



A Wetherhaven Production

Three Assessment Project Evaluation

This is a recap of the break out session where George and I provided results of our Tillamook Creamery assessment as well as our individual assessment projects.

Methodology

George and I decided to create a learning organization type of environment for the discussion with our other team members. We felt the easy thing to do would be to present a formal presentation of the projects, the methodology, and the results. In fact, what we did was create a dialog about the experience, the results, and the methodology and it was far more comfortable to do it this way.

The Process

We created an open circle with George and I included in the circular group. We started with pieces of Tillamook cheese as a prop to set the mood and to sample the output of our jointly assessed organization. We gave a brief background of the project, the environmental variables and barriers, and then opened the discussion with a "what would you do if faced with this set of circumstances?" This opened an outstanding dialog from each member of the group regarding what they would do. We then delivered what we actually did, given the circumstances.

This was the pattern of dialog through out the process. Through this process, we also contrasted the creamery assessment with our own individual assessments including differences in methodology and results as well as cultures. The interaction was excellent. Not a single person had the same ideas and every person actively participated. We also had a very lively discussion on qualitative vs. quantitative data and the usefulness of each. This was a great format for learning.

The Outcome

We believe we achieved our intended result of creating a learning organization. We did not present, we opened a learning dialog and I believe each person in the process learned allot from each other and the process. We came to the understanding that qualitative and quantitative data are best used in conjunction with each other in this type of assessment. Only in this way, can the quantitative data be validated using personal experience with assessing the culture and placing meaning, if any, on the quantitative data. We were also introduced to many new ideas and so were the other participants. The relationship tension was low and the task tension was high. Perfect.

Two other points of discussion included the concept that people will not tell you the truth if they do not trust you and questions must be user friendly to insure they are answered in a valid way.

