



## **“Innovation on the Front-Line” (Making the system work-finding that better way!) A NCPSI Briefing**

### **I. Briefing Basics**

- A. Six (6) Hours of Experience-Based Learning
- B. Open forum (i.e. questions anytime!)
- C. Cell phones OFF!
- D. Breaks/Lunch
- E. Questions

### **II. General Hour-By-Hour Topics**

#### **A. Hour #1: What's The Problem/Issue?**

- 1. Is It Just One...Or The Many?
- 2. Tracing Forward & Back
- 3. Is The Ripple Effect Good Or Bad?
- 4. Observational Research
- 5. Facing, Maybe Challenging Tradition
- 6. Customer Service Is The Core
- 7. (How About a Real Life Example From Hour #4?)

#### **B. Hour #2: Building The Solution**

- 1. Identifying Partners – More Is Better
- 2. Minimizing The Cost (Time & Money)
- 3. Go For Broke – The Magic Wand
- 4. Piece By Piece Or The Whole
- 5. Why Is This Innovation Better?

6. Fill The Void(s)
7. (How About a Real Life Example From Hour #4?)

**C. Hour #3: If Yes...Then What?**

1. Emphasize Differences
2. Counting Better Than Before
3. Being Special & Acting The Part
4. Communication Always
5. Changes & Adaptations Are Standard
6. Always Plan For What's Next!
7. (How About a Real Life Example From Hour #4?)

**D. Hour #4: Real Life Examples**

1. Job Success TOOL CHEST
2. Board Members As Participant Mentors
3. AUTO-MATION/SERV-USTRY
4. Camouflaged Literacy
5. And More!

**E. Hour #5: Problems & Pitfalls**

1. Taking the Harder Road
2. Change is Daily
3. Your Dream May NOT Come True
4. Empowerment & Sharing
5. Those in Charge May NOT Care

III. Did This Briefing Help?

- A. Innovation is in Everyone
- B. Not About Awards or Research
- C. Promises Made – Promises Kept
- D. The Extended NCPSI Dream
- E. Innovations = Continuous Improvement
- F. The compliment of REPLICATION

IV. Briefing Evaluation

V. Good Luck & Thanks For Participating