



WI Mental Health Collaborative III Change Leader Academy

One-day Knowledge and Skill Building Workshop

March 7, 2012

Meeting location:

Holiday Inn (Hwy. 10)
1001 Amber Avenue
St. Point, WI 54481

Driving Directions

Interstate 39 exit #158 Hwy 10 east. On the left next to the Holiday Inn Express
(715) 344-0200

Workshop Agenda

Registration begins at 8:00 a.m. – Session begins 8:30 a.m., ends 4:00 p.m.

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| 8:30 – 8:45 | 1. Welcome and Introductions |
| 8:45 - 9:05 | 2. The NIATx Model |
| 9:05 - 9:45 | 3. The Walk-through (Review of customer-process experience) |
| 9:45 – 10:00 | Break |
| 10:00 – 11:00 | 4. Flowcharting |
| 11:00 – 12:00 | 5. Nominal Group Technique |
| 12:00 – 1:00 | Lunch (last 30 minutes for coaches to meet w/sites) |
| 1:00 – 1:45 | 6. Plan, Do, Study, Act (PDSA) |
| 1:45 – 2:30 | 7. Measuring Progress for Project Aims |
| 2:30 – 2:45 | Break |
| 2:45 – 3:15 | 8. Designing Change Projects |
| 3:15 – 3:45 | 9. Leading Change Teams Through Challenge: Strategy Café |
| 3:45 - 4:00 | 11. Next steps and Evaluation |