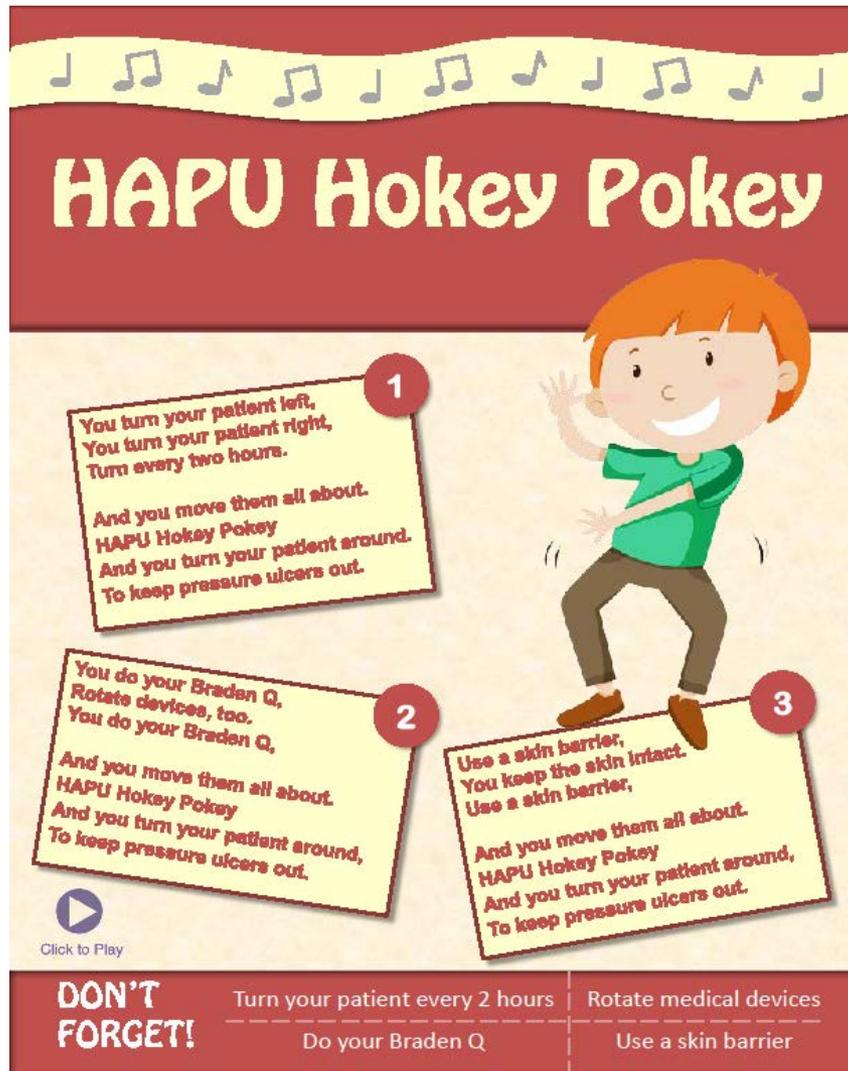
Not applicable: I have not been able to observe my direct report(s) in this level of detail.
I have observed my direct report(s) and have not seen any changes in behavior.

Utilize a common project management language.
Communicate more effectively with team members, the sponsor, stakeholders and/or PMO offices.
Spend less time dealing with "fire," project rework, or other project inefficiencies.
Spend more time planning prior to executing a project.
Appear to be at greater ease while managing projects.

Performance Support



Follow-up Initiative



The poster features a yellow musical staff at the top with various notes. Below it, the title "HAPU Hokey Pokey" is written in a large, white, rounded font on a dark red background. A cartoon boy with orange hair, wearing a green shirt and brown pants, is dancing in the center. Three numbered callout boxes (1, 2, and 3) are arranged around him, each containing text about patient care. At the bottom left, there is a play button icon and the text "Click to Play". At the bottom, a dark red banner contains the text "DON'T FORGET!" followed by three reminders: "Turn your patient every 2 hours", "Rotate medical devices", and "Use a skin barrier".

HAPU Hokey Pokey

1
You turn your patient left,
You turn your patient right,
Turn every two hours.

And you move them all about.
HAPU Hokey Pokey
And you turn your patient around.
To keep pressure ulcers out.

2
You do your Braden Q,
Rotate devices, too.
You do your Braden Q,

And you move them all about.
HAPU Hokey Pokey
And you turn your patient around,
To keep pressure ulcers out.

3
Use a skin barrier,
You keep the skin intact.
Use a skin barrier,

And you move them all about.
HAPU Hokey Pokey
And you turn your patient around,
To keep pressure ulcers out.

 Click to Play

DON'T FORGET!

Turn your patient every 2 hours	Rotate medical devices
Do your Braden Q	Use a skin barrier

Follow-up Initiative

TRUMP CAUTI_s
Remove Catheters!

Our party knows how to prevent CAUTIs. We're the best at preventing CAUTIs. Just get the catheters out! You can't get a CAUTI without a catheter!

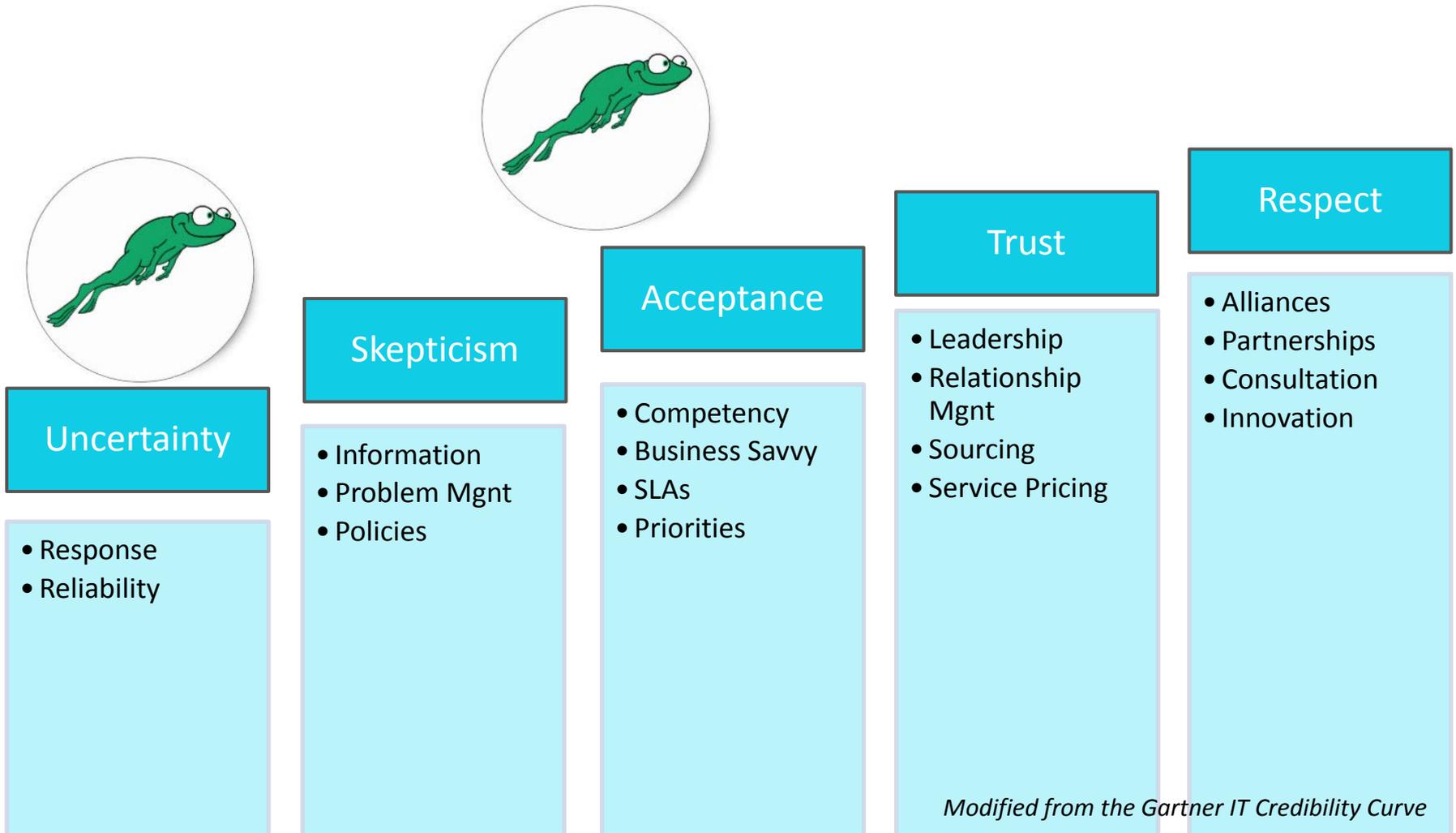
 The Tee-Tee Party

No Catheter Left Behind!
Remove catheters to prevent infection.

It takes a village of nurses to prevent hospital acquired infections! We need to discuss removing catheters daily during rounds. Consistency gets results!

 The Bladder Party

Then What?



A Perfect Burrito

with a Side of Awesome



Thank you!



Your story begins.