

AMERICAN PUBLIC HUMAN SERVICES ASSOCIATION

Organizational Effectiveness Department

Organizational
Effectiveness
Handbook

APHSA Organizational Effectiveness Handbook

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Table of Contents

APHS A OVERVIEW	I
ORGANIZATIONAL EFFECTIVENESS STAFF	I
ACKNOWLEDGMENTS.....	III
ORGANIZATIONAL EFFECTIVENESS THEORY AND APHS A CONTRIBUTION	VII
PREFACE	XVI
<i>PURPOSE OF THE ORGANIZATIONAL EFFECTIVENESS HANDBOOK</i>	XVI
<i>INTRODUCTION TO ORGANIZATIONAL EFFECTIVENESS</i>	XVII
<i>OVERVIEW OF THE ORGANIZATIONAL EFFECTIVENESS HANDBOOK</i>	XVIII
<i>ACRONYM LIST</i>	XIX
CHAPTER ONE: SYSTEMIC CONTINUOUS IMPROVEMENT WORK.....	20
<i>THE ORGANIZATIONAL SYSTEM</i>	20
<i>RELATIONSHIP-TASK BALANCE</i>	21
<i>REFLECTIVE THINKING</i>	22
<i>DEFINING STRATEGY</i>	23
<i>PARTICULARLY CHALLENGING ELEMENTS OF STRATEGY</i>	27
<i>VISION, MISSION, VALUES, AND PRACTICE MODEL</i>	28
<i>ORGANIZATIONAL ROLES</i>	29
<i>STRATEGIC SUPPORT FUNCTIONS</i>	34
CHAPTER ONE APPENDIX (TEMPLATES AND GUIDES)	36
<i>ORGANIZATIONAL ASSESSMENT REFLECTIVE THINKING GUIDE</i>	37
<i>STRATEGIC PLAYBOOK TEMPLATE</i>	56
<i>DEFINING ROLES TEMPLATE</i>	58
<i>ORGANIZATIONAL SYSTEM MODEL</i>	60
<i>ORGANIZATIONAL ROLES MODEL</i>	61
<i>STRATEGIC SUPPORT FUNCTION CAPACITY AND CREDIBILITY MODEL</i>	62
CHAPTER TWO: SYSTEMATIC CONTINUOUS IMPROVEMENT WORK.....	63
<i>EXPERIENTIAL LEARNING</i>	64
<i>LEARNING BY DOING</i>	64
<i>ORGANIZING FOR CONTINUOUS IMPROVEMENT</i>	65
<i>DAPIM™ - (DEFINE, ASSESS, PLAN, IMPLEMENT, MONITOR)</i>	67
<i>DEFINE</i>	69
<i>ASSESS</i>	72
<i>BUILD THE BRIDGE TO PLANNING</i>	74
<i>PLAN</i>	77
<i>IMPLEMENT</i>	82
<i>MONITOR</i>	86
<i>A LEARNING ORGANIZATION</i>	88
CHAPTER TWO APPENDIX (TEMPLATES AND GUIDES)	90
<i>CONTINUOUS IMPROVEMENT PLAN GUIDE AND TEMPLATE</i>	91
<i>CHARTERING TEAMS TEMPLATE</i>	96
<i>CAPACITY BUILDING GUIDE</i>	100
<i>COMMUNICATION PLAN TEMPLATE</i>	103
<i>DATA PLANNING TEMPLATE</i>	107
<i>ORGANIZATIONAL CI ASSESSMENT TOOL</i>	111
<i>TRACKING QUICK WINS AT-A-GLANCE</i>	124
<i>CONTINUOUS IMPROVEMENT FLOWCHART</i>	125
<i>PPT – DRIVING CONTINUOUS IMPROVEMENT WORK</i>	126
CHAPTER THREE: FACILITATING CONTINUOUS IMPROVEMENT.....	127

OVERVIEW	127
READINESS	128
ROLE CLARITY	130
ESTABLISHING AND MAINTAINING EFFECTIVE BOUNDARIES	134
THE DAPIM™ PROCESS: BALANCING SAFETY AND ACCOUNTABILITY	135
THE DAPIM™ PROCESS: STANDARD PACE AND DESIGN	138
THE DAPIM™ WORK PRODUCTS	138
THE DAPIM™ PROCESS: DOCUMENTING THE CONTINUOUS IMPROVEMENT PROCESS	143
SPONSOR GROUP AND CONTINUOUS IMPROVEMENT TEAM LINKAGE	145
COMMON FACILITATOR CHALLENGES	146
INFLUENCE OF OBSERVERS	146
INDIVIDUAL PARTICIPANT SAFETY	147
RELATIONSHIP AND TASK BALANCE	148
JUMPING TO SOLUTIONS	149
MOVING IN AND OUT OF TANGENTS	149
BRINGING IN NEW PARTICIPANTS	150
MARKERS OF EFFECTIVE FACILITATION	151
BEING A GOOD DOCTOR	154
CHAPTER THREE APPENDIX (TEMPLATES AND GUIDES)	158
READINESS REFLECTION QUICK TOOL	159
FULL READINESS MODEL	163
SAFETY AND ACCOUNTABILITY PERFORMANCE MATRIX	173
PREPARATION CHECKLIST FOR FACILITATORS	174
CASE STUDY TEMPLATE AND QUESTION SETS	177
FACT SHEET: SUCCESS FACTORS FOR INTERNAL FACILITATORS	185
FACT SHEET: SUSTAINABILITY FACTORS FOR CI WORK	187
AGENDA SAMPLES	188
WORK PRODUCT SAMPLES	205
DAPIM™ PRODUCTS SLIDE	221
DAPIM™ WORK PRODUCTS GUIDE	222
CHAPTER FOUR: CONTINUOUSLY IMPROVING FROM THE INSIDE OUT	228
BUILDING YOUR FACILITATION TOOL KIT	228
CONDUCTING AN AFTER ACTION REVIEW	230
CHAPTER FOUR APPENDIX (TOOL KIT CONTENTS INCLUDED IN SEPARATE FOLDER)	232
Task-oriented team activities:	
A. Building Capacity	
B. Clarifying Roles by Level	
C. Conducting an After Action Review	
D. Decision-Making	
E. Developing Vision, Mission, and Values for Your Organization	
F. Establishing Strategic Goals and Objectives	
G. Following Through	
H. Frontline Practice	
I. Managing Change	
J. Meeting Management	
K. Monitoring	
L. Setting Consistent Supervisory Standards	
M. Succession Planning	

- N. Time Management**
- O. Time Management: Using E-mail and Phone**

Relationship-oriented team activities:

- P. Addressing Disproportionality and Disparity in Human Services Outcomes**
- Q. Building High Performing Teams**
- R. Building Trust**
- S. Communicating Your Message Up in the Organization**
- T. Developing Team Capacity and Performance**
- U. Difficult, Courageous Conversations**
- V. Establishing a Culture of Empowerment**
- W. Leadership**
- X. Managing Stress**
- Y. Maximizing Effectiveness of a Multi-Generational Workforce**
- Z. Performance Management**
- AA. Positive Reinforcement**
- BB. Resistance and Power**
- CC. Retention**
- DD. Selling Change**
- EE. Strategic Partnerships**
- FF. What Supervisors Can Impact**