**RBC In-Person Session #4**

**Worksheet: Plan for Spreading and Sustaining RBC Work-Monitoring Key Domains**

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| **Key Area** | **Questions to uncover possible opportunities and challenges** | **Yes or No** | **Possible Actions:** |
| **Leadership** | * Does leadership continue to support and communicate the urgency for the changes? |  |  |
| * How will you continue to engage leadership? |  |  |
| **Work design and infrastructure** | * Are you planning to continue using the same structure (i.e. regular team meetings) moving forward? |  |  |
| * Are clear roles and responsibilities aligned with the new RBC processes? |  |  |
| * Are the roles and responsibilities flexible enough to allow people to adjust to the new ways of doing things? |  |  |
| * How are you planning (if at all) to adapt or modify your work moving forward to align with the statewide ACES initiative? |  |  |
| * Does the work environment infrastructure encourage sustaining the change? |  |  |
| **Relationships** | * Is the new working environment creating new patterns of interaction among individuals and departments? |  |  |
| * Who are the other people or teams in the room that you want to follow up after today to learn from or stay connected with, and how best can you leverage them? |  |  |

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| **Key Area** | **Questions to uncover possible opportunities and challenges** | **Yes or No** | **Possible Actions:** |
| **Skills and competencies** | * What new skills and competencies are needed? Is training adequate? |  |  |
| * What skills and competencies are now redundant? |  |  |
| **Communication processes** | * What new bi-directional information and feedback needs to circulate freely? |  |  |
| **Data** | * What do your metrics show in terms of improvements? |  |  |
| * How can we use stories to make the case for spreading this work? |  |  |
| **Demands from managers** | * Are the new expectations clear to managers? |  |  |
| * Do they understand what’s new, changed or not required anymore? |  |  |
| * Are managers clear about their boundaries? |  |  |
| **Performance measurement** | * Do performance measures track desired behaviors? |  |  |
| **Recognition systems** | * What gets noticed by leaders and influencers in the organization? |  |  |

Adapted from: *The Heart of Change Field Guide* Dan S. Cohen