

HATFIELD RESIDENT FELLOWSHIP PROJECT BRIEF

Innovators: Process Improvement Program- Trainings support and development of visual kit for trainings sessions

Fellow Name: Maria Neira

Project Dates: August/2024 – March/2025

PROJECT GOAL

The project has three main goals: 1) To assist, support, and lead training for the innovators program¹; 2) To develop a visual kit showcasing the tools employees learn during innovators training sessions; and 3) To create a standardized structure and opportunities for employee recognition

TAKE-AWAYS

Parts of the project are still in progress; however, the main takeaways surround program engagement with Metro employees and support of their learning process.

- The visual kit provides attendees with concise definitions and explanations of the tools developed by the Innovators Program, aimed at enhancing work processes. The visual kit also includes examples that reinforce the learning process and portray scenarios to inform how tools can be used.
- The creation of this kit also expands the outreach of the program as it motivates employees to apply the tools they learn to the work they do. For Metro employees who were unable to attend the training, this resource allows them to review the material and implement it in practice, as well as giving them

¹ Innovators Process Improvement is a program that focuses on offering the trainings, tools, support, and activities to help Metro employees improve and think creatively about their work processes.

the opportunity to engage with the program when turning their innovation ideas into reality.

CHALLENGES

The challenges encountered during the completion of the project were the amount of information that is relevant to understanding the tools in their entirety and finding relevant examples for Metro and employees. Summarizing that information concisely that is also attractive for readers to replicate and feel interested in the project was the challenge that arose during the creation of the visual kit.

STRATEGY

For the creation of the visual tools, a detailed review was made of all available resources such as: documents, trainings, books and videos that innovators program has created as well as additional research of the tools that this program has used. For the creation of the examples the goal was to identify and showcase situations in which Metro employees could see themselves reflected so that those who see this toolkit could engage in it and expand their knowledge as well as motivate them to participate in the trainings, events and activities that the innovators program does during the year.

RESULTS

- Review of the philosophies and practices of process improvement, the Denver Peak Performance model, and process improvement tools and resources
- Visual kit with the nine tools innovators has used along the years and examples Metro employees can use to better understand process improvement tools

- Lead and supported trainings for innovators program