

WORK THAT Works

with Charlene Theodore

PLANNING YOUR FIRST STEP TO WORKPLACE IMPROVEMENT: How To Get Started

Challenge: Pick **one process** in your office that already exists (e.g., client onboarding) or one that you would like to adopt (e.g., a four-day workweek). Look at **every** step in that process, every person involved and every role that they play, or could play, identify gaps and/or duplication. Next, map out a new and more efficient method. Test that new method with as much time as you need while also seeking honest feedback from staff. Repeat until the process is refined in a way that works for everyone.

Share your ideas, discuss your challenges, and ask questions among your OBA community in our [LinkedIn Group](#) using hashtag **#workthatworks**.

Process:

List each **step** involved in this process, every person involved with each step (write it all out, identifying **gaps, repetitive** parts, etc.). Include a flow chart if that helps visualize the process.

New proposed road map (new version 1):

Staff Feedback on new version 1:

Revised proposed road map (new version 2):

Staff Feedback on new version 2:

Revised proposed road map (version 3):

*keep repeating until perfected