

Brown County Leadership Co-Operative

Cooperative. A cooperative (also known as co-operative, co-op, or coop) is an autonomous association of persons united voluntarily to meet their common economic, social, and cultural needs and aspirations. (Wikipedia)

Common Vision – Working together towards a more perfect (better) Union and County.

- How do citizens (all stakeholders) define more perfect or better?
- What feedback will be used to assess results?

LEADERSHIP APPLICATION FRAMEWORK

1. **STAKEHOLDERS** – Three categories (roles)

- Direct (external) – Receive the service
- Internal – Provide the service
- Indirect – Have a stake in the service being provided. Families, suppliers, government, the larger community, etc.
 - Tool: Stakeholder Map – one-page graphic
 - To Do:
 - Identify Stakeholders (Direct, Internal, Indirect)
 - Identify needs
 - Identify service (s) being provided (output)
 - Identify expectations for the service (outcome). How will it make things “better”?

2. SYSTEM. How all the stakeholders interact to support and produce the services that meet everyone’s needs and expectations in the near, mid and long-term.

- Tool: System Map -- Identifies the connections and interdependencies among all the stakeholders

3. **VARIATION** – Gap between the actual situation and the ideal/desired outcomes (expectations).

- **To Do:** Given the expectations identified previously, identify feedback that will be used by stakeholders to assess progress in working towards the vision:
 - Identify related feedback measure for the respective expectation (s)

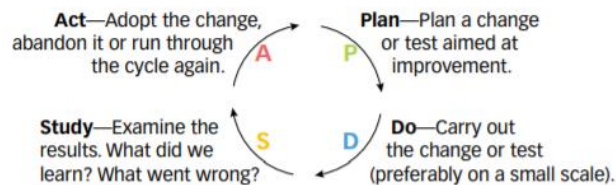
4. **KNOWLEDGE** – How is the system performing?

- To Do: Given the respective stakeholder feedback indicator, assess the following:
 - Is data currently available? If yes, what is the trend?
 - What is the improvement opportunity and priority? (high, medium, low).
- Tool: SWOT Analysis

5. PLANNED CHANGE – through Project Management guided by the **PDSA Cycle**. A project has a beginning and an end and produces an objective result. All projects are accomplished through a process.

- Improvement Options:
 - Sustain current system and process through standardization (SOPs).
 - Incremental improvement to current system, process, and/or services
 - Develop new systems, processes and services
- To Do:
 - Apply the PDSA template Process to guide improvement projects
 - Project – Has a beginning and an end and produces an objective result

Deming PDSA Cycle



- **Update/Develop Strategic Plan**
 - **PLAN**
 - SWOT – Assess the current situation
 - Formulate Strategic Direction
 - Identify values, vision, mission
 - Develop Action Plan (s)
 - Execute the plan identified in the application
 - Validate Proof of Concept – Food Category
 - Plan
 - Do
 - Study
 - Act
 - **DO** – Execute the Plan (s)
 - **STUDY** – What is working, what is not, what are the improvement opportunities...
 - **ACT** – on what was/is learned

6. PEOPLE – Two types of motivation:

- Extrinsic Motivation – Often represents an attempt to coerce people through threats of punishment and rewards – carrots and sticks.
- Intrinsic – The desire to learn, to improve, and to contribute through meaningful action is inherent in all human beings.
- To Do:
 - Lead by example – model the behaviors and actions expected from others.
 - Coach/Support/Mentor – Help others to apply
 - Reinforce and Promote Success