

Affinity Diagram 4/11/16

<p><b>Information Management</b></p> <ul style="list-style-type: none"> <li>• Why don't we (senior leadership) decide what should be passed to staff?</li> <li>• How often do we need to communicate with other programs?</li> <li>• What information should and should not be communicated?</li> <li>• Who determines what is communicated?</li> <li>• How do we decide what gets communicated?</li> <li>• What sort of structure exists within the senior leadership meetings?</li> <li>• What role does transparency play with program directors deciding what to share?</li> <li>• What information should be shared?</li> <li>• What is the criteria for sharing/not sharing info with staff?</li> <li>• How do we remember/share all important information?</li> <li>• What programs should communicate more?</li> </ul>	<p><b>Leadership/Management</b></p> <ul style="list-style-type: none"> <li>• What happens if programs choose not to share information?</li> <li>• Why does management control information?</li> <li>• Who follows up when communication fails?</li> <li>• Who would be in charge of managing the cross-communication</li> <li>• Why don't we decide what should be passed on to staff during senior leadership meetings?</li> <li>• Does this mean senior leadership takes a more active role as a body of leadership?</li> <li>• Will program directors and managers like this as another task on an already full plate?</li> </ul>
<p><b>Communication Process</b></p> <ul style="list-style-type: none"> <li>• Why don't we work smarter not harder?</li> <li>• How can we work smarter?</li> <li>• What do we want feedback loop to look like?</li> <li>• What happens if programs, on a consistent basis, choose not to share information?</li> <li>• Why is it important for programs to cross communicate?</li> <li>• How can we ensure cross-program accountability with all staff meetings</li> <li>• How can we better integrate information that occurs when we're not meeting?\</li> <li>• What is the turnaround time on when info is shared?</li> <li>• What is the most effective way to communicate?</li> <li>• How often do people read and understand the emails that are sent out?</li> <li>• How long is the gap between senior leadership convos to all staff/program convos?</li> <li>• How often should we meet?</li> </ul>	<p><b>End-User Experience</b></p> <ul style="list-style-type: none"> <li>• What should be done with information?</li> <li>• When do students receive information?</li> <li>• How do students receive information?</li> <li>• What do we want the feedback loop to look like?</li> <li>• How do programs collaborate outside of SEP?</li> <li>• How do we get people excited about this change?</li> <li>• Will new cross-program initiatives be developed to promote more communication?</li> <li>• What is staff preferred communication vehicle?</li> <li>• How can we ensure staff understand information?</li> <li>• Why don't we ask staff what they want to know?</li> <li>• How can we celebrate this change?</li> </ul>
<p><b>External Participation</b></p> <ul style="list-style-type: none"> <li>• What support for this exists within upper management above program directors and managers?</li> <li>• How do we feed information up to leadership?</li> <li>• How do programs collaborate outside of SEP?</li> </ul>	