

EO-1 Process Improvement
Project Team

November 14, 2019 2:00-3:00
450 Columbus Blvd., Hartford
Meeting Room E

- **Attendees**
 - Nicole Lugli, Jason Cohen, Barbara Petano, Susan Shellard, Michael Barrera, Kymberly Cianci, Robert Cody, Eusebio Salinas
 - Guests from Statewide LEAN Steering Committee: Cheryl Malerba, Kelli Sullivan, Ana Allendorf
- **“Leading Through Change” Training for December Steering Committee Meeting**
 - Overview of “Change Management” PowerPoint training - grief cycles, importance of defining goals & building immediacy, ongoing communication, listening to employee concerns, developing creative ways to engage staff, making staff responsible for coming up with solutions. (Cheryl Malerba)
 - Examples: move to 450 Columbus Blvd. (Kelli Sullivan), fleet transition to Electric Vehicles (Cheryl Malerba)
 - Purpose for December Steering Committee Presentation: train SSOs to prepare their agencies for changes related to EO-1 and listen to employees’ feedback.
 - Time allotment for December presentation – not enough for full “train the trainer”;
 - Do condensed orientation to get SSOs/staff early start in preparing for upcoming EO-1 changes and adjusting culture for long term success.
 - 2 parts of December steering committee presentation (25-30 minutes max)
 1. Orientation of change management: introduction to the concept; (Cheryl Malerba - 25 min)
 2. Example related to EO-1: Implementation of composting at 450 Columbus Blvd. (Carol O’Shea - 5 min)
- **Review Team Goals and Long-Term Deliverables**
 - Potential for future in depth “Change Management - Train the Trainer” training for members of our team to better lead and support project teams.
 - Use impact team pilot projects as a test ground for change management and to develop SOPs.
 - Discussion of filling out and presenting Report Out for our team at December meeting.
- **Next Steps**
 - Finalize Change Management presentation for December steering committee meeting. (Nicole Lugli/ Cheryl Malerba)
 - Confirm Carol O’Shea’s availability for December presentation. (Kymberly Cianci)
 - Complete template for December report out to steering committee. (Nicole Lugli)
 - Schedule December Process Improvement meeting. (Jason Cohen)