



CQI Learning Lunch

Getting To The “AHA” Moment with “WOW” Results - 3 Effective Tools for Better Decisions

**Host - Beth Lienhart
Farm Bureau Insurance
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**April 1st, 2011
10:30 AM to 1:00 PM**

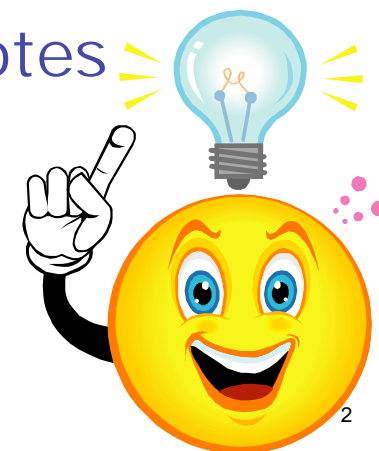
*University Club of Michigan State
3435 Forest Road, Lansing, MI 48909
517-353-5111*

Step 1 - Brainstorming

Purpose: To establish a common method for a team to creatively and efficiently generate a high volume of ideas on any topic using a process that is free of criticism and judgment.

Process

- Choose a central brainstorming question, keep it simple and focused (Ex. What is the root cause of bad meetings?)
- Each person will write ideas on sticky notes
- Randomly post the notes on a white board



Step 2 - Affinity Diagram

Purpose: To allow a team to creatively organize and summarize natural groupings of ideas to understand the essence of a problem and to reach breakthrough solutions.

Process

- Without talking: sort ideas simultaneously into 5-10 related groupings
- With talking: for each grouping, create a summary or header card using consensus

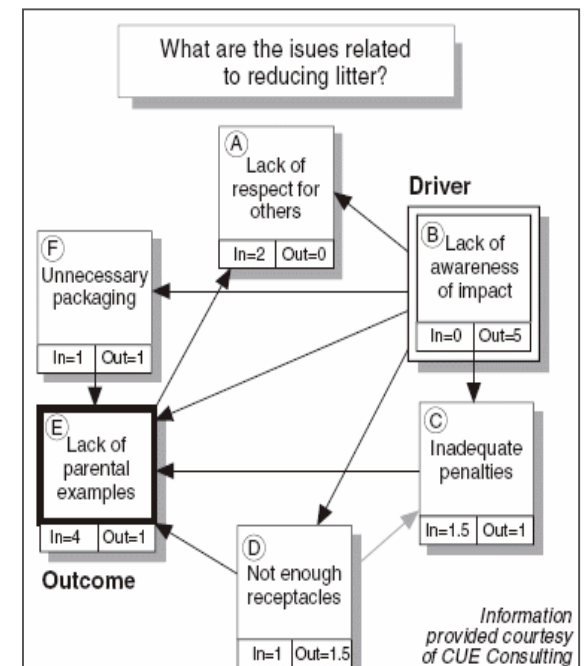


Step 3 - Interrelationship Digraph

Purpose: To allow a team to systematically identify, analyze, and classify the cause and effect relationships that exist among all critical issues so that key drivers or outcomes can become the heart of an effective solution.

Process

- Place the summary or header cards in a circle on a white board.
- Using these header cards, look for cause or influence relationships between all of the ideas and draw relationship arrows by asking of each combination:
 - Is there a cause or influence relationship?
 - If yes, which direction is stronger?
- Draw an arrow from the stronger to the weaker cause or influence.
- Tally the number of outgoing and incoming arrows and select key items for further planning.
- Identify visually both the key drivers (greatest number of outgoing arrows) and the key outcomes (greatest number of incoming arrows).





How Will You Use It In Your Work?

- **What decisions would be better by using these tools?**
- **What would make the decisions better?**
- **What is your “AHA” moment?**
- **What else could be improved by these tools?**



Lunch!

- **Let's collect our lunch!**
- **Room will be secure**
- **Staff will take your drink orders**
- **While you dine, discuss this**
- **Make sure everyone is heard from**
- **Be prepared to share your answers to the following questions!**



TABLE DISCUSSIONS

AT EACH TABLE DISCUSS:

- **WHAT ARE OUR NEXT ACTION STEPS?**
 - **What did I learn here?**
 - **What do we need to discuss next?**
 - **Who else should be here?**
 - **What will we do with this learning?**
 - **When do we meet again?**

Future Agenda

Future Discussions = 3 Weeks + 1 Weekday

- April 25th, 2011 = Discussing The Un-Discussable (Robin Cleveland)
- May 17th, 2011 = System of Profound Knowledge
- June 8th, 2011 = Overcoming Roadblocks
- June 30th, 2011 = Innovation and the Alternatives
- July 22nd, 2011 =
- August 15th, 2011 =
- September 6th, 2011 =
- September 28th, 2011 =
- October 20th, 2011 =
- November 21st, 2011 = slipped date due to conflicts
- December 8th, 2011 = changed due to November change

- What Are Your Ideas?



Other Subject & Speaker Suggestions

- Benchmarking
 - Brainstorming
 - Civility - Lack of it Costs up to \$300 Billion Annually (Pattie McNeil)
 - Comparisons of Quality Management Systems
 - Continuous Improvement
 - Design & Control of Quality (Ian Bradbury of Peaker Services, Inc.)
 - Effective Measurement for Training & Development Initiatives
 - Gipsie Ranney
 - Having Difficult Conversations - Principles and Tools
 - Influence (Influencing Your Leader and Your Team)
 - InThinking, Investment Thinking, Thinking Roadmap
 - Lean Project: Eliminating the Waste In Performance Reviews (R. Steele of Peaker Services)
 - Mentoring & Partnership Between Generations (Baby Boomer, GenX, GenY, Transition to Future)
 - Quality Assurance Through Proofing
 - Six Sigma
 - Training vs Learning - What Makes The Difference in Performance?
-
- What Are Your Ideas?



**SERGEANT
RESULTS
GROUP**

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