



Managing a Transient Workforce

<http://bit.ly/2rYcSgu>

HR University

PRMS 06-06-17



Learning Targets

Goal: Provide learners the opportunity to identify a human resources practice in your building and develop a plan to improve this concern for your next hire.

LT 1: I can identify one improvement area of our buildings practices to ensure a safe, welcoming, and inclusive working environment

LT 2: I can start a plan to improve one of our classified employee hiring, monitoring & evaluation process.

LT 3: I can identify action steps for an improvement process for classified employee hiring, monitoring, & evaluation process.

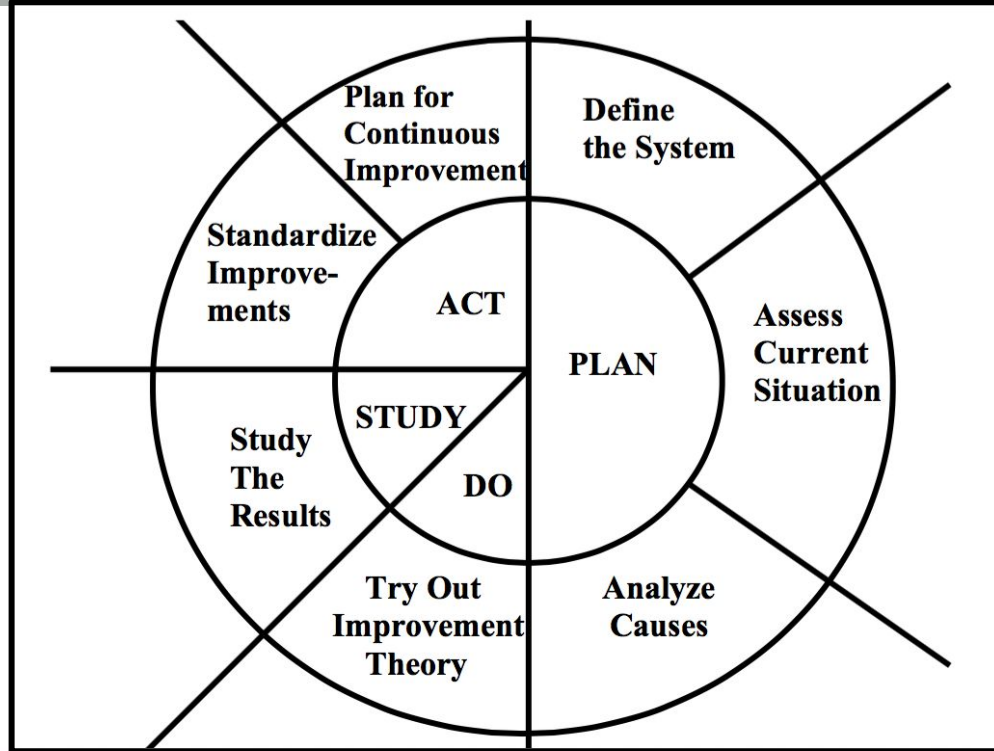


Leaders role = improve the system

Working on the system vs. working in the system



Plan-Do-Study-Act (PDSA)

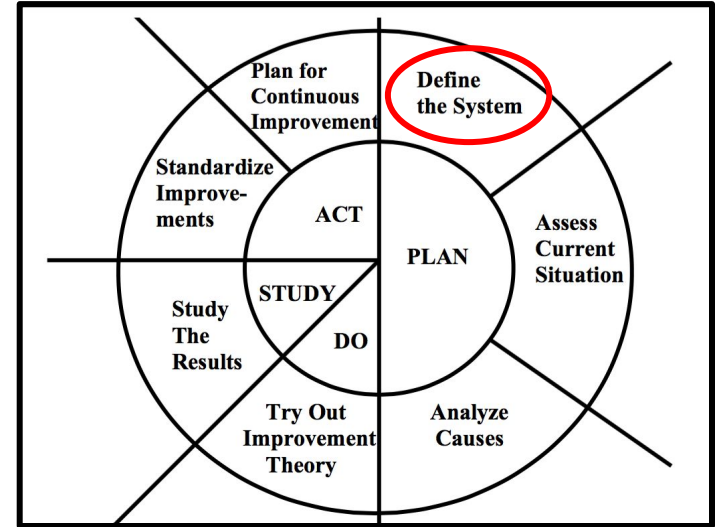




PLAN: Define the System

Describe the current process for addressing the identified area of need:

- How is it connected to the mission and goals?
- What is the problem and why are we selecting it?
- What is the current way this process is done or handled?
- What are the key measures for this process?

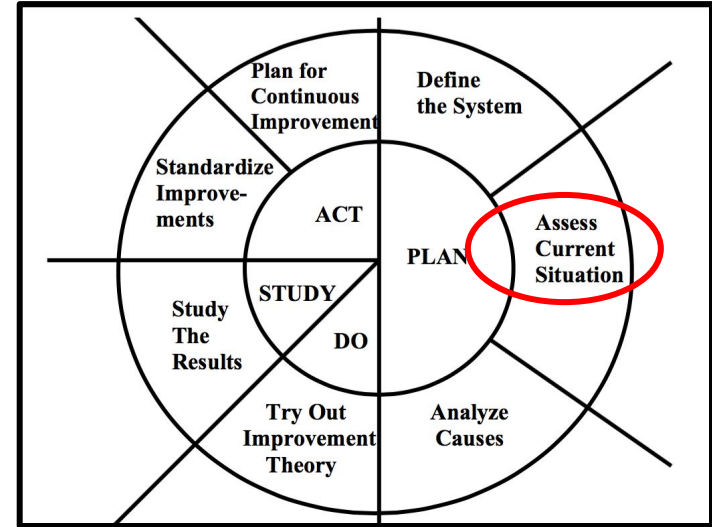




PLAN: Assess Current Situation

Review data to determine baseline performance in the specific area identified.

- How big of a problem is it?
- What data do I have that show current levels of performance (baseline data) of the area I am trying to improve?
- What do the data tell us? Any new insights?



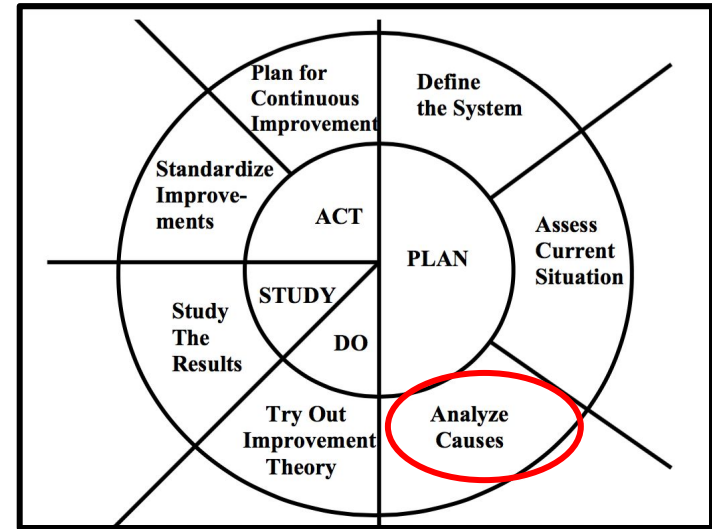


PLAN: Analyze Causes

Review the baseline data, what are the root causes that are producing the results I am getting? ([5 Whys](#))

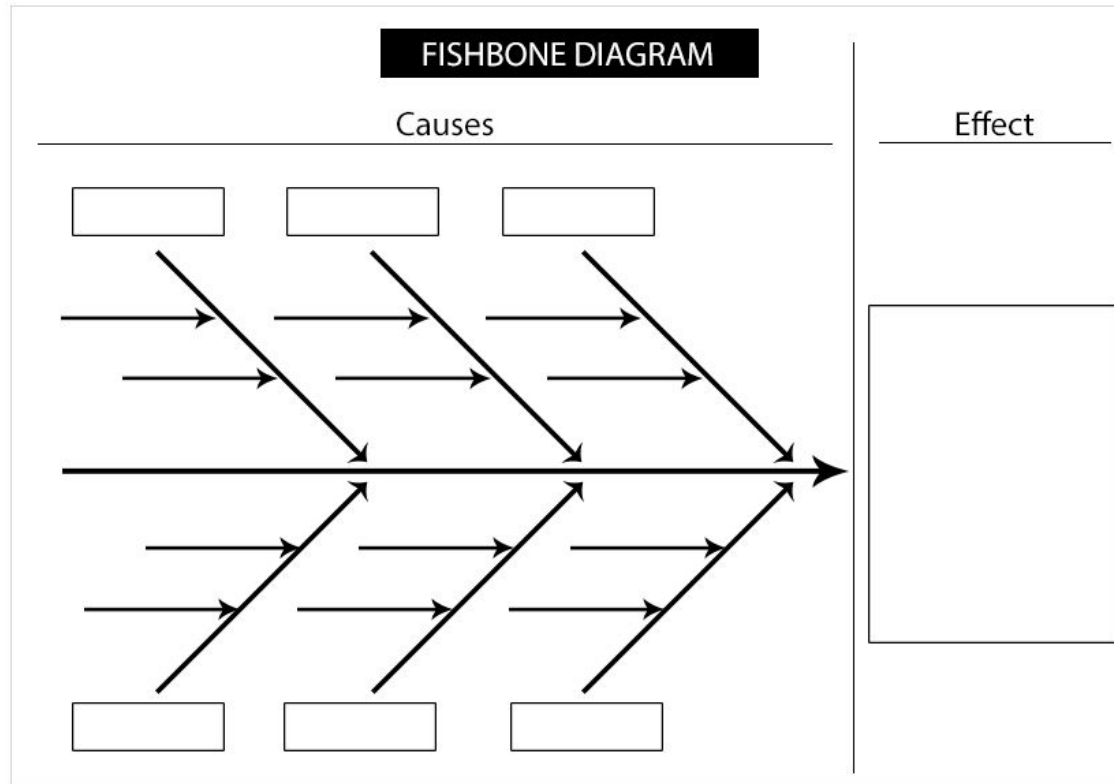
Utilize Fishbone Diagram ([link](#))

- What does research say about how this system could be improved?
- Study research-based best practice/improvement theory addressing areas of need.





PLAN: Analyze Causes





Learning Target Checkpoint

LT 1: I can identify one improvement area of our buildings practices to ensure a safe, welcoming, and inclusive working environment share out

[Google Form Checkpoint - https://goo.gl/forms/8YtdcUc0BATWrXHW2](https://goo.gl/forms/8YtdcUc0BATWrXHW2)

[Results Live](#)

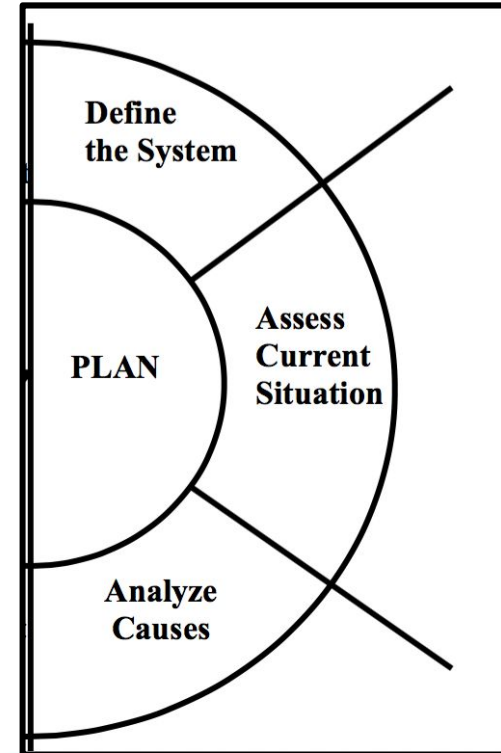


PLAN

Please take the next 10-15 minutes to begin planning phase from original concern with a similar situated peer

- Handout with guiding questions
- Handout blank
- Fishbone diagram

Music ending will signal our time to come back to the large group and share out progress with the group (LT2)





DO: Try Out Improvement Theory

What is the research-based best-practice/improvement theory?

- **What changes am I implementing?**
- **What are the drivers and restrainers?**
- **What is my data gathering plan to see if my improvement theory worked?**



DO: Try Out Improvement Theory

Focus of improvement: onboarding process for associates

- **Importance of changing one thing**
 - Orientation Day
- **Barriers:**
 - Limited training time, background of eligible hires, communication on short notice and necessity to fill positions with subs/permanent hires
- **Data Gathering:**
 - Staff retention, checkpoints with new hires, check points with current staff and secretaries using plus/delta process and eventually the 360 survey
-



DO: Onboarding Process

1. **Interview (building alike)**
2. **Background checks**
3. **To Hire or Not to Hire**
4. **Hired**
5. **Orientation Planning**



DO: Onboarding Process

Orientation Day

1. [Link to orientation schedule](#)
2. Checkpoint #1 w/ secretary
3. Checkpoints established by JB prior to orientation and placed on calendar
4. Checkpoint process - plus/delta
5. Adjustments made - change assignment, increase communication between associates, adjust lunch procedures, altered process for substitute information



DO: Onboarding Process

- Systemic Feedback Established
 - Checkpoints - coaching conversation & [Plus/Delta](#)

+	△

+	△
What helped you learn today?	What should we change to help you learn better?
To-Do for Tomorrow:	

PLUS (Positive)	DELTA (Changes)
What is the teacher doing in this class to help me learn?	What changes should the teacher make in this class to help me learn?
What should the teacher do?	
What am I doing in this class to help me learn?	What changes should I make in this class to help me learn?
What should the student do?	



DO: Onboarding Process

- **Systemic Feedback Established**
 - Checkpoints - coaching conversation & Plus/Delta
 - Evaluation
 - Walkthrough for certified - jot notes on associates
 - [Feedback form from staff](#)
 - Supervisory notification utilization
 - Document concerns and what was done to re-teach
 - Ongoing professional development opportunities
 - Meeting with instructional coaches
 - Provide optional training on Wednesdays
 - Create a community within this group of individuals - potluck
 - Associate PD Task Force



STUDY: Study the Results

Assess the impact through data review.

- **Did my improvement theory work?**
- **How does this new data compare to the baseline data?**



ACT: Standardize Improvements

Standardize Improvements - Fall 2017

- How can I incorporate the new way of doing things to make it part of my regular practice?
- How will I communicate/share this best practice/improvement theory?
- What staff development is needed?



ACT: Plan for Continuous Improvement

Plan for Change - 2017-18

- How will I sustain positive changes?
- What area will I work on next?



DO: Next steps

1. Refine from feedback during Plus/delta meetings and meeting with secretary
2. Next focus is Associate Council (similar to union meetings but for associates)
 - a. [Sample agenda](#)
 - b. Survey and perceptions for data points
3. Focus on retention & improved attendance = engagement in the school culture (data point)
4. Monitoring of efforts (determine data points and measure intentionally)
5. Share out with our staff the data points



TICKET OUT THE DOOR

JB REFLECTIONS

- Work in progress, it is an improved system from where we were, but we will study our results and act based on data.
- Utilize the PDSA process to ensure it becomes systemic and evaluate using Approach-Deployment-Learning-Integration (ADLI)
- Self-assessment using [Baldrige](#)

[PLUS/DELTA ON PRESENTATION AND LEARNING WITH NEXT STEP](#)

<https://goo.gl/forms/BNnqa0DUsv3nZrtm2>