Cultivating a Planning Mindset

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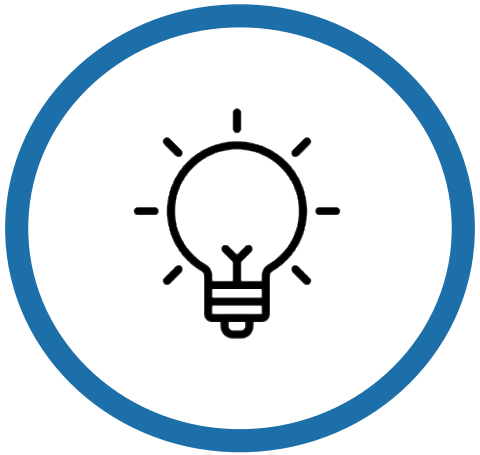
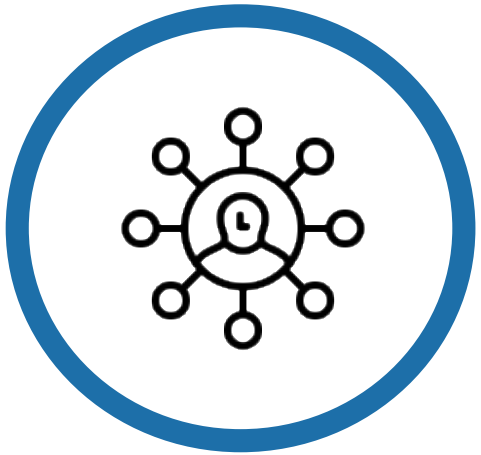
June 2019

PLANNING MINDSET



CURIOUS



HUMAN-CENTERED

INTENTIONAL

Poll: Involvement with the planning process

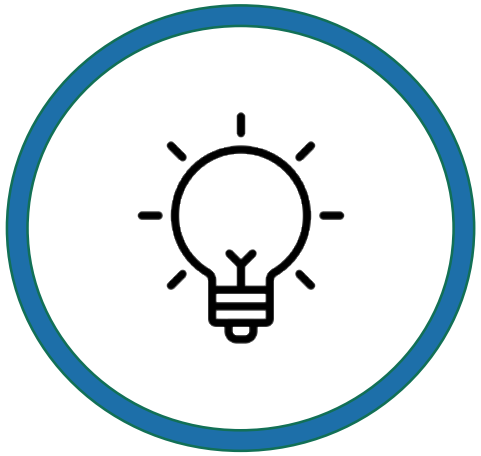
1. Totally involved
2. Somewhat involved
3. No involvement
4. What plan?

The Value of a Plan

- **Purpose -** clearer about where you're heading
- Knowing what **evidence** to collect to see if you're getting there
- Stronger **partnership** through clear agreement on goals
- **Communication** – with funders, practitioners, stakeholders

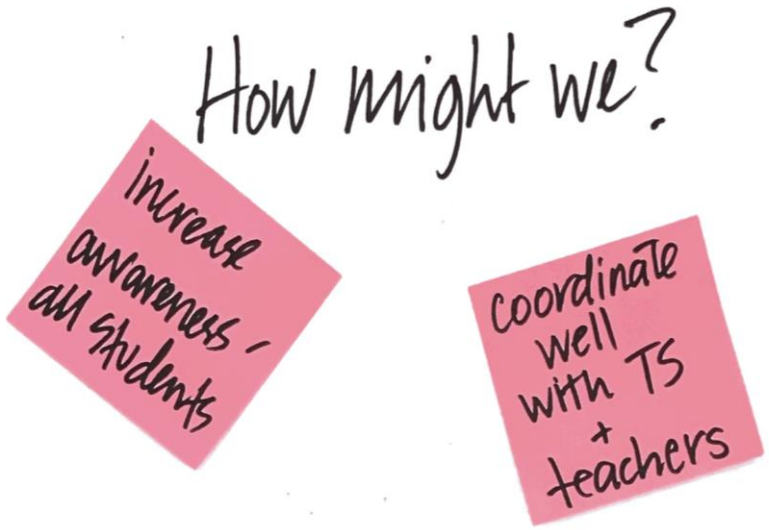
SET GOAL.
MAKE PLAN.
GET TO WORK.
STICK TO IT.
REACH GOAL.

Chat: How are you involving students in the way you are implementing your plan?



CURIOUS

1. Use HMW to implement your plan



PLAN GOAL

Students who received Transition Specialist services are very satisfied, and our goal is to provide equitable access to Transition Specialists and other student support services.

FINDINGS

- Function of TS is not very well understood across student body
- Lack of coordination between TS and teachers

1. Use HMW to implement your plan

A finding:

"Patients are often non-compliant, and don't pay attention. This can worsen their condition; doctors and nurses get frustrated."

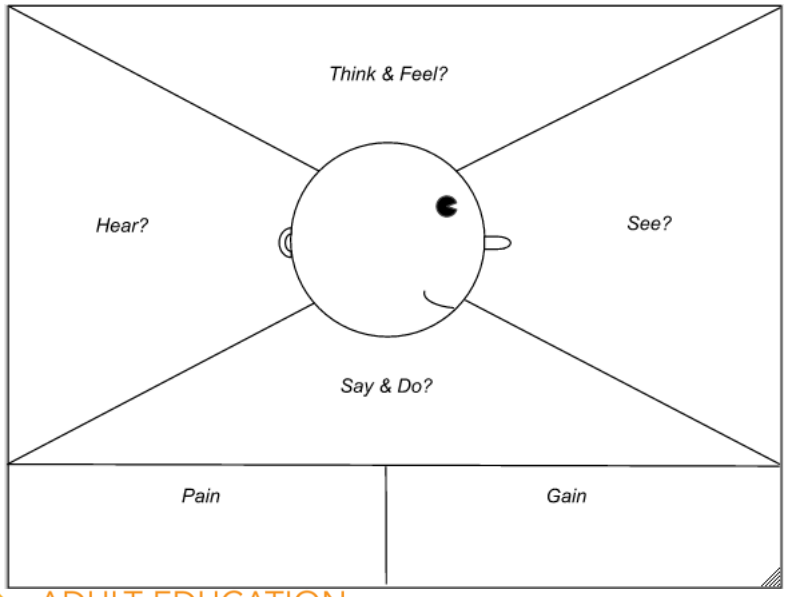
An insight:

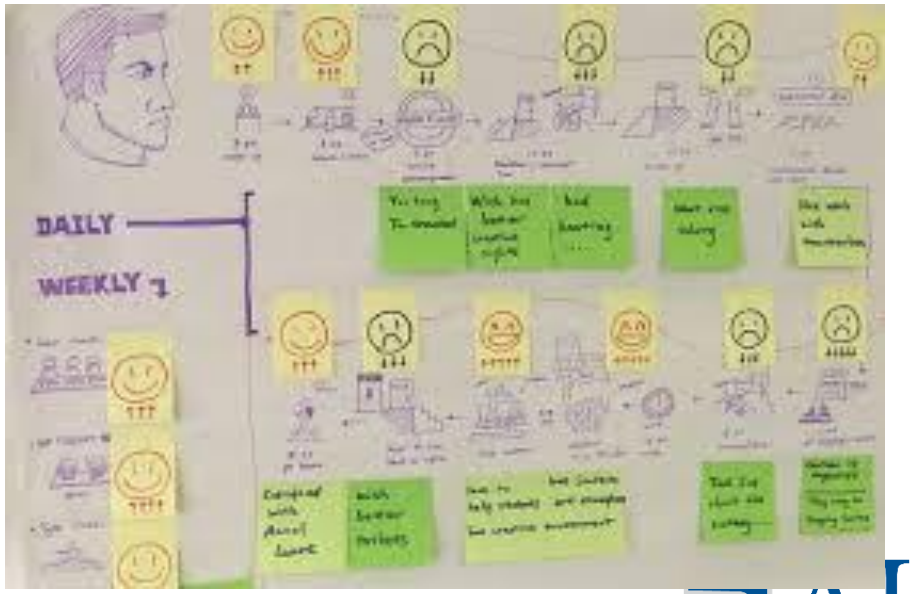
"Patients are so nervous during their appointments that they don't listen to their doctors."

1. Use HMW to implement your plan

HOW MIGHT WE …

Increase awareness of the transition specialists to all students?





2. Learn from disgruntled and “difficult” students

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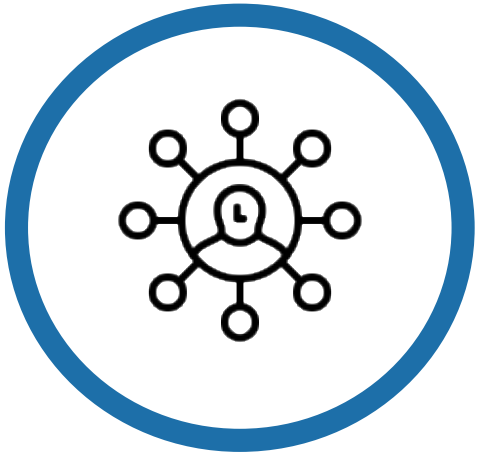
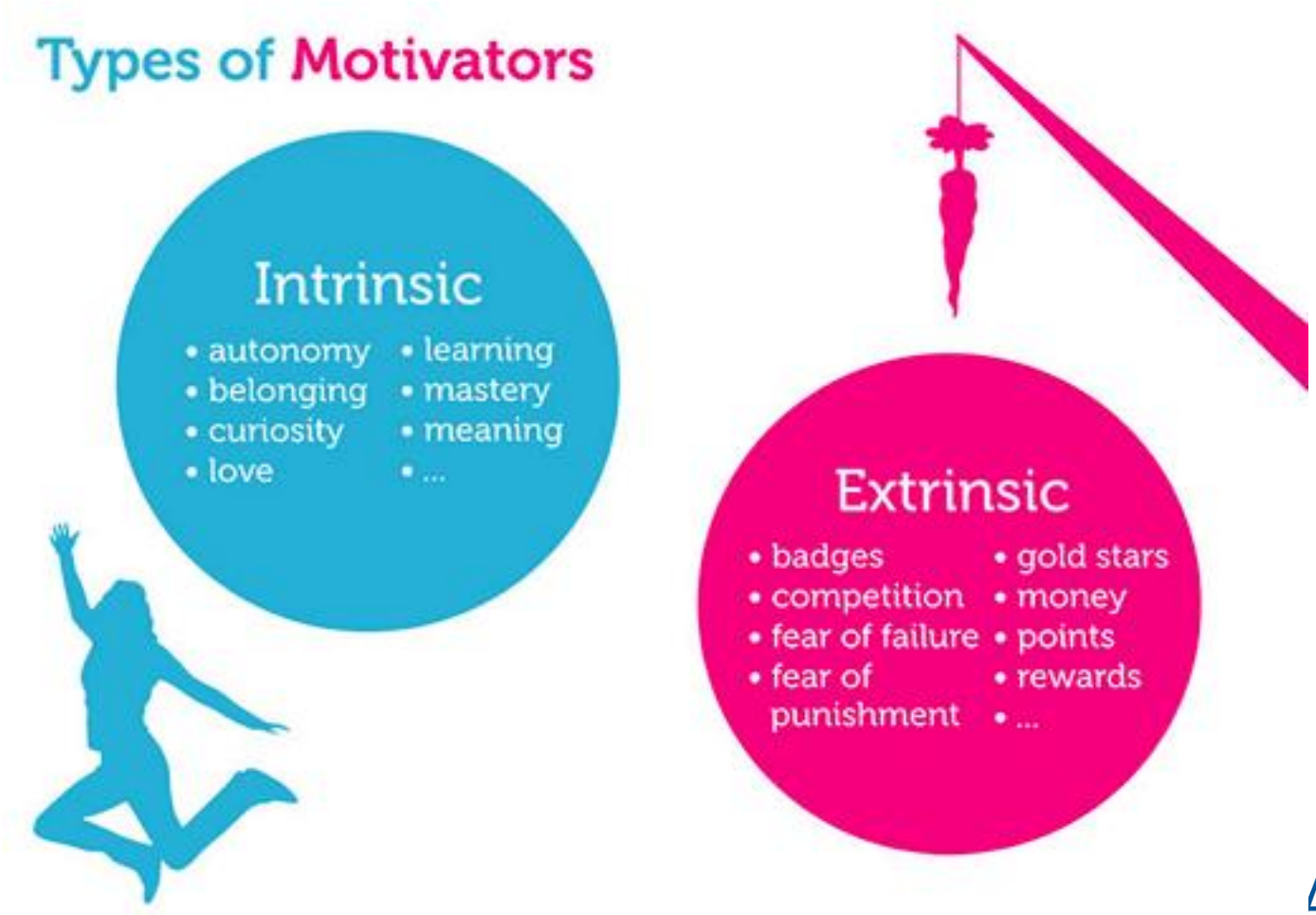
When encountering a problem or defect the inclination of many is to find a person to blame. W. Edwards Deming believed that the system was responsible for 93% of the problems and over time he increased that number to at least 97%.



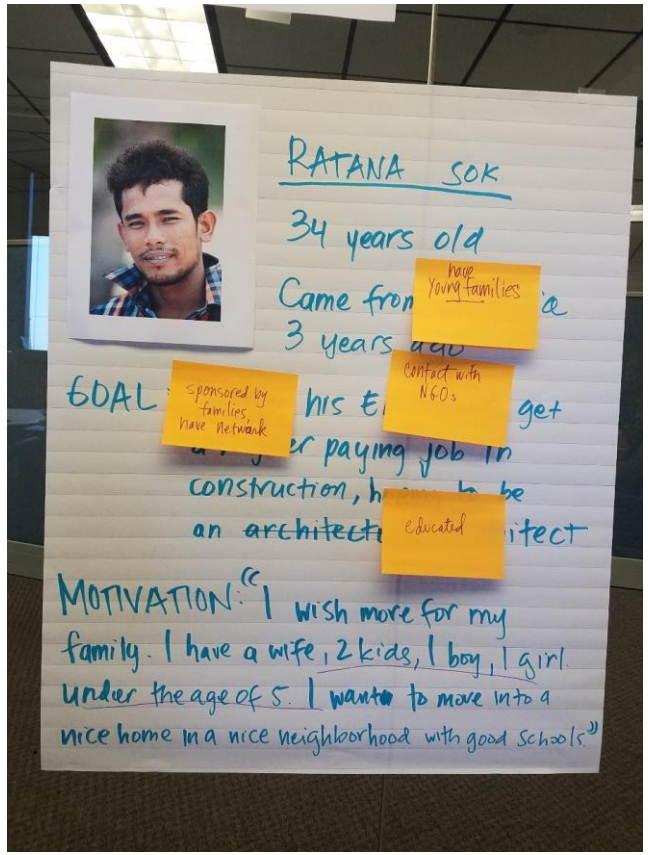
HUMAN CENTERED

1. Learn what motivates your own staff



Interaction Design Foundation

2. Build and use student personas



First and Last Name

Age

City or Town

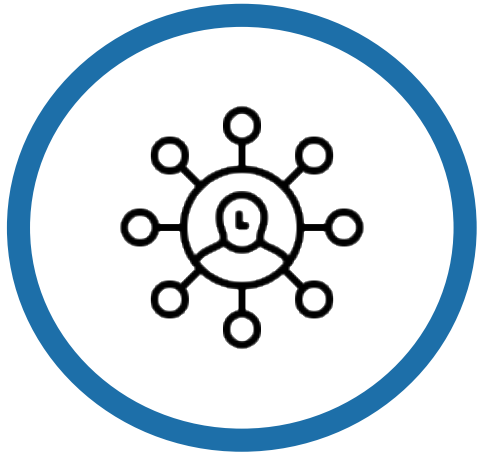
Sentence describing their situation (Ex: Brian is a jobseeker who...)

A quote from their POV (point of view)

Goal

Core Motivation

2. Build and use student personas

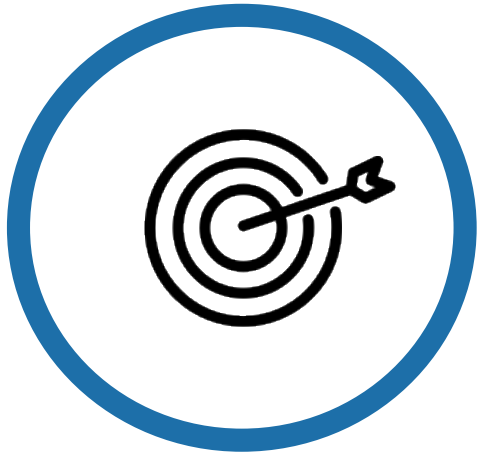


Chat: What do you know about Thelma?

Chat: How would that help you design recruitment, retention and supportive services for her?

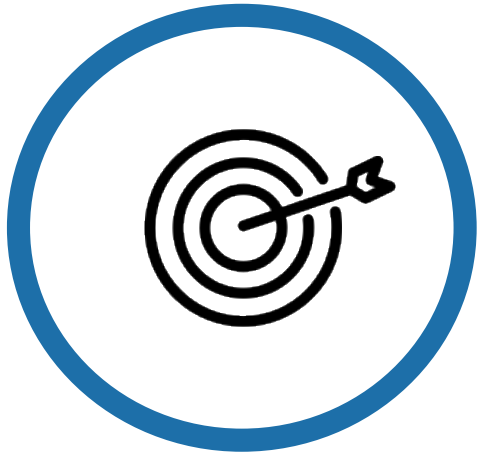
INTENTIONAL

1. Make sure everyone has exposure to the plan



2. Be clear on your value and your students' experience

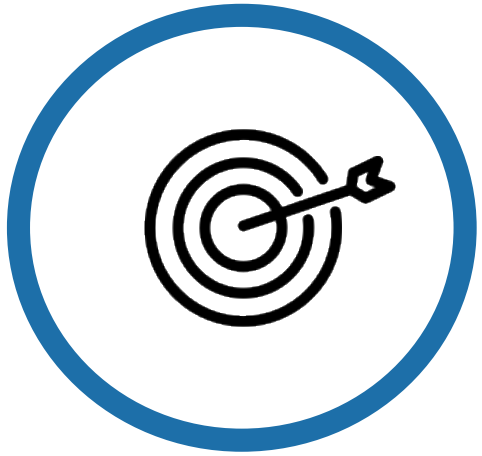
Chat: What value do we bring to our students?



2. Be clear on your value and your students' experience

Ask yourself: Is that value we bring into the world aligned with the experience of our students?

If not, what can we do differently?



3. Integrate the goals and values in your Plan into your day to day activities.

Students don't want a "service", a class, a referral or a program. They want to make their lives better.

Questions?

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