

HATFIELD RESIDENT FELLOWSHIP PROJECT BRIEF

Innovators: Process Improvement Program | Review & Structuring of Innovators Training Curriculum

Project Dates: July/2023 – February/2024

PROJECT GOAL

There are three main goals for this project: 1) develop a training curriculum that centers equity and support to employees; 2) ensure that all employees are informed on the availability of the training program and feel welcomed; and 3) create an ongoing assessment of Metro's efforts towards innovation, trainings, and its focus on equity.

TAKE-AWAYS

This project is still in process; however, the notable findings surround equity, employee recognition, and finalized trainings.

- The equity debrief found that barriers to equity within the Innovator's Training Program are power dynamics, full integration of equity in trainings, and how process improvement is measured.
- To raise employee recognition and participation, future activities of the Innovator's Program include a dashboard, innovation certificate, and a dedicated Team's channel.
- The Innovator's Team has created a year of trainings that include the Introduction to Process Improvement, Networking Sessions, and Innovation Circles.

CHALLENGES

The challenges encountered during the Hatfield Residency are receiving responses from written interview questions, adopting a professional writing style, and how new the program is. The Innovator's Program kicked off at Metro as COVID-19 began, leaving the Program to rebuild in 2023, thus most of the training material had not been updated since 2019.

STRATEGY

Throughout the Hatfield Residency, research was conducted on equity, process improvement tools (such as process mapping and the fishbone diagram), and exclusion policies. This has or will lead to recommendations on such topics, and a revamping of the Innovator Trainings. In addition, an inventory of current trainings, summarization of equity work previously done, and an updated project plan was developed to aid in the continuous improvement of Innovator Trainings and equity.

RESULTS

At the completion of the Hatfield Resident Fellowship, the following outcomes were achieved.

- Research of current Metro, Innovator policies, and employee recognition research; an inventory of innovations and training materials; and updated project plans.
- Conduct a gap analysis for training materials to create a training curriculum and update current trainings.
- An equity debrief, survey response summarization, and an ongoing expulsion policy debrief.
- Support other team members in reviewing their documents and reports.
- Creating space for other Hatfield Fellows at Metro to meet and share resources.