



Dedicated to the development of critical competencies
in adults for change and growth.

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Thursday, August 08, 2002

Quantum Action Plan

| Action Plan | Specific Steps/Process |
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| <i>Scope of the project:</i> | |
| 1. Description of the intended project. | Implement a mentoring program for new hires coming into the food and beverage division of Spirit Mt. Casino. |
| 2. Intended outcomes, objectives, and goals for infusing change and growth. | <ul style="list-style-type: none"> *New hires will have confidence in their ability to deliver high levels of hospitality to customers of the casino * New hires will develop friendships and strong relationships with other team members in food and beverage * Mentors (buddies) will develop strong ability to create conversations that will help new hires learn the culture of the casino * Through conversation strong networks of relationships will be built leading to high levels of competency in ability to do work and innovate for better performance |
| 3. Timeline projected for implementation. | August 6 through December 29 |
| <i>Yourself as a Self-Organized Leader/Learner:</i> | |
| 1. Your own definition of a self-organized leader/learner. | <p>Self-organized Learning: Learning in a non-linear organic system on the edge of chaos far from equilibrium characterized by internal feedback loops and based on a diverse network of interdependent conversational relationships that recognize shared interests, leading to the spontaneous emergence of order and communities of interest.</p> <p>Self-organized Leader: Any individual that exhibits the ability to frame questions that matter, to convene learning conversations, support Appreciative Inquiry, foster shared meaning, nurture communities of practice and use collaborative technologies to create change and growth in a living system.</p> |

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| <p><i>The Quantum Organization Action Plan:</i></p> | |
| <p>1. Inclusion of at least 3 of the 5 principles from Capra.</p> | <ul style="list-style-type: none"> * We took applications from team members interested in becoming Buddies to new hires. From those applications, we selected team members that embodied the attitudes and behavior that we would like new hires to learn. * The Buddies are not only content experts in their work but also excel at living the hospitality culture of the food and beverage group at the casino. Buddies are diverse in all respects and new hires will have the opportunity to work with various buddies depending on the area to be learned. (Diversity) (Interdependence) * The Buddies will mentor the new hires and develop strong relationships building an extensive network of interconnected conversational relationships supporting the new hires successful introduction into the team. (Relationships) (Interdependence) * New hires will be assigned a Buddy. The new hire schedule will mirror the Buddies schedule for the first 90 days. Buddy will help new hire learn the technology of the position as well as help them build confidence in their ability to professionally execute the position for which they were hired. (Cooperative Learning) * New hires will work in an area until they are able to confidently fulfill their positions. There is no set time line as capabilities and interests differ. Job rotation may not be executed if new hire finds a niche for which they have a passion. Learners will construct their own meaning of what it is to be a top team member delivering high levels of hospitality to clients. (Form and Substance) * Buddies and learners will meet and discuss experiences and ways to improve and alter on an ongoing basis. New learning is expected to emerge and new ideas for helping both buddies and learners excel in learning. (Non-Linear Patterns) |
| <p>1. Inclusion of all 3 categories of activities of leadership noted by Youngblood.</p> | <ul style="list-style-type: none"> * Buddies will be investing a substantial amount of time on reinforcing the organizational culture. They will also be modeling what it means to be a team member in Spirit Mt. Casino. (Context) * The vary nature of this learning process is messy. It is not in a controlled classroom setting. We have 15 different buddies in the front of the house (non kitchen) and are going to be adding buddies in the back of the house as well (kitchen). Each will bring his/her own perspective to the process. Buddies will meet for conversation which will help in sharing ideas, vision, and help in developing critical questions to be answered in the learning process. They will continually innovate and push the boundaries, which is what we are looking for in the learning process. (Disturbing the System) |

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| | <p>* New hires will be constructing their own meaning about what it means to be an outstanding hospitality team member. Buddies will share experiences and thoughts and model a peak performing hospitality worker. New hires will be treated with courtesy and respect and will be helped to build efficacy in their new positions. Through that effort, we will encourage them to become self-directed learners expanding their capabilities on a regular basis. (Cultivating the Organization)</p> |
| <p>2. At least two “out of the box” strategies discussed and presented in class (play, creativity, etc.).</p> | <p>*Chaos is one strategy used in this new process. The learning/training process is designed to be messy and non-linear. We are disturbing the system with new expectations for team members including the development of a network of conversational relationships that will be the foundation for self-organization.</p> <p>*Play is going to be a strong part of the learning process. We are developing a series of topic based games that are no more than 5 to 10 minutes in length that will be used to engage learners in the learning process and have fun doing it. Games are being designed to be delivered by anyone including supervisors during shift report meetings, by buddies during the day, and for team meetings of any type. We are calling the mini modules quick hit topic training.</p> <p>*Celebration is highly used in our culture. We create many opportunities for celebration and will add this into the learning process for new hires.</p> |
| <p>Barriers:</p> | |
| <p>1. Briefly discuss barriers that might deter you from implementing these strategies and the action plan.</p> | <p>The casino is a 24/7 operation with team members working three shifts and having differing days off. It is very difficult to bring the group of Buddies together for conversation.</p> |
| <p>2. What you will do to circumvent those barriers to ensure successful implementation.</p> | <p>We are however committed to paying them for their time invested in coming in for team meetings. Support from me and my mentorship is critical to helping build efficacy in our buddies.</p> |
| <p>Assessment Instrument:</p> | |
| <p>What will you do to measure success of your action plan?</p> | <p>Observable confidence in the ability to perform these professional hospitality positions is the most important and authentic assessment. We will also be looking for advancement ability and a reduction in turnover in the new hires as a longer-term measure of success.</p> |