

Let's Do Lunch Action Research

Newsletter 1/Feb. 5, 2019

Dear "Let's Do Lunch" *Enthusiasts*,

We at the Organizational Innovation Lab would like to thank you for the great enthusiasm with which you have embraced the Ideation Expo idea! We can see a community emerging among us--we can do great things together! Please enjoy your lunches at the University Club this week with your team. We wish you much inspiration and fun! Some announcements and reminders for our community:

- Please remember to submit your second-lunch **reflections** for this past week's activities (I like...; I wish...; I wonder... regarding your experience) via this Qualtrics [link](#). Please remember to use the same pseudonym as before. Please complete the survey by **the end of Tuesday**.
- When you have finished your **third** lunch with your team members, please finish [this Qualtrics survey](#) (with same network and empowerment questions as before, the reflection after third lunch, and questions regarding the Ideation Expo). This data is very important to us, so please make sure you take the time to finish the survey after your lunch. The deadline is 5:00pm Feb. 15.
- Please complete your team/group lunch during this week and remember to take a group picture and submit to Melissa (mam266@pitt.edu). We would like to see your happy faces!
- See below the Week 3 Lunch groups, and attached the name and email of all the currently active Lunch community members. If you have not joined a group yet, please reach out to the community members--don't be shy!

Group 1

Cheryl Paul
Gena Kovalcik
Caitlin Mathis
Kenny Doty
Charles Hagar

Group 2

Heather Mordecki
Pam Rikstad
Melissa Penkrot
Amy Kapp

Group 3

Alaine Allen
Minerva Pilachowski
Karen McClure

Group 4

Chris Tomei
George Harvey
Nicole Gannon

Group 5

Liza Allison
Erin Shuetz
Deb Clea

In the attachment you will see:

Appendix A. Ideation Expo Concept

Appendix B. Full List from Quad Exercise

Appendix C. Transcripts from Perspective-Taking Insights

Appendix D. Value Statement for the Lunch Community

Appendix E. Summary of Reflection questions from Week 1

Appendix F. OI Lab Tools

We will be in touch regarding the Ideation Expo and the support sessions next week. Please remember that the Ideation Expo will only happen when five or more presenting groups have signed up, so please make sure to make your plan known to the Gemma and Hatem via the survey mentioned above.

Appendix A. Ideation Expo Concept

A flyer and an information sheet with more details will be provided next week.

Purpose

The purpose of the Ideation Expo is to gauge interest and get feedback on quick prototyping from panels of sponsors/mentors and the general Swanson community. The OI Lab will invite panelists who could provide mentoring advice, and each presenting team also have the opportunity to invite their designated mentors as well.

Presenters

At least one of the lunch community members have to be on the team; theme: community building at Swanson. One person can only lead one project, but can be part of multiple projects. Different teams can work on the same project. We encourage divergent thinking at the ideation stage.

Ideation Expo

Time: 11:30am-1:00pm, March 6

Location: 102 Benedum

Two Support Sessions (in Preparation for Ideation Expo)

Time: Noon-1pm, Feb. 22 & March 1

Location: 109A

Presentation requirements

- A. Statement of Need
- B. Statement of Purpose
- C. Stakeholders
- D. Activities
- E. Processes
- F. Desired outcomes
- G. Resources needed
- H. Plan for sustainability

Process

During the ninety minute session, we will go through the following activities:

- Presenting: the presenters will make their 5-10 minute presentation
- Scoring: all panelists and audience will score based on rubric (will be provided next week). The ranking of the team will be based on final score. The reward for the top three teams will be \$100, \$75 and \$50 per team member.
- Mentoring: the panelists will give mentoring advice to the presenting teams.

Appendix B. Full List from Quad Exercise

The quad exercise afforded participants an opportunity to narrow their ideation process and to transform them into actionable projects for the future. The idea is to prioritize according to difficulty and importance.

Strategic (high importance, high difficulty)

Evaluation & staff retention

- staff retention (hr policies, dynamic job description, 20% cap on promotions)
- mentoring staff (who knows what? who wants to share?)
- seeking feedback and self-evaluation
- work instructions

High value (high importance, low difficulty)

Shared knowledge/ skill folder, mentoring, new staff inclusion, seminars

- general folder across department (shareable documents)
- inventory of faculty & staff specialization skills
- staff meetings and lunches
- tech/policy/hr seminars
- mentoring staff (who knows what? who wants to share?)
- swanson orientation & new faculty
- survey/brainstorm staff skills & specializations,
- feature staff/dept. share best practices across depts.
- share best practices
- planned training,
- knock down hierarchies,
- working across depts.,
- FS DP classes at school

Targeted (low difficulty, low importance)

Clarity & role communication

- restructuring job descriptions,
- team structure,
- role clarity

Luxurious (high difficulty, low importance)

Participants did not place any post-its in this section

Appendix C. Transcripts from Perspective-Taking Insights

The following transcripts are summaries provided by lunch participants following their collective brainstorming and ideation session (quad chart). They were asked to synthesize conversations had with their colleagues and to provide more detail to the post-it they placed on the quad chart.

Identifying And Sharing Expertise

Speaker 1: A real need to have a better understanding of “who does what” within our own school, to be able to act as resources [to one another] and help each other, internally...Sometimes we get frustrated trying to get information that somebody else knows and has already figured out...mastered it.

Speaker 2: How did you decide to go about that?

Speaker 1: ...Potentially doing a survey. Asking various people in the Swanson School of Engineering, what areas do you think you're an expert at that you'd be willing to be a resource for others.

So I might say, "Oh yeah I'm great at Panther Express and contracts or this or that, talk to me about that." Where as, Caitlyn might say "I'm great at hiring students and changing account numbers to charge student accounts to different account numbers."

Centralizing Knowledge & Expertise

Speaker 3: Also talked about having meetings with people that have similar jobs...so that they can share the procedures that they have...forms that they have...you can share what you already do or you can come up with better ideas together.

Speaker 4: I want to institute that immediately. (laughing)

Speaker 3: Yeah, yeah, I see that a lot of people thought that that was something that would be helpful.

Speaker 8: The idea of a centralized folder where people can put those universal documents.

Inclusivity & Staff-expert Office Hours

Speaker 5: What are some other ideas?

Speaker 6: Once a quarter, if you're a new employee for the school, you come in, we have an orientation for the University but, as a school,

I've been here since November, and I've told a lot of people, I spend a lot of time walking around trying to figure out who I'm supposed to go to, who does what, what's the functionality.

If you are new to the whole process, you have no idea. So maybe once a quarter for half a day, we get new employees into a room and introduce them to, what is the structure of the Swanson School.

Speaker 1: So staff can mentor each other and not [only] for new staff.

Speaker 7: Who is willing to share this information and how would we gather it. We talked about a survey... think self-reporting, like Cheryl mentioned is really important.

...Maybe like an open office hour...similar to what faculty have for students..."Hey I'm an expert in this", once a month, anyone can come talk to me about it for an hour.

Speaker 3: The system needs to be agile to, because our roles sometimes change and not reflect on a job description.

Defining Roles, Minimizing Redundancy

Speaker 8: At my previous job, we were ISS certified, which meant we had to have detailed instructions on how to [complete] every process and procedure in the plant, whether it was the office or the manufacturing floor. It made it really easy for me to learn my job when I first started. I might have had that personal training from someone, but I could then go back and reference the word constructions, if I had questions later. I didn't have to go to that person and ask them questions over and over again.

Speaker 8: A lot of times the person that you're replacing is no longer there, so you don't have someone who can teach you the job...Having that written down would be great.

Speaker 1: Not only do we need that documentation but then we, potentially preventing ourselves from duplicating all the efforts.

Speaker 6: We can save each other a lot of time and work more efficiently .

Appendix D. Value Statement for Lunch Community

*The Let's Do Lunch Action Research community fosters a **trusting** and **collaborative** atmosphere that values **mutual respect, openness, vulnerability and confidentiality** among community members, and a **patience** to grow with and alongside one another. We also value **sustainability** practices!*

Appendix E. Summary of Reflection questions from Week 1

Regarding our brainstorming activities:

I like...	I wish...	I wonder...
SUMMARY: Incentivized and structured opportunity for interaction with colleagues, the growing of trust among one another, and great catered lunch.	SUMMARY: For a clear objective and expectation to the program, for mentoring and more staff support, some control over HR practices, and opportunity to expand social network	SUMMARY: Tangible/Concrete results from the Lunch series as well whether it will specifically allow our administrative duties to be clearer.

Regarding our speaker Dr. Anne Robertson's presentation:

I like...	I wish...	I wonder...
SUMMARY: Speaker presented with tenacity, tact, and sincerity. Narrative was clear, inspiring, and evidence-based. Particularly motivating that it was led by one of the strong female leaders of our school.	SUMMARY: Staff mentorship programs like the one mentioned should be implemented at SSOE.	SUMMARY: How to begin implementing a mentoring program like the one Dr. Robertson presented but for the staff as well.

Appendix F. OI Lab Tools

Please feel free to use the tools from the OI Lab to facilitate any group dialogues you choose. The OI Lab has all three posters laminated. You are welcome to borrow any of them. You will also find the strategy map Dr. Robertson has generously shared.