

SPH Staff Changemakers Program

Program Overview

Last Updated: 10/03/2020



The Why

The School of Public Health can only become the best place for staff to work at UC Berkeley -- and do “less with less” -- when staff are empowered and resourced to bring about the changes and improvement they want to see. These resources include skills and experience in a number of competencies (e.g., leading change, process improvement, project management, etc.) that our staff are eager to gain.

The Opportunity

Comprehensively train staff members in leadership competencies and business process excellence to develop a cadre of “changemakers” to enable taking our organization to the next level and to make meaningful progress towards “less with less” by leading change and implementing improvement (“changemaker”) projects.

Program Summary



How Many?	<ul style="list-style-type: none">• 1 cohort per year for 3 years; 6 people per cohort (= 18 ppl in 3 yrs; may increase cohort size in Yr2)• Opportunities for additional staff to participate in particular components of the program, too
Who?	<ul style="list-style-type: none">• Cohorts functionally diverse with participants from throughout the School• All career & contract, represented & non-represented staff eligible to apply
Time Commitment	<ul style="list-style-type: none">• 1 - 4 hours per week• Supervisors must work with their staff to identify at least 5% of effort to eliminate/defer/reassign from current responsibilities to make space for participation in the program
Selection Process	<ul style="list-style-type: none">• Participation via application; participants selected by Dean & a small selection committee

Program Benefits



Participants gain skills in:

- Leading change and key leadership skills
- Change management
- Project management
- Group facilitation
- Continuous process improvement
- Process mapping

Participants have the opportunity to:

- Lead and execute a project key to making Public Health the best place for staff to work

Successful completion recognized with:

- Team Achievement Award (\$1,000, less taxes)
- Berkeley Public Health Changemaker designation
- Business Process Excellence Master designation

Development goal:

- Serves as an Achieve Together professional development goal

Program Components

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SPH Leadership Sessions

[topics & speakers tentative]

Leading change	Michael Lu
SPH mission, vision, strategy	Amani Allen & Priya Mehta
Influence without authority, building collaborations	Quin Hussey
DEI/anti-racism in projects (forming teams, stakeholder engagement, accessibility, etc.)	Abby Rincón
Putting ideas into action	Seana Van Buren

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Business Process Excellence (BPE) Champion Program

- **Level 1 Process Pro***: Introduction to Terminology & Basic Concepts
***This component will be available to any and all interested SPH staff**
- **Level 2 Process Expert**: Applying basic process & project concepts into practice
- **Level 3 Process Master**: Applying advanced process & project concepts into practice

- **Level 4 Process Champion**: Leadership partner for highly complex projects

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Co-leadership of Priority “Changemaker” Project

Teams of 2*:

- New employee orientation program
- *To be determined*
- *To be determined*


***This component will include broader staff participation (e.g., project team members, subject matter experts, etc.)**

Working with SAC and the Admin Managers group on further priority project identification

YOUR JOURNEY TO BPE CHAMPION

Here's a glance at your journey to becoming a BPE Champion.

Subject matter around Process, Project and Change Management continuously builds as you work your way from Process Pro to Process Champion. Along the way you will lead your own project allowing you to take charge of processes and drive your growth mindset!



PRO	EXPERT	MASTER	CHAMPION
<p><i>INTRODUCTION TO TERMINOLOGY & BASIC CONCEPTS</i></p> <p>SUBJECTS INCLUDE:</p> <ul style="list-style-type: none"> • FOUNDATIONAL TERMINOLOGY FOR PROCESS, PROJECT & CHANGE MANAGEMENT • PROCESS MAPPING • SIPOC 101 • RACI 101 • RCA 101 • INTRO TO PROCESS WASTE 	<p><i>APPLYING BASIC PROCESS & PROJECT CONCEPTS INTO PRACTICE</i></p> <p>SUBJECTS INCLUDE:</p> <ul style="list-style-type: none"> • PROCESS ARCHITECTURE • PROCESS MATURITY • PROMAPP TRAINING • SIPOC 202 • RACI 202 • RCA 202 • KPIS METRICS • IDENTIFY PAIN/WASTE 	<p><i>APPLYING ADVANCED PROCESS & PROJECT CONCEPTS INTO PRACTICE</i></p> <p>SUBJECTS INCLUDE:</p> <ul style="list-style-type: none"> • LEAD A PROJECT (ACTION LEARNING) • PROJECT & CHANGE MANAGEMENT CONCEPTS, TOOLS & TEMPLATES • 5 LEVERS OF CHANGE • PROCESS GOVERNANCE • ONLINE GROUP FACILITATION 	<p><i>LEADERSHIP PARTNER FOR HIGHLY COMPLEX PROJECTS</i></p> <p>SUBJECTS INCLUDE:</p> <ul style="list-style-type: none"> • SPONSOR/LEADERSHIP ENGAGEMENT • PROCESS OWNERSHIP • STRATEGIC ALIGNMENT TO UC BERKELEY PRIORITIES

Program Approach



The Business Process Management Office leverages bCourses (*UC Berkeley's online learning environment*), to deliver Business Process Excellence training. The platform allows group discussions, collaborations, videos, and is an excellent way to organize and manage training materials as well as managing enrollments and ensuring course completion.

We will leverage the same environment for the Leadership Sessions. The sessions can be organized as Modules with Reading/Training materials as a 'pre-req' or 'follow-up' to a zoom/in-person meeting.

The screenshot displays the Canvas LMS interface for a course. The left sidebar contains navigation options: Home, Announcements, Assignments, Discussions, Grades, People, Pages, Files, Syllabus, Outcomes, Rubrics, Quizzes, Modules, Conferences, Collaborations, Attendance, New Analytics, and Settings. The main content area shows the course structure under 'Intro > Modules'. It features two main modules:

- Module 1: Intro to BPE Process Pro** (Status: Complete)
 - Learning Objectives (Module 1) (Status: Complete)
 - Lesson 1: What is a BPE Process Pro? (Status: Complete)
- Module 2: Intro to Process Architecture** (Prerequisites: Module 1: Intro to BPE Process Pro, Status: Complete)
 - Learning Objectives (Module 2) (Status: Complete)
 - Lesson 1: Problem & Opportunity (Status: Complete)
 - Lesson 2: What is a Value Chain? (Status: Complete)
 - Lesson 3: What is Process Architecture? (Status: Complete)

High Level Timeline Implementation

