CAPABILITY 09 / 20 MINUTES

From workshop to everyday work

A thirty-day trial that measures actual use.

Give a new working method an owner, a real task and a feedback rhythm. At the end of the month, use actual adoption and measured outcomes to decide what happens next.

1

Name three roles

The process owner owns the outcome. The champion helps colleagues and gathers blockers. The decision maker authorises continuation or stopping. In a small team, one person may hold more than one role.

2

Put the trial in the calendar

Week one: baseline. Week two: small trial and support. Week three: fixes and a shared example. Week four: measurement and decision. Give each week a responsible owner.

3

Count eligible work

Measure use against cases the method was designed to handle. Ask why others were skipped: access, incomplete inputs, lack of trust or a poor choice of task?

ILLUSTRATIVE EXAMPLE

Twelve uses are not the whole picture

Illustrative example using fictional trial data. A team had twenty cases suitable for its new briefing method and used it for twelve. Three skipped cases had access problems; the remaining reasons have not been recorded.

Usage rate: 12 / 20 = 60%. This measures use, not a proven business outcome. Next actions: fix access, ask about the remaining reasons, then measure quality and total effort. Make the expansion decision only after considering adoption and results together.

YOUR OWN TASK

Make your next move.

Choose one real situation. Fill in the four fields, then check your decision.

1 Task and responsibility

Which recurring task changes? Who is the process owner, champion and decision maker?

2 The four-week plan

Baseline, small trial, improvement and review: give each a date, owner and expected output.

3 Usage and blockers

How many eligible cases used the method? Why were others skipped? Where can users ask for help?

4 Continuation decision

Which results for effort, quality and usage justify expansion, revision or stopping?

YOU ARE READY WHEN…

- [ ] The trial addresses a task that occurs in everyday work.
- [ ] The usage denominator is the number of eligible tasks.
- [ ] The continuation criteria were written before the trial started.

SCHEDULE THE FIRST SHORT REVIEW

Reserve fifteen minutes at the end of week two. Bring one working example, one blocker and one proposed change. Record the decision and the person responsible.