

# BIG ideas

2021 SUMMER SERIES

## Amy Shanahan and Dawn DePasquale



7.8.21



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# First, a quick review of last week 6.28.21



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# The tool that will get everyone “there”



Date entered	Last name	First name	Title	Region	Top 2 Projects	Top 2 projects	Next projects
6.26.21	Pulvermacher	Jeanne	Co-Director	Great Lakes ATTC	Develop a project for Recovery Month		How to improve the number of people who register for our virtual trainings to actually attending
6.26.21	Glenn	James	Co-Director	Mid-America	Region 7 TTC Leadership Institute (combined with Reg 7 PTTC, MHTTC)	Traumatic Brain Injury and SUD Toolkit – Fall 2021	Develop an agenda for the Reg 7 TTC Leadership Institute and determine strategy for recruiting mentors
6.26.21	Stilen	Pat	Co-Director	Mid-America	Region 7 TTC Leadership Institute (combined with Reg 7 PTTC, MHTTC)	Traumatic Brain Injury and SUD Toolkit – Fall 2021	Develop an agenda for the Reg 7 TTC Leadership Institute and determine strategy for recruiting mentors
6.26.21	Salas	Mike	Operations and Communications Coord	New England	Transitioning to Effective Online Training Series: we developed a three part training series that explores techniques and best practices to manage and engage participants in virtual training sessions and takes a dive deep into implementation strategies for translating an organization's previously in-person curriculum to a virtual platform.	Manuscript and Poster	Planning Cohort 6 of Leadership Development Program that has been successfully transitioned to a virtual format for the past two cohorts

Cross-pollination Data – for those who haven't submitted....do now, in private chat to Vanessa, or send email to her at [vmendoza@umkc.edu](mailto:vmendoza@umkc.edu)



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1. Name, title, region/chapter
2. Your top 2 CURRENT projects
3. What's NEXT for you. List 2 initiatives. Use a verb. i.e. "develop a social media strategy for a new service."
4. 2 things that people (who worked with you) would consider you an "expert" in, i.e. social media, writing grants, working, leading staff, exceeding needs of clients, etc. **AND** that you'd be willing to coach others on
5. 2 things that you need help with "how to....."

10 minutes



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# Cross-pollination Insights – for those who have submitted their info

- In chat, you'll find a spreadsheet of what each of you shared.
- Please pull it up, and within your group:
  - identify at least 3 things that you see in each others' projects and expertise that might be opportunities for sharing insights, coaching each other, or collaborating within this network.
  - Pick a spokesperson and be prepared to share when we get back.



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10 minutes



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**In Chat, type up ONE challenge that you're currently facing – large or small.**



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# One Barrier to Big Ideas

## Negative Mindset

The tendency to focus on the negative aspects of problems and expend energy on worry.



**One solution – Train our brains to use affirmative judgment – ask *"what's RIGHT with this idea?"***



# Mindset – why it's important

It is more than just a skill.



A person with a **problem-solving mindset:**

- sees what's **RIGHT** with some part of the solution
- sees a **problem** as an opportunity to grow
- is motivated to find solutions,
- is focused on achieving positive results.





# Tool: Reframing the challenge – your turn

Your turn!



- Scroll back up chat to find your original “challenge”
- Next...change it into a problem statement...”how to..” or “in what ways might I...”
- In Chat, post your challenge in the new problem statement format



In pairs, share what your written issue was, and now how it sounds as a problem statement.

1 minute

How did it change your mindset?

1 minute each



# Tool: Reframing the challenge

Is your challenge more approachable and doable with the re-framing in problem statement?

Please put up your “hand” if yes



## Tool: Ladder of Abstraction – what it is

Sometimes your problem statement might be generated too broad or too concrete to solve the “root issue”. We need to “land” on the right level of “abstraction” to be sure that we’re solving the right problem.

Ex: I need money to buy a car to get to work.



# Team Tips – 6.28.21

## When team members share ideas

- model using **affirmative judgement**, i.e., ask “what’s right with this idea”
- **reframe complaints** about things that are wrong into problem statements, i.e. “Thanks for bringing that up. So how would we \_\_\_\_\_?”
- check that the problem statement is at the right “level of abstraction/concreteness to **hit the root issue**, i.e. ask “why”
- **explore the space** around a challenge by asking “why else” or some ideas for how to do it by asking “how.”

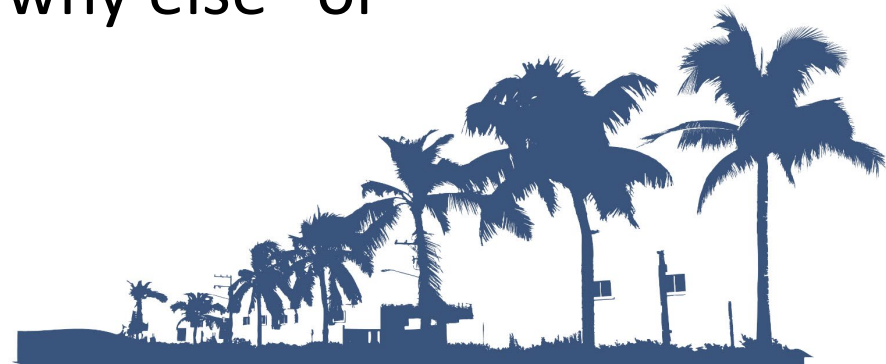


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# BIG ideas

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# Let's celebrate

- small and large successes since last week?
- anything that made you smile or laugh!



In Chat or raise hands to share!



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# Cross-pollination of Big Ideas – Need help right now? Find support from the expert in the network!



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# Redirecting current priorities – results of survey

**Top priority:** managing time, too much work, prioritization and self-management. How to:

- prioritize competing initiatives/projects
- say “no” without damaging relationships
- run effective meetings

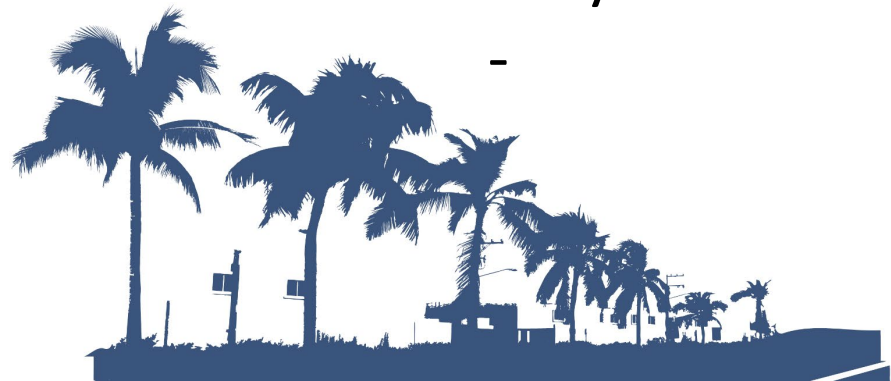
**2<sup>nd</sup> priority:** improving processes. How to:

- navigate back to an in-person hybrid implementation model
- creatively build new work processes



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Do  
**YOU**  
have some  
tools, tips or  
hacks to share  
??



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# Results of survey, cont.

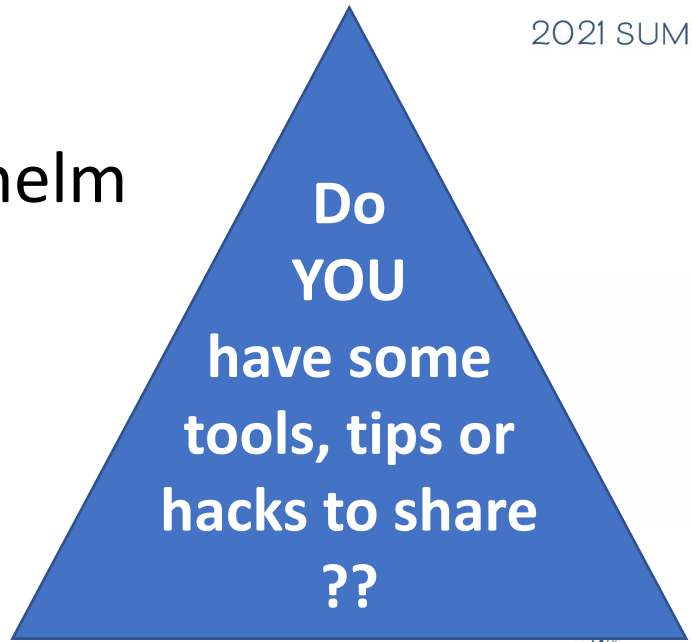
## Other individual needs:

### How to:

- support staff through post-Covid transition
- keep myself energized during times of overwhelm
- get people to take new training initiatives
- use Excel spreadsheets to help organize
- use Canva to produce
- facilitate staff to come up with new ideas



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# Tool: Ladder of Abstraction – how it works

This tool provides a way to explore different levels of abstraction and concreteness to determine the right “level” of root problem to work on.



***I want to solve world peace***

VS

***I'd like to make a new friend***

**“WHY”** gets you to bigger picture problem statements and/or root issues?

**“HOW”** gets you to more concrete thinking and action steps.

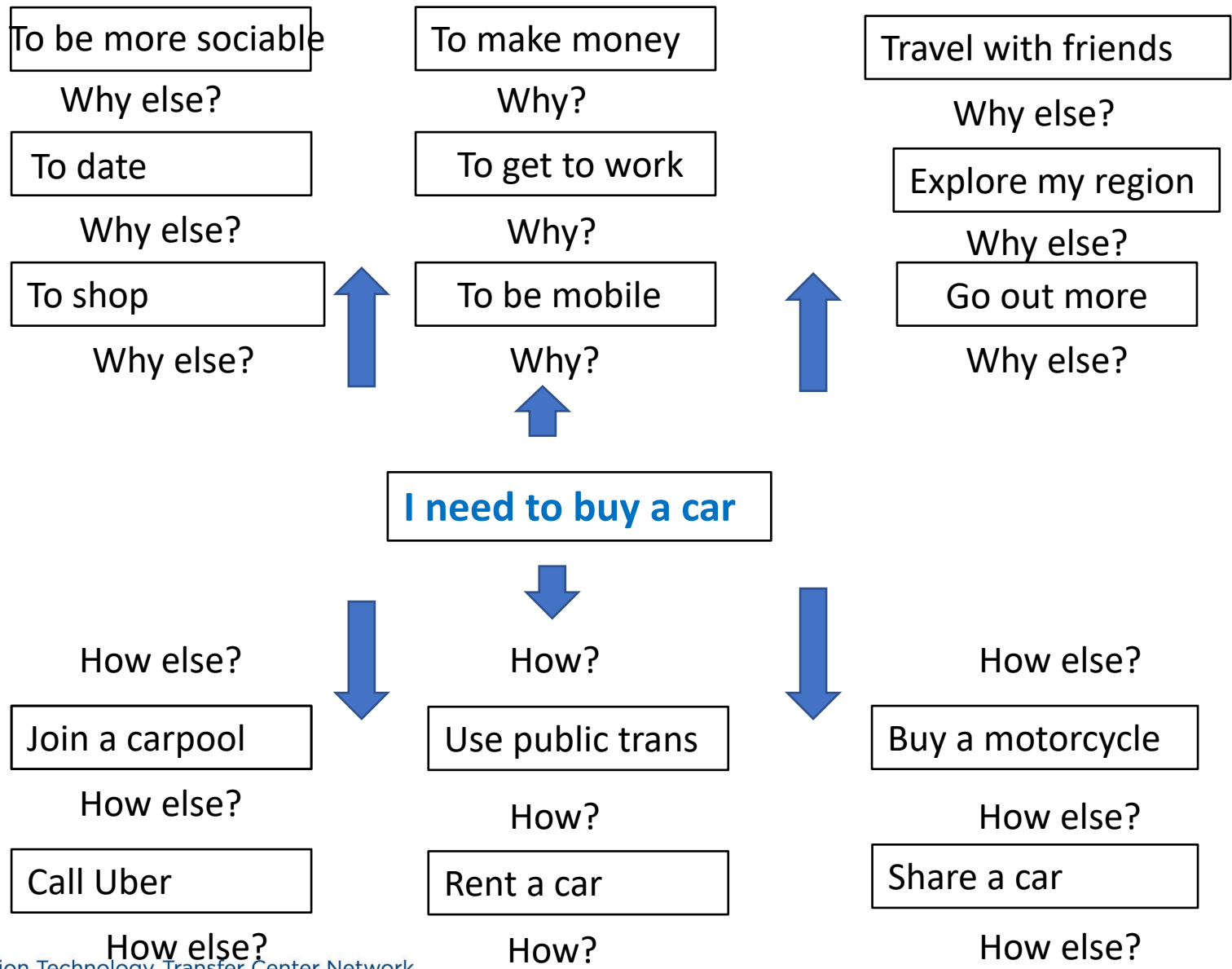


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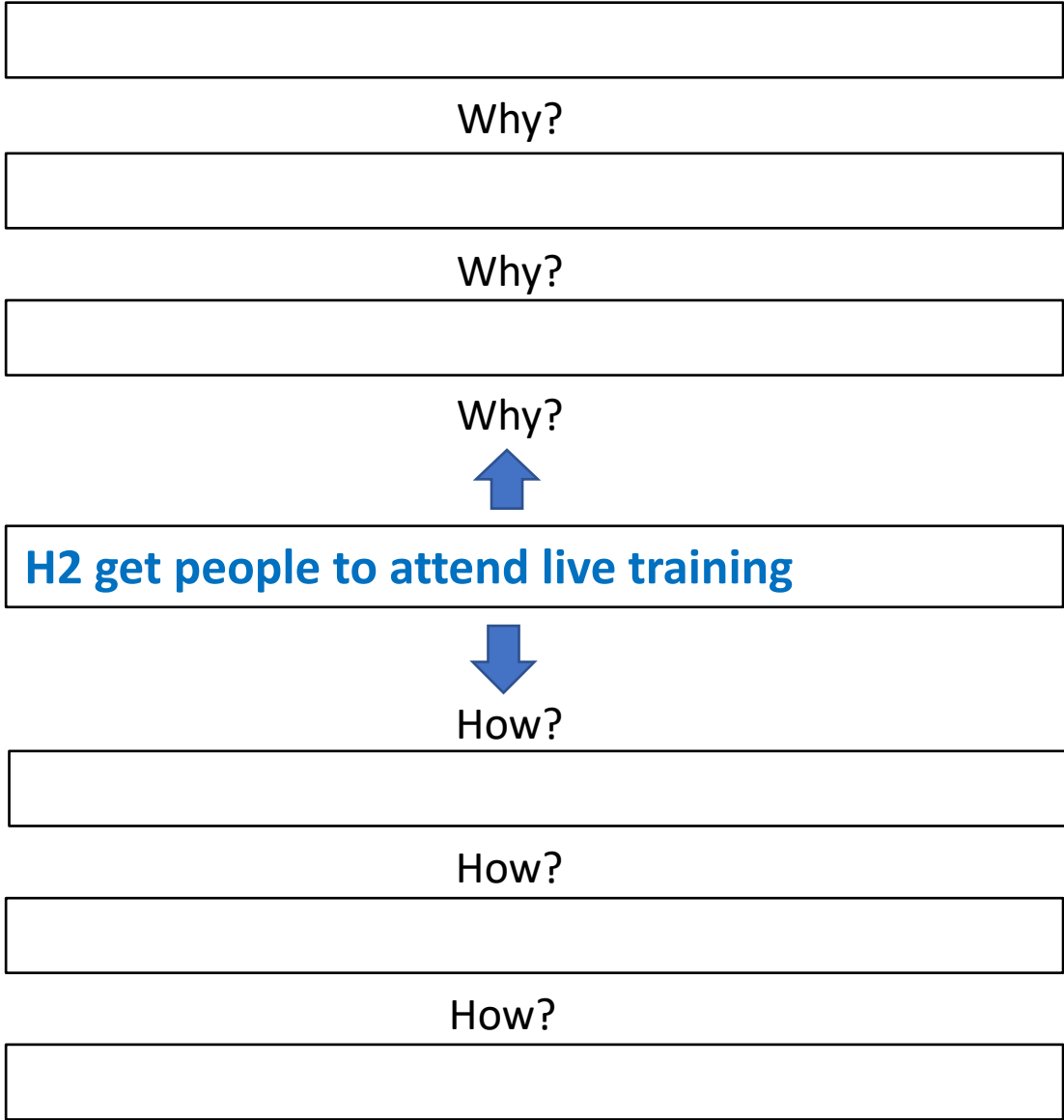
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# Tool: Ladder of Abstraction - example



# Tool: Ladder of Abstraction - example



# Tool: Ladder of Abstraction – your turn

Build on your problem statement, ask yourself 3 whys...

Example:

**Alternate problem statement:** *In what ways can we identify additional client needs and find resources to supply them with services/solutions.*

**(NOTE: this now becomes TWO separate problem statements to work on!)**

*To make sure we can continue to meet our clients' additional needs*

why?

*To have more money to expand services*

why?

*In what ways might we (IWWMW) attract grant funding?*



Your turn!



2 minutes

# Tool: Ladder of Abstraction – action needed

Take action



- In the Cross-Pollination, spreadsheet please review how your challenges/needs are written. If needed, change them into a problem statement...
  - a) that better answers your question “why” and,
  - b) that’s written in a way becomes “solvable” i.e. “How to....”





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# Pivot to operational tools, tips, and hacks



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# Tool: How to say “no” – keep track for as long as you have to patience to!

- To get an idea of how many requests you get from people at work...
  - a) keep a tally of how many you get,
  - b) make a quick note what they’re (generally) about,
  - c) note if you said “yes” or “no” to them



# Team Tips – 7.8.21

## When team members share ideas

- check that the problem statement is at the right “level of abstraction/concreteness to **hit the root issue**, i.e. ask “why”
- **explore the space** around a challenge by asking “why else” or some ideas for how to do it by asking “how.”

## How to say “no”

- Model how to say “no” in meetings and discussions. Emphasize the importance of suggesting alternate solutions.
- Coach team members who are, themselves, having trouble saying “no” and therefore are overwhelmed in their work

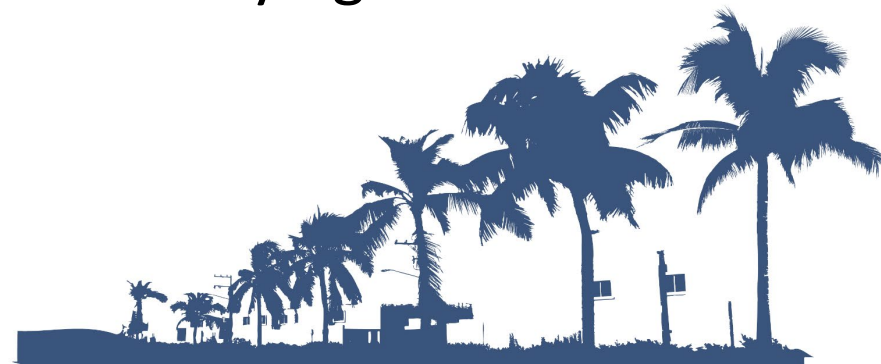


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**Monday, July 19, 1 to 2pm**

**“See” you then! Have a great week!**

**Dawn and Amy**



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