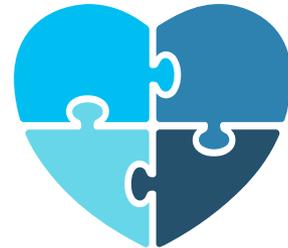


Owning It:

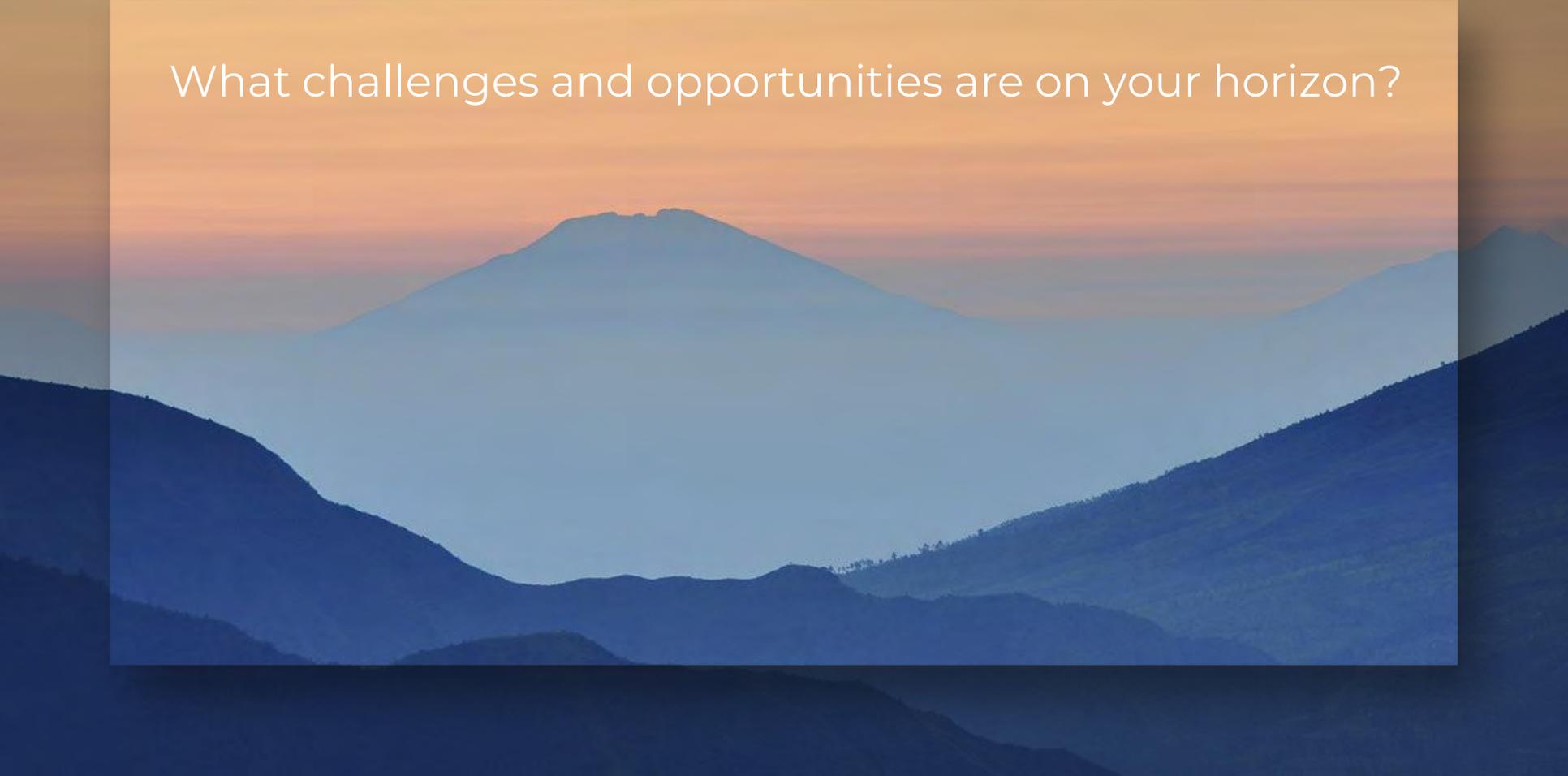
Engaging Teams in the Processes of Innovation & Improvement

Cindy Varner, Vice President of Workforce Development
Goodwill Industries of Arkansas, Inc

Greg Wertenberger, School Director
The Excel Center, Goodwill Industries of Arkansas, Inc



What challenges and opportunities are on your horizon?



Follow up collaboration

3

- » Areas of interest or challenge
- » Half-baked ideas I just might try
- » Reflections & notes that you may like to share



[Tinyurl.com/ExcelOwnIt](https://tinyurl.com/ExcelOwnIt)

1.

Building Trust

Creating a culture where people feel valued, supported, and empowered

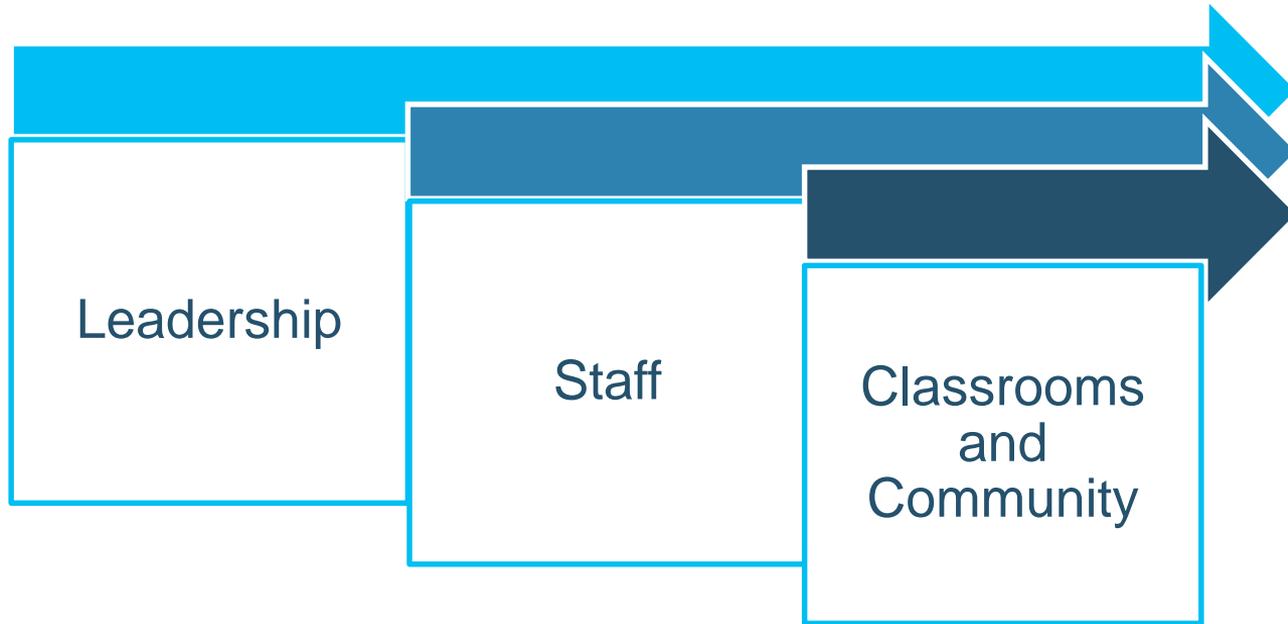


We rarely create something different until we experience something different.

- George Couros
The Innovator's Mindset

Culture of Trust

6



Connecting with our WHY

7

Goodwill

- Transformed lives
- Chance, not charity
- Strengthen communities
- Value – inherent worth of people
- Service & stewardship

Excel

- Another chance
- Confidence
- Efficacy
- Hope / Possibility
- Safe & supportive community
- Tools / knowledge / options / power

Personal

- Service
- Growth
- Love teaching
- Transformation
- I know what its like
- EQUITY
- ?

Culture of Yet

↳ What does it look like at Excel?



- * Focus on process. Identify + learn from mistakes/errors expected.
- * Misconceptions → "Changed"

Success: taking opportunities to grow my "Can Do" circle

Failure: Doing nothing to grow my can do circle

- * Past does not determine future
- * Persistence
- * Replace "Failure" with "Progress/Progressing" Language
- * What is next? What will we need to be best prepared for that next challenge?
- * How long does it take to "change a mindset?"
- * Define this goal/this challenge. Measure progress.
- * ~~CAN'T~~
 - unwilling (now)
 - unable (yet)



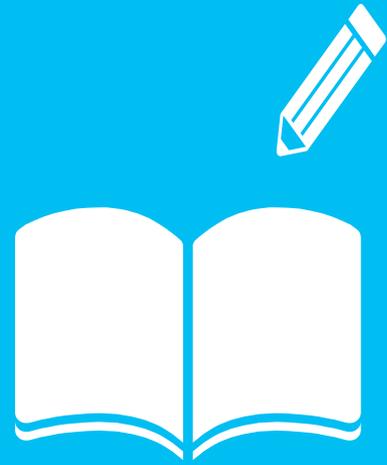
As leaders in education, our job is not to control those whom we serve but to unleash their talent. If innovation is going to be a priority in education, we need to create a culture where trust is the norm. This must be modeled at the highest level of the organization if we expect teachers to create the same culture in their classrooms. In some cases, that may mean we, as leaders, have to extend trust to our people before they've 'earned' it. But it's far easier to trust someone when you have a relationship with that person.

- George Couros

The Innovator's Mindset

Pause & Reflect

How would others describe the environment or culture in your school to their friends or loved ones? How would you?



2.

Authentic Ask

Building empathy and valuing the voices of the people we serve.



*Innovation starts not by providing answers
but by asking questions.*

- George Couros
The Innovator's Mindset

Strategic Planning Brainstorming Sessions

13

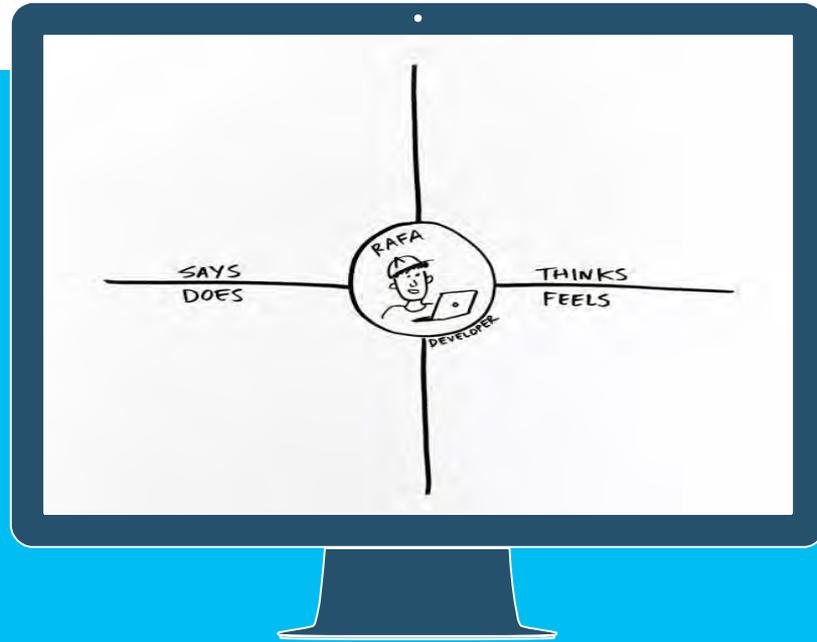


Voices Count



Empathy Map

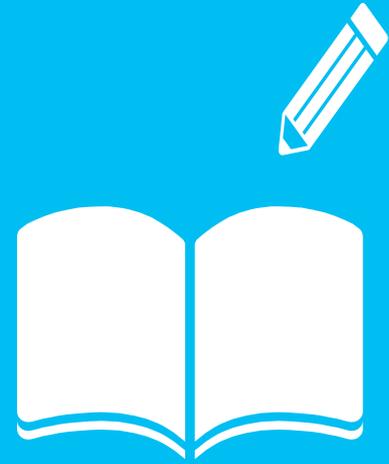
Just one of the free tools from IBM Enterprise Design Thinking to support teams in the processes of innovation.



<https://www.ibm.com/design/thinking/page/toolkit/activity/empathy-map>

Pause & Reflect

How could others know that their voice counts at your school?



3.

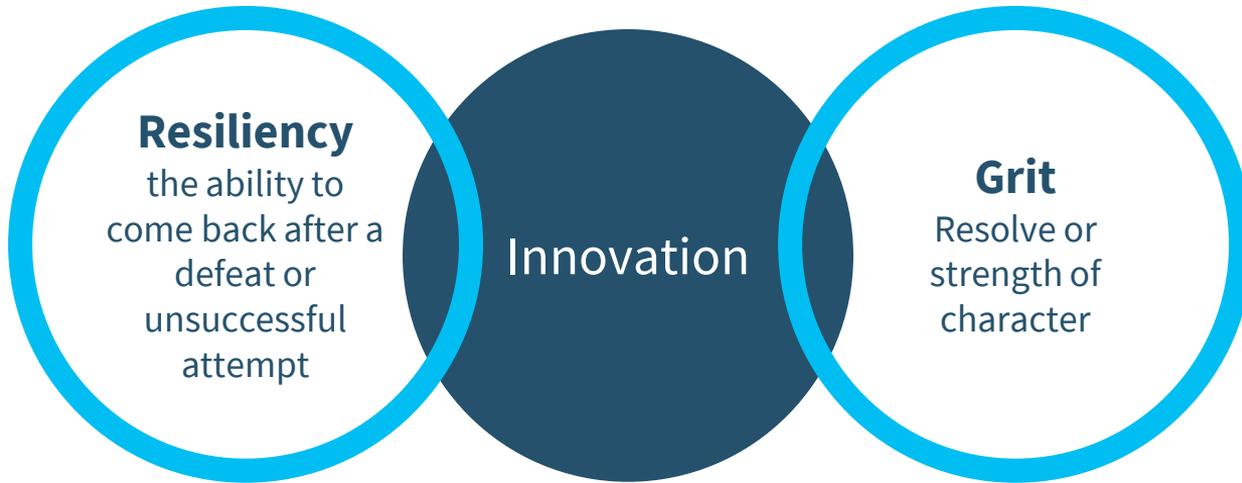
Iterations & Half-baked Ideas

Developing Resiliency & Grit in Individuals and Teams



What part of failure do we embrace?

19



Stop, Assess, Continue

20

Let's keep doing this:

Let's improve this:

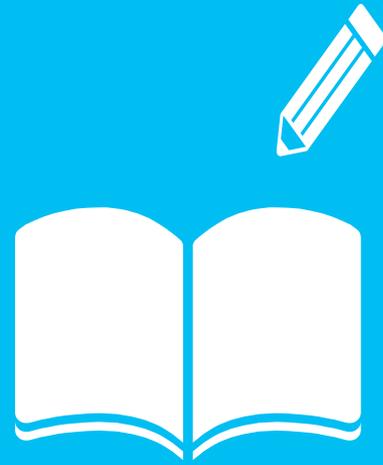
Let's stop doing this:





Pause & Reflect

How could we empower others to take risks and increase resiliency & grit?



Recommended Read

Empower Learning,
Unleash Talent, and Lead a
Culture of Creativity



[Tinyurl.com/ExcelOwnIt](https://tinyurl.com/ExcelOwnIt)

24

Areas of interest or challenge

Half-baked ideas you just might try

Reflections & notes that you may like to share

