

Our Implementation Approach

Organizational Improvements for Better Outcomes

We work with public sector agencies, Tribes, and community-based organizations, partnering with their leaders and their staff to implement change initiatives that link to improved outcomes for their clients and the systems that serve them. We customize our approach within the context of the organizational culture to help leaders design and implement real-world strategic solutions.

Understand

We believe that the answers are found within the organization.

We help the organization assess what is going well and what needs to be improved. We help leaders evaluate their own organization's culture and readiness for change. We spend time with staff and leaders to truly understand the specific needs and challenges of the organization.

We ask

- What do partners see as the organization's strengths and challenges?
- Is there a common vision for change?
- Are there bright spots of excellence within the organization that can be built upon?
- What data is available and to what extent is it used?

Design

We believe that design is an iterative process throughout the stages of implementation.

We help leaders and staff articulate what they want to change and how the change initiative will improve specific outcomes.

We ask

- Who needs to be involved in the design up and down the organization?
- Are there helpful frameworks that haven't been considered yet?
- What are the benefits/challenges of particular designs and approaches?
- How will success be measured

Implement

We believe in manageable change.

We help leaders and staff clarify team goals, workplans, roles, and responsibilities. We work with staff to find practical solutions to challenges and obstacles that arise as a change initiative moves forward.

We ask

- Is there a feasible workplan? Are the right people involved?
- Is there a broad communication plan?
- Has the alignment to other initiatives and operational processes been thought through?
- How will data inform the work?
- Are there built-in points to reflect and adjust throughout the implementation phase?

Coach

We believe that change takes time and that building strong relationships based on respect and understanding is most conducive to developing strategies that fit the organization and its culture.

We help leaders implement strategies tied to the organization's needs, with measurable outcomes. Our team consults with and coaches leaders and staff to build capacity to implement change in their organizations.

We ask

- How can commitment to the change effort be built?
- Have champions been identified throughout the organization?
- What pressures in the system could prevent change from happening?
- Has the organization committed leadership support and resources to ensure success of the initiative?

Evaluate

We believe that for change to be truly integrated into the work of the organization, the evaluation should be as well.

We help leaders integrate evaluation into the ongoing CQI process, with continual assessment of whether changes are occurring, the quality of those changes, and their impact on outcomes for clients.

We ask

- Is there a culture of continuous improvement and use of data...how can it be further developed?
- Has sustainability of the change been considered throughout all phases?
- Has the change become a real part of the day-to-day business of the organization?

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