

The COVID Operations Reboot

Reflect

What keeps you up at night? _____

What operational challenges does your organization face? _____

Addressing System Breakdowns

Pick an example of an operational breakdown that needs to be addressed: _____

What is the problem? _____

Who is involved in the problem? _____

What steps took place (*from beginning to end*)?

- | | |
|----------|-----------|
| 1) _____ | 2) _____ |
| 3) _____ | 4) _____ |
| 5) _____ | 6) _____ |
| 7) _____ | 8) _____ |
| 9) _____ | 10) _____ |

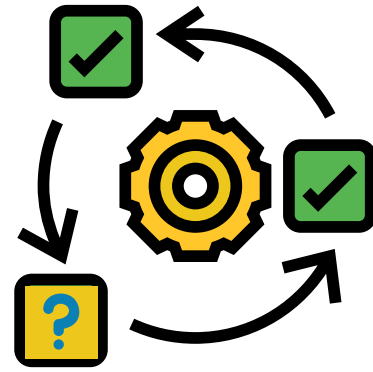
Can you identify where the system breaks down in the steps above? If so, circle it.

What caused the system breakdown? Mark all that apply.

Lack of training	Lack of accountability	Lack of procedure to follow
Overcomplicated procedure	Outdated procedure	Lack of proactivity
Lack of ownership	Lack of practicality	Lack of buy-in

How can you address the system breakdown?

- How can I simplify the process?
- What training is required?
- Who needs to be involved?
- How can we hold staff accountable?
- Is there a cost?
- What checks and balances can we put in place?



Ideas

"We are what we repeatedly do. Excellence, then, is not an act, but a habit."

Aristotle

Notes



- 1) Identify what tasks each employee is currently doing.
- 2) Compare employees tasks. Where is there overlap? What tasks are missing?
- 3) Strategically organize and re-assign tasks based on the needs of the organization.
- 4) Develop updated job descriptions.
- 5) Conduct one-on-one meetings with team members to review job descriptions.
- 6) Develop evaluation rubric based on new job descriptions.

Notes

Does your team need help determining who owns what? Let TES walk your team through our process step-by-step. For more information contact Sammy Arndt at sarndt@tatonkaeducation.org or call 720-475-1056. To learn more about TES visit www.tatonkaeducation.org.