# Data Analysis and Insights – Example Modelling



Prioritisation Council Process
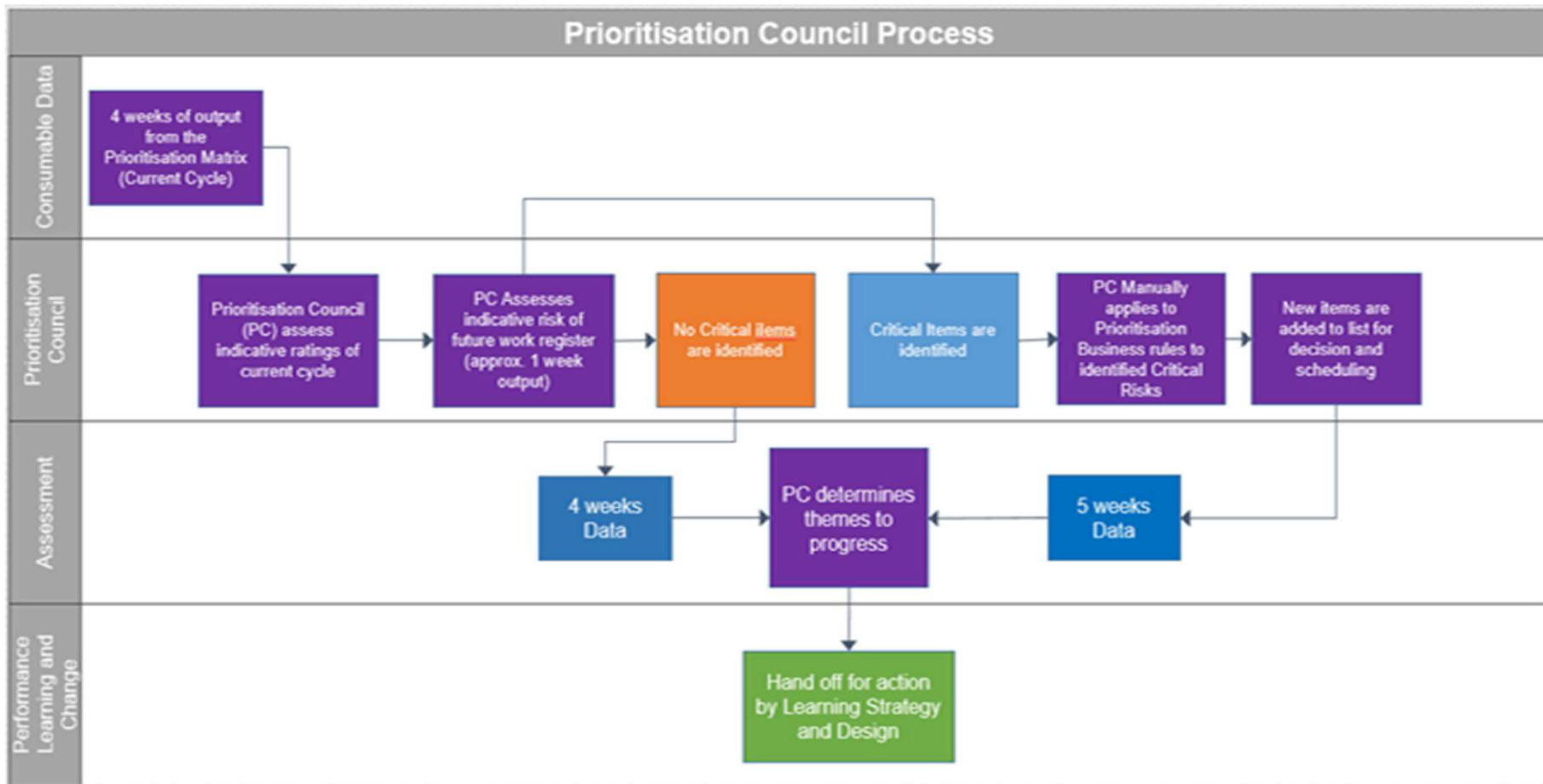
# JD Action Items

The following points require endorsement or feedback from JD as to the actions required to obtain endorsement,

1. Agreement to the Data Framework and the Prioritisation Matrix principles
2. Agreement to the initial 5 Topics selected
3. Agreement to support and promote this as the Agency direction moving forward –  This element will require cascade to all parties involved both the members of the Prioritisation Council and the National Delivery counterparts who will receive the training
4. Insights as to where the BAU work for the Prioritisation Matrix initial assessment lands - noting that placing this work within Performance Management and Quality Branch (or any of the stakeholders that provide consumable data) is an equity risk.

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- Next steps
- Time line
- Outcome

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# Implementation Time- Line
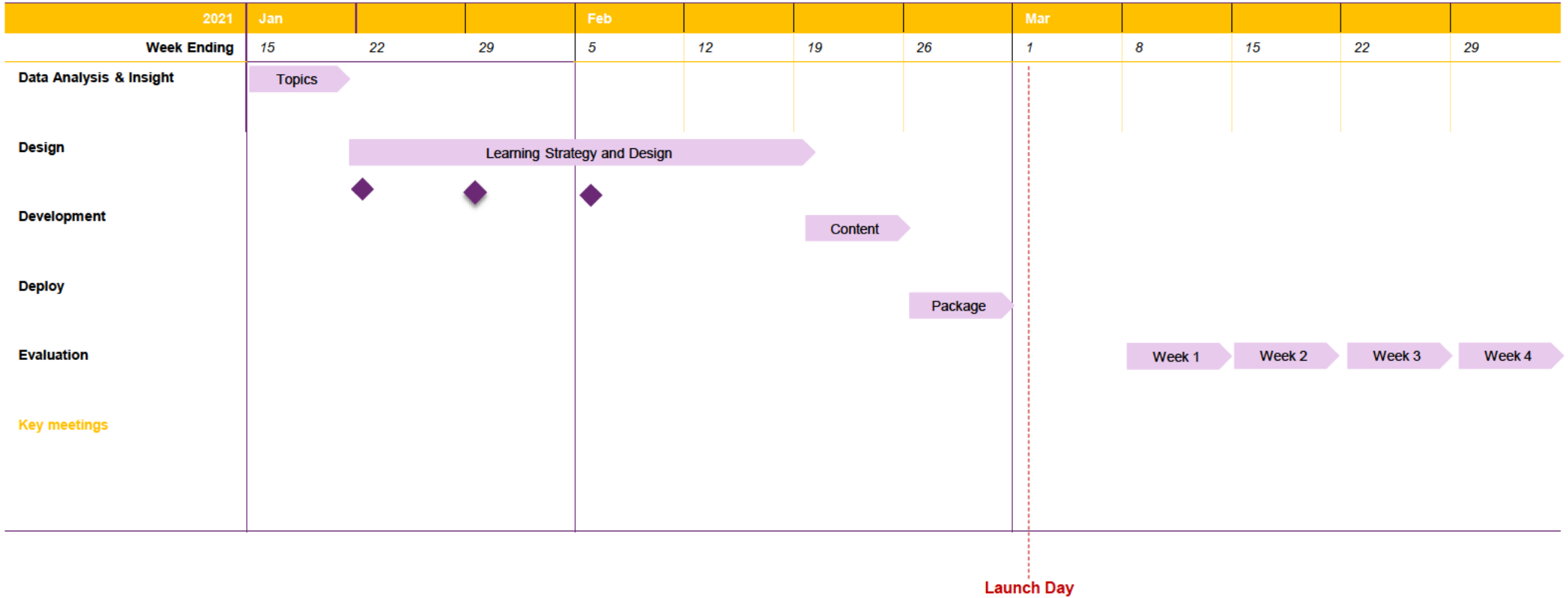
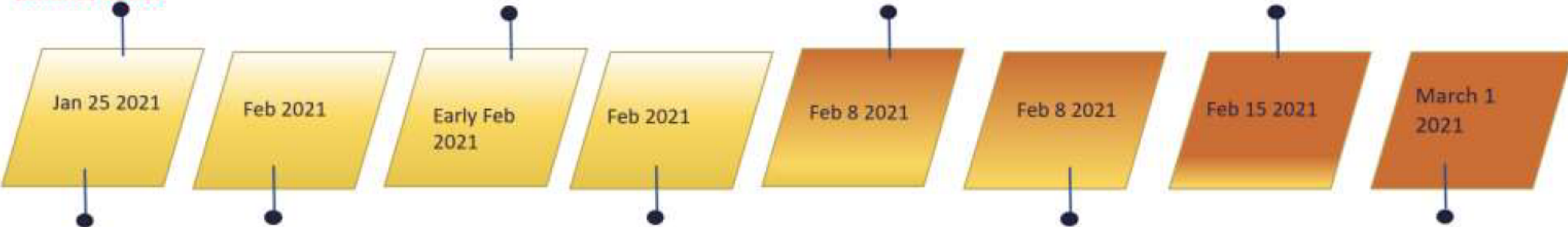# CI Connect Communication and Stakeholder Engagement Schedule – Overview



Introduction to CI Connect - Video Tim Stork
Huddle & Intranet notice

TL CI Connect Induction

CI Connect Intranet page launch

CI Connect Q & A with line managers

Jan 25 2021 | Feb 2021 | Early Feb 2021 | Feb 2021 | Feb 8 2021 | Feb 8 2021 | Feb 15 2021 | March 1 2021

Email and attachments disseminated

CI Connect – Branch Update

Huddle & Intranet Notice to teams

CI Connect team clarification and question time with TL's

CI Connect GO LIVE

Target Audience legend:
SES, GM, BM
National Delivery TL
National Delivery Teams
PM&Q

Please refer to communications and engagement plan in email attachment for further details

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Huddle Notes:

The Participant Experience Delivery Branch is launching the new mandatory Continuous Improvement Connect program, combining technical, interpersonal, problem-solving, and decision making skills and capability.

**Welcome to CI Connect**

CI Connect provides materials for Team Leaders and staff on topics informed by Agency data. Topics will be decided by the Learning and Development Council, developed by PED Performance, Learning and Change, and deployed via LEAP.

To focus on improving individual, team, and organisational performance, Team Leaders will use the Team Leader Module over 4 weeks, guiding and facilitating the learning in their team, and embedding change using the Team Leader Module and newly available Coaching Toolkit.

CI Connect will:

- ✓ Engage participant engagement principles
- ✓ Improve solutions-focussed service delivery
- ✓ Prioritise and strengthen evidence-based decision making
- ✓ Utilise existing coaching structures
- ✓ Build workforce capability
- ✓ Lift organisational performance

**Introducing CI Connect Champions**

CI Connect Champions will be appointed in each State and Territory. They will provide direct support to teams and team leaders about CI Connect topics, and be the first port of call with questions and feedback.

CI Champions will regularly participate in a national Community of Practice.

**How Will Topics Be Chosen?**

Using a Data Framework created by the Performance Management and Quality Branch, the Learning and Development Council will schedule the prioritised topics for CI Connect each quarter. The Performance, Learning and Change team will then produce and release materials using LEAP.

**When Will It Start?**

The first topics will be shared in February 2021. A new CI Connect intranet page will be available soon.

**What happens next?**

More details about CI Connect will be shared with National Delivery Leadership teams and cascaded to your team shortly. In the meantime please contact the PED Performance, Learning and Change team at s22(1)(a)(ii) - irrelevant material if you have questions.

Directors Email

Participant Experience Delivery Branch has reaffirmed its commitment to improved outcomes for participants and quality learning experiences for teams with the introduction of a new program for frontline staff: Continuous Improvement Connect.

**Introducing CI Connect**

CI Connect is a structured mandatory learning and coaching program for PED staff.

Content will be informed by Agency data-driven insights and incorporate technical skills, interpersonal skills, and problem-solving skills to develop solution-focused decision-making capability and competency across the Agency.

CI Connect assists team leaders to opportunities to use their leadership skills alongside facilitation responsibilities, with a focus to build team capability, embed a coaching culture in their team, and provide organisational uplift.

Specifically, CI Connect will:

- ✓ Engage participant engagement principles
- ✓ Improved solutions-focused service delivery
- ✓ Prioritise and strengthen evidence-based decision making
- ✓ Use existing coaching structures
- ✓ Develop leadership skills for Team Leaders
- ✓ Build workforce capability
- ✓ Lift organisational performance

Each CI Connect program spans four weeks with a deliberate focus on improving individual, team, and organisational performance. CI Connect will be deployed through the LEAP Learning Management System, ensuring we can record and report training attendance.

CI Connect topic materials include a Team Leader Module and a Team Member Module. Team Leaders will also use the Coaching Toolkit developed in recent the R&N – Leading a Coaching Culture program. All National Delivery teams will receive these materials and deliver the CI Connect learning locally.

**CI Connect Champions**

To support team members with the CI Connect Program, CI Connect Champions will be appointed in each State and or Territory. One State/Territory EL1 and one State/Territory team leader will be appointed to be **CI Connect Champions.**

They will be the first point of call for teams for questions or clarification. Champions will also participate in a National Community of Practice where they can raise issues and provide feedback and input in the CI Connect program.

**How will topics be chosen?**

The Performance Management and Quality Branch created a Data Framework (The Framework) to inform CI Connect content and future learning products based on available data-driven insights.

Topics will be delivered to Performance, Learning and Change after assessment through the Prioritisation Matrix and scheduled via a Quality Branch CI Register.

**When will it start?**

The first topic, Update Severity Indicator, will be deployed with available materials in February 2021. Each quarter, CI Connect will share materials on new topics.

**What happens next?**

More details about CI Connect will be shared with National Delivery Leadership teams and cascaded to your team shortly. In the meantime please contact the PED Performance, Learning and Change team at s22(1)(a)(ii) - irrelevant material if you have questions.


Intranet – CI Connect Page


CI Connect provide topical content to deliver mat

# ndis

# Continuous Improvement Connect Program
# CI Connect

Program Overview | January 2021

Performance, Learning and Change

## Program overview

The Continuous Improvement Connect '**CI Connect**' program delivers a deliberate and structured learning and coaching opportunity for National Delivery Teams. The Program is designed to provide opportunity for teams to invest in building capability and lifting organisational performance. CI Connect addresses data driven, continuous improvement focus areas.

Program structure brings together various sources of consumable data for across the Agency such as; quality audit data, deep dive reports and priority focus areas, identifying critical areas of opportunity. The Learning and Development Council will determine two National topics of focus per quarter and this will inform the development of learning modules. In addition, each State and Territory will select an additional topic that suits their local operations based on insights identified from Assurance reporting.

Content will be developed based on the principles of solutions-based learning and teams will participate in coaching sessions to be facilitated by Team Leaders. The program is run over a four-week cycle and will deliver three topics every quarter. The two national topics will be developed by Learning and Development, State based topic content will be the responsibility of each State or Territory.
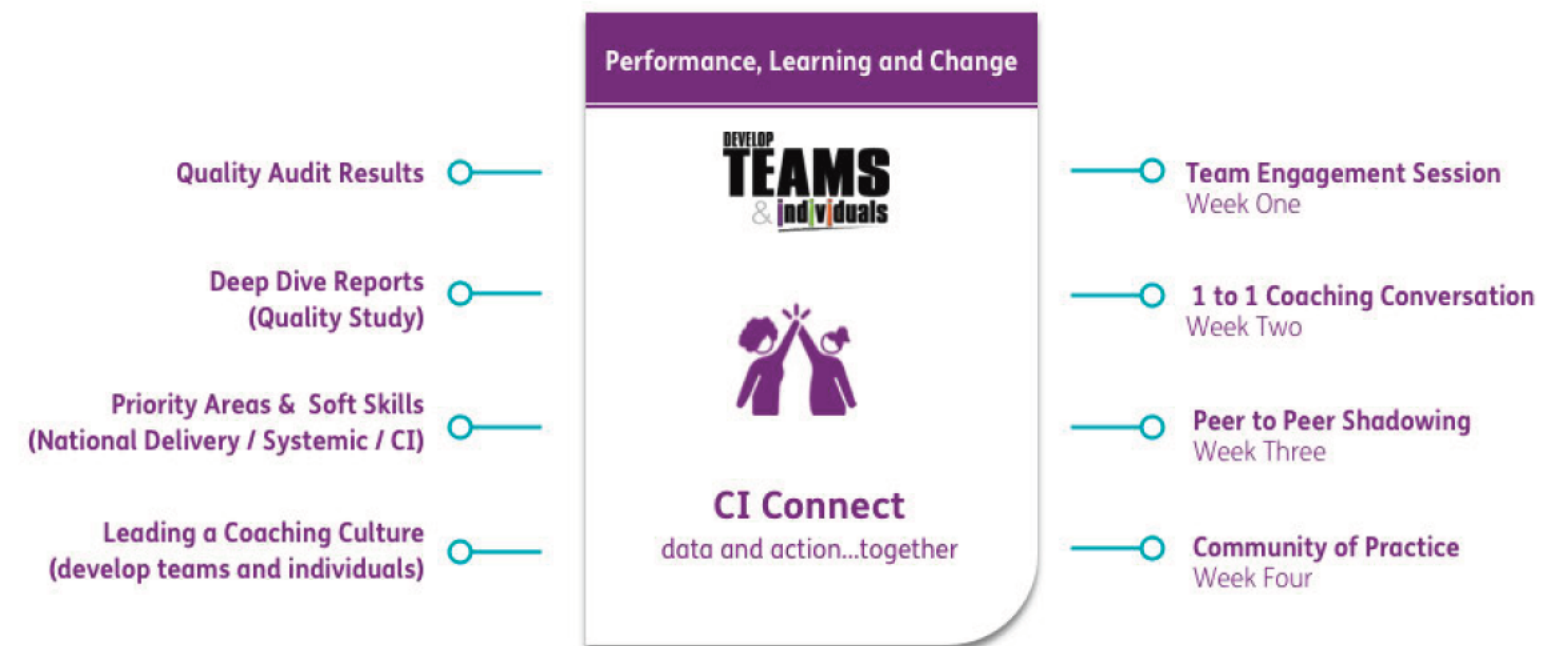
The CI Connect program will be deployed through the NDIS learning management system (LEAP). This ensures we are able to record and report training attendance. Learning resources will be available for both Team Leaders and teams to download. Coaching resources are also available for Team Leaders via a dedicated CI Connect Intranet page.

A State or Territory based Assistant Director and Team Leader will be appointed as CI Connect champions. These will serve as key contacts for CI Connect program. Team Leaders will also participate in a National CI Connect forum.

## Key features

- Data-driven and targeted continuous improvement (focus on changing work practices and operating routines.

- Areas of opportunity identified by Learning and Development Council (National - State and PM&Q Representation).

- Showcases problem-solving and evidence-based decision making.

- Strategic Connection Call Out (identifying topic connection to corporate plans & PED KPI's and data driven insights.

- Reinforces 'Leading a coaching culture' capability uplift.

- Utilises current National/State operating rhythms.

- Provides leadership opportunities (team, individual, peer to peer, and Community of Practice).

- Engaging learning materials – dedicated subject specific content, with access to additional resources and ongoing support for Team Leaders.

**DEVELOP TEAMS & individuals**

**Performance, Learning and Change**

**DEVELOP TEAMS & individuals**

**CI Connect**
data and action...together

| | |
|---|---|
| Quality Audit Results | Team Engagement Session — Week One |
| Deep Dive Reports (Quality Study) | 1 to 1 Coaching Conversation — Week Two |
| Priority Areas & Soft Skills (National Delivery / Systemic / CI) | Peer to Peer Shadowing — Week Three |
| Leading a Coaching Culture (develop teams and individuals) | Community of Practice — Week Four |

## Learning and Coaching Design and Development

The 'CI Connect' program is a structured learning and coaching approach focussed on developing teams and individuals across the national delivery workforce.

The trigger point for designing and developing any 'CI Connect' topic is based on prioritisation by the **Learning and Development Council** (which is comprised of business representatives). They will select 2 issues per quarter in targeted areas or priority areas for improvement. Data is analysed to uncover the critical competencies that positively contribute to workplace behaviours, practice, and operating routines. The graphic below outlines this process.
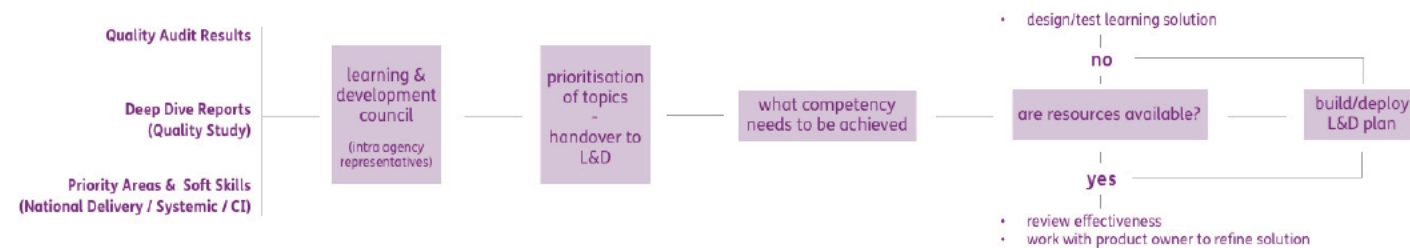


## Strategic Connection Plate

All of '**CI Connect**' topics will provide strategic linkages to demonstrate how the targeted training will impact organisational performance. The graphic below is a example of the Strategic Connection plate for the Update Severity Index topic.

| Corporate Plan Aspirations 2020 - 2024 | Corporate Plan Strategic Horizon | Participant Service Improvement Plan | Service Standard Types | Participant Service Charter | Participant Pathway | Quality Audit Indicator | PED KPI's |
|---|---|---|---|---|---|---|---|
| 2.2 Improve plan quality... | Strategic Improvement | Making your plan | Planning | Responsive | Phase 2 Stage 4 | BD01 | 5 |
| 5.1 Uplift NDIA capability... | Embed the Participant Service Charter | | | Respectful | | BD03 | 8 |
| 5.2 Enhance efficiency... | | | | | | BD04 | 9 |
| 6.1 Ensure Scheme costs.. | Strengthen policies & procedures... | | | Empowering | | BD08 | |
| | | | | | | BD09 | |
| | | | | | | BD10 | |
| | | | | | | BD11 | |
| | | | | | | BD12 | |
| | | | | | | SV.1 | |

## Learning Program Evaluation

The effectiveness of the 'CI Connect' will be measured across two key dimensions, learning and transfer.

### Feedback and Evaluation Process

- Learning Program Evaluation (L&D) will measure the effectiveness of CI Connect across two key dimensions, learning and transfer.

- Specific evaluation instruments will be utilised to verify the uptake of new skills, knowledge and behavioural change.

- Measures will also be taken to determine the extent of learning retained and the level of skills transfer.

- Evaluation parameters will seek to examine the application of learning in work.

- Learners will complete surveys which will be undertaken for each topic initially at the end of each week and at the end of the initial four week cycle.

- Feedback will also be collected at the first three month mark.

- Surveys will be sent to learners via LEAP.

Additional evaluation methodologies will follow a range of formal and informal techniques such as

- Observations by peers and Team Leaders

- Interviews

- Surveys

- Weekly and quarterly feedback (reaction).

# Continuous Improvement Connect Program (CI Connect)

## Learning and Development Plan

A monthly 'CI Connect' topic will be deployed via LEAP. All Team Leaders and Team Members must enrol to access the learning materials. This will provide a means of accurately capturing attendance.

| Schedule | Training Requirements |
|---|---|
| **CI Connect** **Preparation** | At a nominated registration date, Team Leaders will have access to CI Connect learning materials. Team Leaders will need to read through the material and organise their own team coaching session (this will be a week prior to the published coaching session). Team Leaders are advised to reach out to the 'Team Leader Coaching Champions for support and clarification. At a nominated registration date, Team Members will receive notification and a link to download learning resources from LEAP. |
| **Week 1** **Team Coaching Session** | Team Leaders facilitate Team Coaching session with all supporting resources. Team Leaders will schedule one to one coaching sessions with Team Members. For larger teams, this may occur over two or three weeks). |
| **Week 2** **1 to 1 Coach Conversation** | Throughout the second week, Team Leaders will facilitate a one-to-one coaching session with Team Members (depending on the size of the team) This may have a particular focus or be a strength-based conversation. The important thing is that the time is allocated to a Team Member for a one to one coaching conversation. Team Leader to allocate times for Team Members to shadow a peer. |
| **Week 3** **Peer to Peer Shadowing** | Throughout the third week Team Members will be allocated a 'buddy' to shadow and discuss observations. In the next four weekly cycle the Team Members swap and the shadowing occurs in reverse. |
| **Week 4** **Community of Practice** | In the final week of CI Connect, the focus will be on developing support networks. Team Leaders will engage in a State based CI Connect Coaching Community of Practice – Team Leaders to have opportunity to discuss challenges, share successes, work through scenarios and access additional resources via a dedicated Intranet page. CI Connect Champions will engage in a National CI Connect Forum bi-monthly. Team Members will be also be encouraged to engage online in their own Community of Practice using the Yammer platform. |

## Learning and Coaching Packages

The learning and coaching package for each 'CI Connect' topic will contain the learning and coaching materials that enable Team Leaders to engage with their team and facilitate solutions-based learning. These sessions will target identified areas of opportunity or a selected theme. The content incorporates interpersonal skill development.

The initial Team Leader learning module also contains a dedicated Coaching - Team Leader Tool kit. This tool kit provides a summary of the key knowledge, coaching behaviours and resources from the Leading a Coaching Culture' sessions.

Team Leaders will also have access to State 'CI Connect Champions'. CI Connect champions will provide ongoing program support and clarification.

Learning and Development package content example:



**Team Leader Pack TOPIC TITLE**
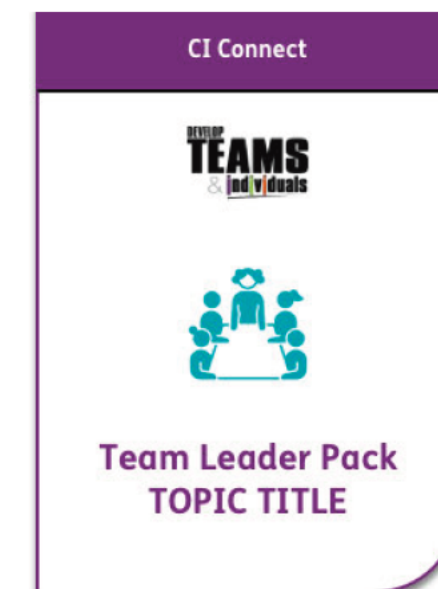
**Content**
- Introduction
- Defining the opportunity
- Facilitating the discussion and problem solving activity
- Key takeaways
- Question bank – topic specific
- Team Dashboard discussion
- Best Practice support Performance, Learning and Change Unit

**Team Member Pack TOPIC TITLE**
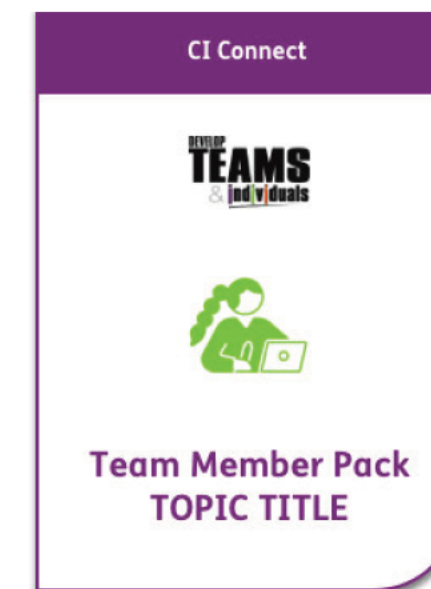
**Content**
- Introduction
- Strategic Connections
- Defining the opportunity
- Problem statement and activity
- Steps for effective evidence-based decision making?
- Link to Yammer Community of Practice

**COACHING Team Leader Tool Kit**

**Content**
- Introduction
- Leaders as coaches
- Key coaching skills
- Coaching Tool
- Best Practice video coaching examples
- Coaching - Community of Practice
- Coaching question bank
- Becoming a Team Leader Coaching Champion