MMS Institute, LLC

Presents

Employee Owned Change ™ Process

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Mission Statement

MMS Institute is an organization which empowers individuals and organizations to cause their visions, goals, and missions to become reality.

The Purpose of Employee Owned Change ™

- To build a cohesive team unit so that coworkers work together in a spirit of cooperation, collaboration and ownership.

What is EOC ™ ?

A way of managing change; an effective way of focusing human energy toward specific desired outcomes.

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Team Development actions succeed when leaders proceed by:

- Linking with all those who can influence desired outcomes.

- Identifying/forming tentative general goals, which by joint processes, will convert to specific group goals.

- Working on improving the quality of relationships.

- Building active feedback loops, so managers monitor and share in their organization's progress toward the achievement of mutually agreed upon goals.

Why use EOC™ ?

- To gathering accurate, anonymous data from key employees is a snap-shot of the organization at a moment in time

- For employees to feel ownership over the project and it's outcomes

- To have changes be permanent

Why use MMS?

30 year track record:

❑ With Fortune 500 companies

❑ With Successful outcomes

❑ Many case histories

❑ Dozens of testimonials

❑ The process is Trademarked

At MMS We Are Experts In:

- ➢ Supporting individuals in choosing

- ➢ Training people in the technology of choice

- ➢ Empowering teams to "buy-in" to change

- ➢ The art of "solutions thinking"

- ➢ Manifesting desired outcomes

What benefits are expected?

- A validation of what is working

- The "voice of the organization" communicating changes that are wanted

- A master plan for organizational change

- A track-able document that can be implemented in various stages

- Accountability at all levels of the organization

- Ownership by the employees of the change process

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Ground Rules for the EOC™ Project

1. All ideas are good ideas
2. Listen to the whole idea--don't interrupt
3. No attacking ideas or solutions
4. Build on each suggestion or idea
5. No defending ideas
6. Be unattached to your ideas as being the "right ones"
7. Allow the group to formulate the solution synergistically
8. Be open to solutions that you never thought of
9. Believe there is a solution to every problem
10. Be willing for the right solution to surface.

EOC ™ DEVELOPMENT PHASES

PHASE	WHAT	WHO	TIME
I	**NEEDS ASSESSMENT** One on one in depth interviews Fact finding Probing key issues	Key Directors, Managers 2 MMS Consultants	One hr per person
II	**SYNTHESIZE INFORMATION** Assemble data for feedback to managment See Addendum 1 for example	2 MMS Consultants	1-1/2 days
III	**PLANNING MEETING #1** Feedback information to management Presentation on findings Review materials Review mission statement, goals, etc. Collaboration of curriculum goals	2 MMS Consultants Key people	1/2 day
IV	**RESEARCH & DEVELOPMENT** of Materials for Team Building Day 1	2 MMS Consultants	2 days
V	**PRESENT MATERIAL** for final approval	2 MMS Consultants Key people	1/2 day
VI	**TEAM BUILDING DAY**	2 MMS Consultants	1 day
VII	**DEBRIEF** To review what happened during the day offsite for EOC document review To assess the next steps in the process To divide tasks among key players	2 MMS Consultants Key people	1/2 day
VIII	**TROUBLE SHOOTING** Individual meetings with those who are not a part of the team.	2 MMS Consultants	Varied

Phase I - NEEDS ASSESSMENT

An MMS coach meets with each of the key individuals on the project to determine:

- Program comprehension

- Program buy-in

- Past experience working with outside consultants or coaches

- Personal resistance to change

- Additional information that could cause the success or failure of the EOC project

- Participation in team projects

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Phase II SYNTHESIZE INFORMATION

The individual meetings are synthesized into a Team Building diagnostic report which illustrates the commitment to Team Building. The following information is assembled for review:

- **Objectives for the EOC ™ project**
- **Key issues**
- **Trouble spots**
- **Problem members**
- **Relevant history**
- **Research information relevant to Phase I**
- **Articles, books, models, background info**

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Phase III PLANNING MEETING #1

The core group meets with one or two MMS coaches to plan the Team Building project. Information from Phase II is presented with an eye to:

- Identify and define roles
- Build the rapport of the core group
- Review the mission statement and/or goals
- Agree upon the purpose of the project
- Choose the project objectives
- Assign tasks
- Coordinate group assignments
- Discuss information from individual meetings anonymously

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Phase III PLANNING MEETING #1 cont.

- Solve problems about key member buy-in

- Negotiate solutions in a positive mode

- Ask questions about the project

- Agree on problem areas

- Reach consensus about program curriculum

- Prioritize issues to be discussed

- Choose a leader or leaders who will give final
approval for the EOC™ curriculum

Phase IV RESEARCH & DEVELOPMENT

The MMS team of coaches research and develop the curriculum as agreed upon in Phase III. Films are previewed, materials are organized, information is gathered and produced for final approval by the planning core group.

Phase V PRESENTATION OF MATERIALS FOR FINAL APPROVAL

In as much as the curriculum design is a collaborative effort between the MMS team and the client, a final review of the curriculum is essential so that there are no surprises on EOC ™ day.

Phase VI EOC™ DAY

This is the EOC™ day as designed in Phase III. Materials have been prepared, and workshop books have been assembled with handouts. An agenda has been prepared and the flow of the day calculated. A normal day is from 9 am - 5 or 6 pm with a break for refreshments during both morning and afternoon, and time is allotted for lunch.

Phase VII DEBRIEF

The Core Group assemble with the MMS Coaches to:

- Assess the EOC™ day

- Review the condition of each member of the group

- Determine the next steps

- Schedule individual coaching, meetings or interventions that are needed to

ensure the success of the project.

Phase VIII TROUBLESHOOTING

An MMS coach meets with all individuals who need direction or assistance in becoming part of the team:

- Phases 3-8 are repeated 2, 3, or 4 times depending on EOC^{TM} goal completion

- MMS coaches travel as a team of two to be able to model team work, successful interactions and communication

Data Gathering Questions

1. What works regarding the current situation?

2. What could improve?

3. What are your desired outcomes for this project?

4. Do you have concerns or worries?

5. What are your suggestions or ideas?

What's Working?

- Products

- Management

- People

- Teamwork

- Environment

- Salary/Benefits

What Could Improve?

Teamwork

Systems, Policies, Procedures

Technology

Human Resources

What are the Desired Outcomes?

Morale

Attitudes

Department Interface

Teamwork

Customer Service

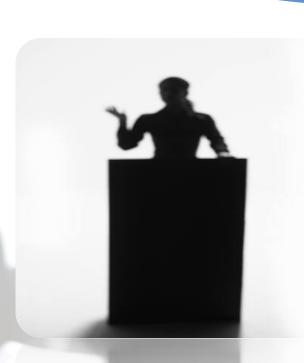Systems

Processes

Meetings

Communication Procedures

Are there Worries and Concerns?

- "Will this do any good? People are hard to change"

- Will this hurt people… will people leave?

- "Will people be candid and honest?"

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Suggestions

- Culture

- About Management

- Teamwork

- Communication

- Structure

- Systems

- Policies

- Human Resources

- Environment

- Salary/Benefits

The End Result

- A blueprint for change

- Alignment for the transition

- Dissenters are weeded out

- Buy-in from employees

- Accountability for projects

- Priorities are clarified

- Timeline is agreed upon

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"Many coaches know and tell, we at MMS ask, listen, and empower!"

Chérie Carter-Scott, Ph.D.

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Thank You!

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