



SEMI Exhale

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Objectives



Recap the dynamic balance



Recap the Creative Problem Solving process



100K overview of Project Management Knowledge Areas to help frame the project proposal process and new Respite programs



Type and kind of technical support



Overview of stakeholder/caregiver input sessions

The dynamic balance

The Dynamic Balance

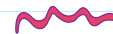


Divergent Thinking



A broad search for many diverse and novel alternatives. **Ideation**

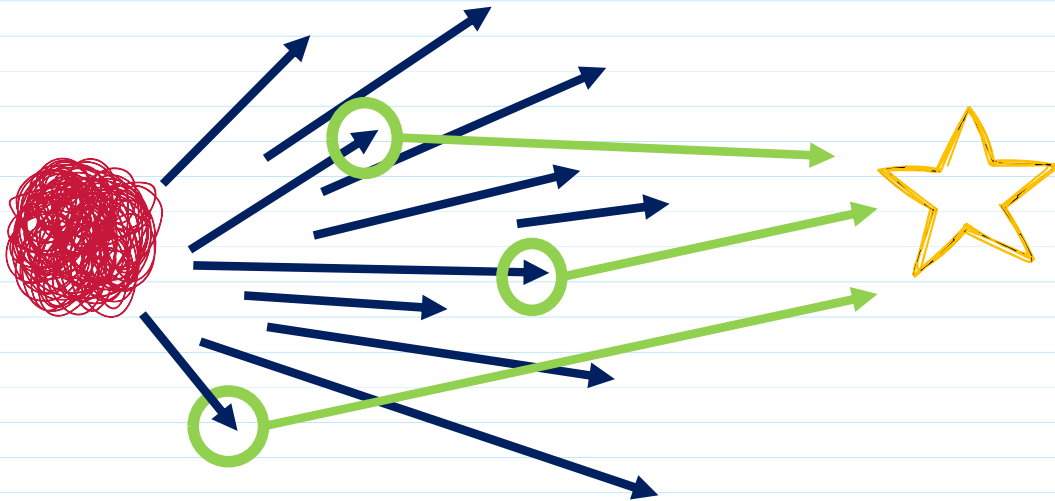
Convergent Thinking



A focused affirmative evaluation of alternatives. **Evaluation**



The Dynamic Balance



Follow
the
rules!

Groundrules for Divergent Thinking:

- Defer judgment
- Strive for quantity*
- Build on other ideas
- Seek novelty

*Cereal boxes!

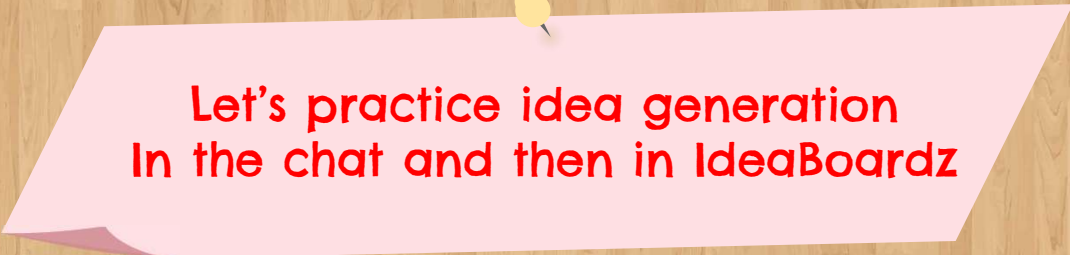
The Thing About Ideas...

- 💡 Ideas \neq actions
- 💡 Ideas \neq decisions
- 💡 Ideas \neq conclusions
- 💡 Ideas \neq feelings

Ideas don't have feelings, people do!

Without a process,
it is personal

- Teresa Lawrence



Let's practice idea generation
In the chat and then in IdeaBoardz



Let's Practice again with IdeaBoardz

Say your idea out loud

Idea Quota: 30 ideas in 2 minute
#cerealboxes









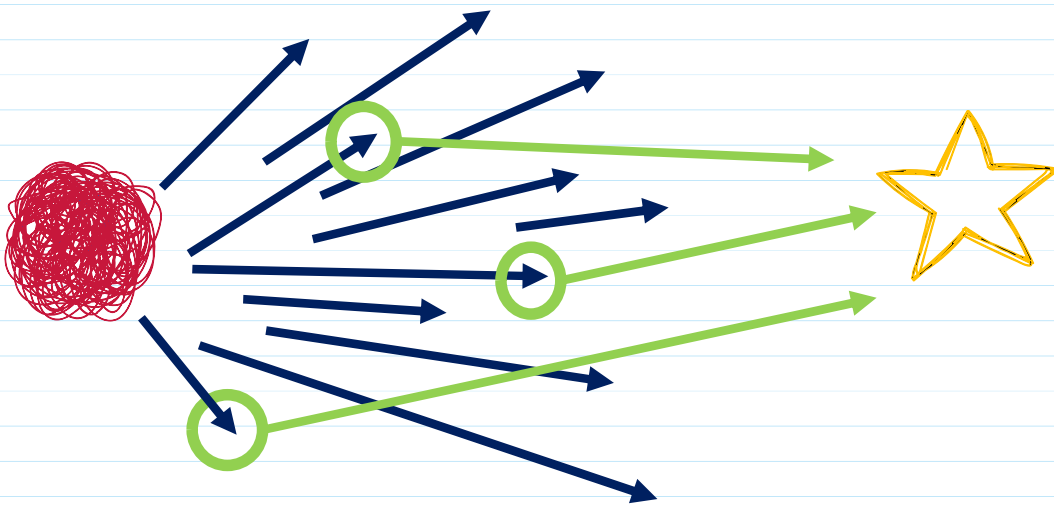


A graphic design set against a light brown wood-grain background. The central element is a white notepad with horizontal blue lines. On the left side of the notepad, there is a vertical row of seven brown dots. In the bottom-left corner of the notepad, there is a blue circular icon containing a white speech bubble. In the top-right corner of the notepad, there is a yellow sticky note pinned with a blue pushpin, featuring a red heart outline. The text "How many ideas?" is written in a bold, blue, sans-serif font across the middle of the notepad's lines.



What to do with all the ideas?

The Dynamic Balance



Highlighting: Hits, Cluster, Restate

Highlighting lets you narrow from many to a few good options.

Hits lets you choose ideas or creative questions that are especially interesting, promising, compelling, intriguing, innovative or on-target.

Clustering organizes your hits into groups, categories or themes.

Restating captures the essence of the cluster.

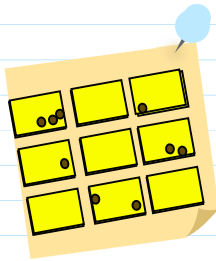


Follow
the
rules!

Groundrules for Convergent Thinking:

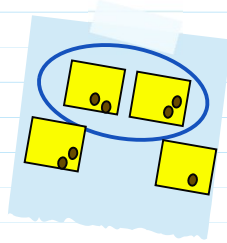
- Apply affirmative judgment
- Be open to novelty
- Be deliberate
- Stay on course

Highlighting



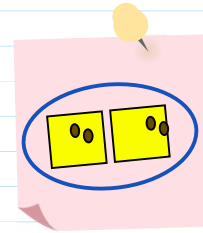
Mark the "Hits"

- Interesting
- New insight
- Workable
- Solves the problem
- Promising direction
- Feels good in your gut



Cluster

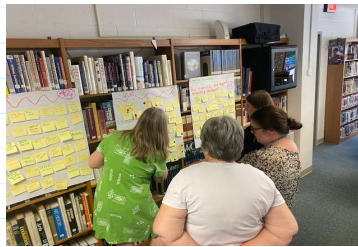
Cluster the related "hits" together



Restate

Restate the cluster to capture its essence

Highlighting



HIT



CLUSTER



RESTATE*

*Restate the essence as a creative question (clarify) or as an action (ideate)

From the Learning Community Ideation

WMBAT ways to get caregivers Internet access?

Guidelines for converging
 Apply affirmative judgement
 Keep novelty alive
 Be deliberate
 Don't be mentally lazy

Cluster 1
 Cluster 2
 Cluster 3
 Cluster 4

What using t

From the Learning Community Ideation...

WMBAT ways to get caregivers Internet access?

Guidelines for converging
 Apply affirmative judgement
 Keep novelty alive
 Be deliberate
 Don't be mentally lazy

Advocate for digital equity for rural communities

Set up free community internet access

Educate caregivers on available internet opportunities

What might be all the ways to get caregivers comfortable using technology?


Expand existing technology solutions page

Establish community connections/network to provide tech support

Highlight the possibilities that technology provides for increased respite

Highlighting Hit Cluster Restate





Let's use Idea Boardz
and apply to your work!



Stick'em Up Brainstorming...with Ideaboardz

- Open the link
- Read the prompt
- Click on the +
- Write your idea on a Post-it
- Hit enter
- One idea per post-it

Let's go for 20 ideas in three minutes

Remember the divergent guidelines

01

Defer judgement

02

Go for quantity

03

Build on the other ideas

04


Seek novelty

Let's see if we can get 20 ideas

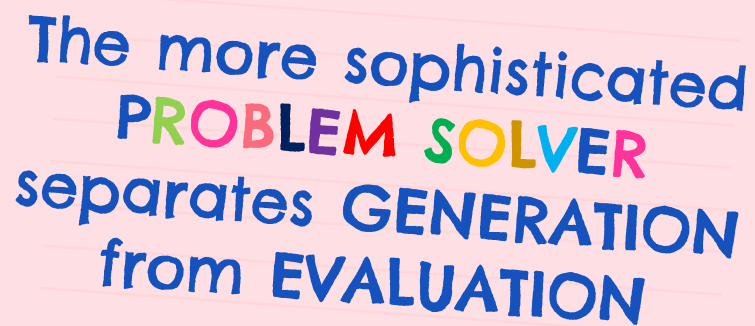
Let's Practice with IdeaBoardz

The screenshot shows the IdeaBoardz interface with a grid of sticky notes. The title is "At Home Learning" and the subtitle is "It would be great if learning in the 'at home model' ignited passion, developed thinking skills and positioned students for what comes next." The grid contains 42 sticky notes arranged in 7 rows and 6 columns. Each sticky note has a question and a score.

Sticky Note Question	Score	Sticky Note Question	Score	Sticky Note Question	Score	Sticky Note Question	Score
WMBAT things students are interested in?	+0	H2 have order?	+0	H2I ignite passion	+0	how to figure out what my kids are supposed to learn	+0
hmi helping student develop thinking skills	+0	H2I teach students to figure out what comes next	+0	in w w might my kids stay motivated?	+0	how to fill the day	+0
HT make students engaged?	+0	how to stay focused for the rest of the school year	+0	how to not be too rigid	+0	HT listen more to students needs?	+0
WMBAT dreams students have for a school?	+0	H2 connect with other?	+1	how to have playdates and socialize with friend's while at home	+0	In what ways might we enable child led projects	+0
H2 find national standard	+0	HT rethink school?	+0	how to not stress over this curriculum	+0	WMBAT ways to learn?	+0
	+0		+0		+0	H2I get my student to take at-home learning seriously	+1
	+0		+0		+0	how to find balance between fun and learning	+0
	+0		+0		+0	How to focus on process more than content?	+0
	+0		+0		+0	H2I teach students thinking skills	+0
	+0		+0		+0	How to determine what is vital and what is additional?	+0
	+0		+0		+0	How might I harness my child's passions to learn academic skills?	+0
	+0		+0		+0	How to know what they need to know by the end of the year	+0
	+0		+0		+0	How might I get my high schooler to prioritize school work over things he wants to be doing	+0
	+0		+0		+0	HT know what is needed now?	+0
	+0		+0		+0	How might I teach my child to follow a schedule when at home (vs at school)?	+1



In what ways might you
find/solicit partners
for/on/in your new
Respite program?



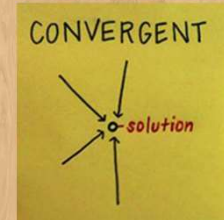
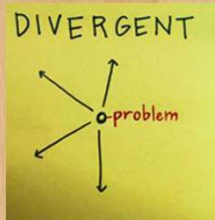
The more sophisticated
PROBLEM SOLVER
separates **GENERATION**
from **EVALUATION**



Dynamic
Balance

Creativity Etiquette

It is considered a crime against nature to diverge and converge at the same time.



Questions?

A recap of Creative Problem Solving

The Creative Process

Clarify Ideate Develop Implement



Exploring the vision & identifying the challenge





Generating ideas



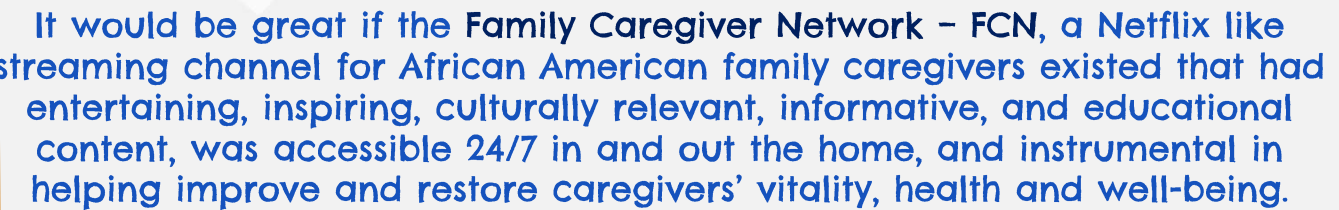
Transforming solutions & bringing ideas to life






Securing buy-in & formulating a plan



Visionary and Wishful Thinking



It would be great if the Family Caregiver Network – FCN, a Netflix like streaming channel for African American family caregivers existed that had entertaining, inspiring, culturally relevant, informative, and educational content, was accessible 24/7 in and out the home, and instrumental in helping improve and restore caregivers' vitality, health and well-being.



The problem that gets
identified is the
problem that gets
solved.

PHRASE PROBLEMS
AS QUESTIONS:
HOW TO... HOW MIGHT...
IN WHAT WAYS MIGHT...
WHAT MIGHT BE ALL THE...
THEN BE CURIOUS
ABOUT SOLUTIONS.

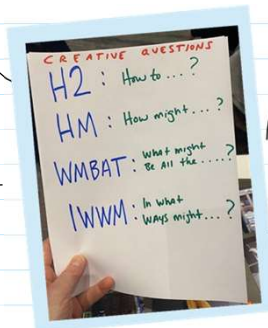
Creative Questions

How to
(H2)...

In what ways
(IWW)...

How might
(HM)...

What might be
all the
(WMBAT)...

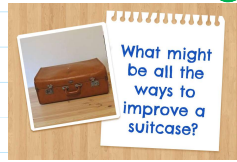


Creativity Etiquette Tip #5

#5: Ensure proper restating

Restating

Ideate for Ideas



Restate essence as verb (action)



Ideate to Clarify

Restate essence as a creative question: H2, HM, IWW, WMBAT

CLARIFY

Clarify
Formulate or reframe the challenge in multiple and varied ways to decide what problem will be solved

LILLIAN!
As you listen to Lillian, begin to write down the challenges, creative questions, problems that identify the critical issues that must be addressed and pathways needed to move toward desired future.

H2, HM, IWW, WMBAT

It would be great if the Family Caregiver Network – FCN, a Netflix like streaming channel for African American family caregivers existed that had 24/7 content, accessible in multiple languages, and restored caregivers' vitality, health and well-being.

1

2

3

4

Convergent Thinking
Apply affirmative judgment
Be open to novelty
Be deliberate
Stay on course

Highlight: HE Cluster, Restate using H2, HM, IWW, WMBAT

What might be all the ways the to fund and sustain channel?

In what ways might a streaming channel be created?

What might be all the ways to collaborate with other organizations?

How might content be created, determined, obtained, evaluated?

In what ways could caregivers be involved in content creation

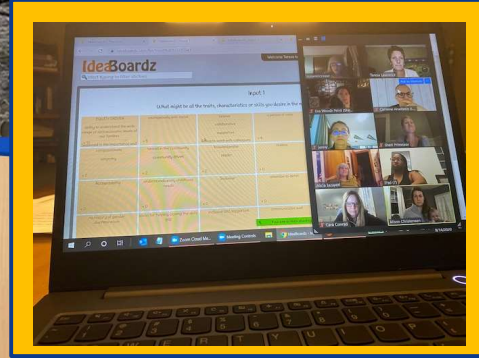
What might be all the ways to market the channel?

How might users, community access and utilize channel?

How to connect on multiple streaming and media channels

How to address access, training and technology issues?

Brainstorming



Remember the ground rules

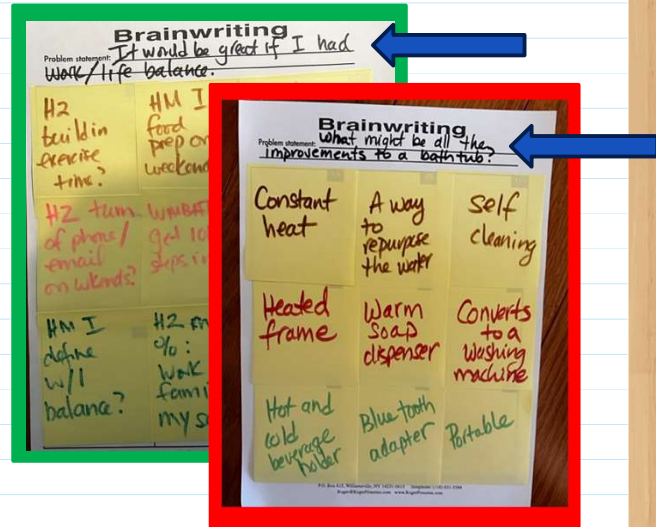
New Tool

Brainwriting



Brainwriting - Write 3 and GO

1. Write down the wish statement or creative challenge
2. Write three ideas/creative questions
3. Get a new sheet
4. Read the creative challenge
5. Read the ideas
6. Add/build on ideas
7. Get a new sheet
8. Repeat

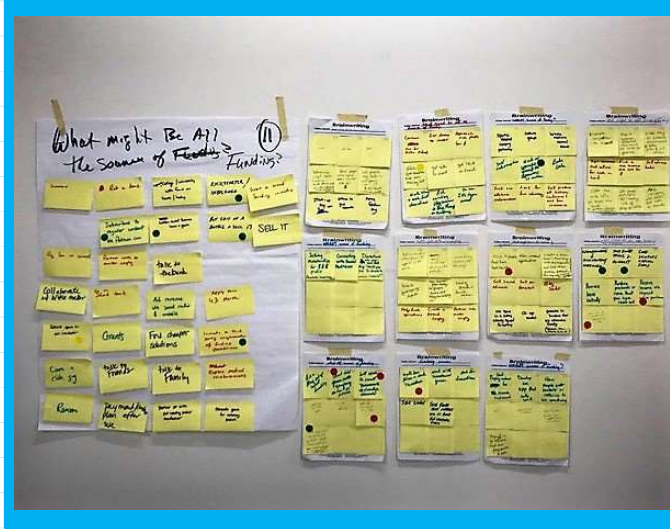


Brainwriting - Write 3 and GO

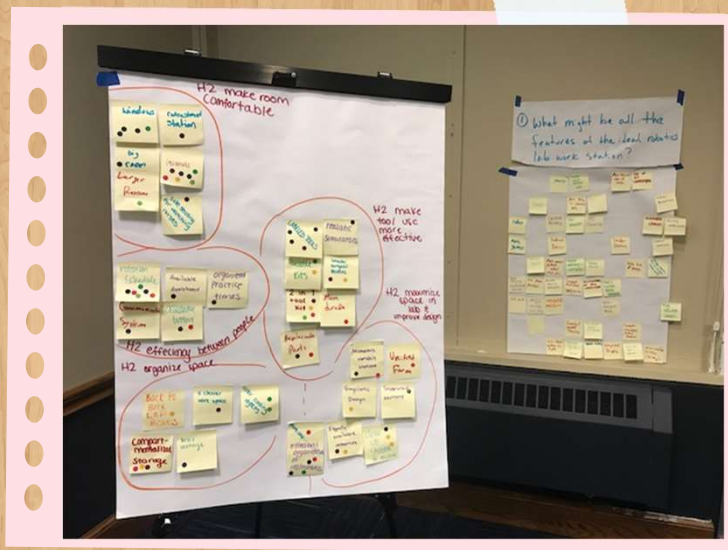




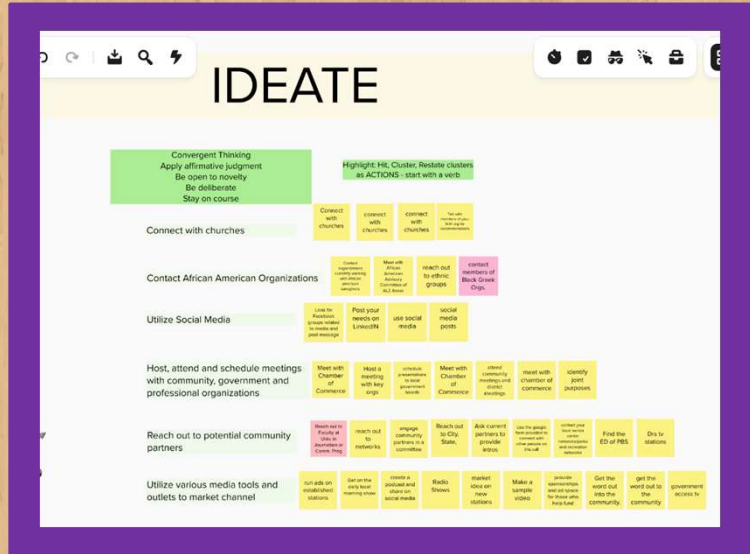
Brainstorming AND Brainwriting



Highlight:
Hit
Cluster
Restate



What might be all the ways to collaborate with other organizations?



Pluses, Potentials, Concerns, Overcoming Concerns (PPCO)

01



Pluses

Find value in the idea – express what you like about it.

02



Potentials

What opportunities might be possible if the idea worked? (It might...)

03



Concerns

Present issues as creative questions to invite new thinking. (H2, HM, IWW, WMBAT)

04



Overcoming Concerns

Brainstorm ways to overcome stated challenges.

The chart compares three candidates based on the following criteria:

- Completed in an IM
- Cost
- Proximity
- Level of attention
- Personal Trainer
- gender
- IM coaching exp
- Former military
- Ranked about IM

Candidate	Completed in an IM	Cost	Proximity	Level of attention	Personal Trainer	gender	IM coaching exp	Former military	Ranked about IM
Mark	😊	😞	😞	😊	😊	😊	😊	😊	😊
Maria	😊	😊	😊	😊	😊	😊	😊	😊	😊
Kelly	😊	😊	😞	😊	😊	😊	😊	😊	😊

Additional smiley faces at the bottom: 😊, 😞, 😞

Developing program possibilities

The chart is titled "CRITERIA" and "IDEA". It rates the following ideas:

- Personal Care Car
- Fresh Start
- Fun Food
- Teach and Train
- Advent. Club
- The Cult
- Pets Plus
- call + connect

At the bottom, there is a "SCALE" with three smiley faces: 😊, 😞, 😞.

Dynamic
Balance

Assisters and Resisters

Identify all the stakeholders

Hit Assisters and Resisters

Select most important Assisters or Resisters

**IWW might we leverage Assister help?
IWW might we mitigate Resister impact?**

Sequencing

Timeline

Action To Be Done	Who Will Do It	By When	Report/Support
Increase participation at SA and Parent Centers	SVB, AED, BPS, PO, CBOs, Vendors	9/1 and beyond	SVB, BPS, CBO, AED, PO, Vendors
Create 1-2 page data summary to use to educate public, school admins, etc.	Principals, CSO, Site, Facilitator	9/1 and beyond	Arbut, principals, CS, SI
Develop strategies to increase's tutors, teacher, community engagement	CBOs, BPS	9/1 and beyond	CBOs, BPS, Zls
MOUs for East - Dec	Principals	9/1 and beyond	Principals
Match health, legal and legal services	CSN (16), principals, CBO, negotiators	Dec	Principals
SAF Prep	BPS, CBO, CSN, principals	9/1 and beyond	Principals, CBO, BPS
Review Budget	PO, BPS, CSN, SF	9/1 and beyond	PO, Erica
Increase parental engagement/board parents	CSN, ZL, site facilitators	9/1 and beyond	Principals
Attend 1st day school meetings	CSN, ZL, PO, site facilitators	9/1 and beyond	Principals
Visit community school in another community	CSN, SF	1/11	Principals
Attend SBMT Meeting	CSN, SF	9/1	ZL, principals
Final practice guide implementation	Tanya, Arbut	9/15	CS planning team
Get community members involved	All	9/1 and beyond	CS planning team
Open SA	CSN, CBO	9/1 and beyond	CSN, CBO, ZL, principals, Erica, Tanya, Tanya
Open ELT	CSO, CSN, principals	Oct 18	Tanya
High school is happening in school with after school programs and Saturday Academy	All	Now and ongoing	CS planning team
Perform staff partner evaluations	SVB & all areas	Quarterly, annually	CS Leads
Create zone microconferences	ZL	Bi-monthly	Tanya, Arbut
Order supplies	CBOs, CSN, site facilitator	Monthly, start 9/1	CBO, BPS, ZL
Smart sheet	CBOs, CSN, site facilitator	Monthly, start 9/1	CBO, BPS, ZL
Create new funding sources for school	All	Ongoing	All
CS Conference	Planning team	Nov - Oct	Planning team
Invite partners to visit CS for their meetings	Principals, Arbut, Tanya, PO, ZL	9/1 and beyond	Planning team
Incorporate PTO/PTA into planning SA	PO	9/1 and beyond	BPS
Complete fall testing request	CSN, CBO	9/30	BPS, CBO
Semi-annual PO for vendors	CSN, BPS	Bi-annual	BPS, CBO
Conduct community needs survey	Planning team	1/11	Planning team
Family Appreciation Dinner	CSN, Gabriela, OFFE	Quarterly, annually	OFFE, Erica
East Zone Champion Events	EE, CSN, CBOs	9/1 and beyond	ZL, Principals
CSO Group	CSN	9/1	Principals
Detail van visit	CSN	10/1	Erica, Breanna
Stage Month Club	Gabriela, OFFE, CSNs	Quarterly	OFFE, Erica
Community bus based on zones	ZL, CSN	9/1 and quarters	Erica
January - March			
Prepare for parent surveys	Gabriela, Breanna	1/1	OFFE
Coordinate spring field trip request	CSN, Site facilitator	1/31	CBO, BPS
Practice for 9/1	PO, BPS	1/11	Principals
Talk care of garden	CSN, principals, engineers	3/1	Principals, CBOs
Advocacy	CS Team	1/28 (February)	Principals, CS coalition
Send out survey	CSN, principals, engineers	2/1	BPS
Quinn's activities, EZ Champion	EE, CSN, ZL	3/30	Principals
Annual Report Development	Communication team	7/1	Tanya, Arbut
Perform internal school subject surveys	CSN	3/30	Erica, ZL
Start planning 2020/2021 school year	CS Planning team	3/30	Planning team, Principals
Improve participation	Principals, Mac (T) Partners, ALL	1/1 - 6/30	Erica, Breanna
Action To Be Done			
Perform evaluations	Supervisors	6/30	SB Dept
Inventory Completion	CSN, Site facilitator	6/15	Principals, BPS, CBO
Reflector of 2019/2020 Program	All	6/30	All
Use key data points available	CSN, SF	4/15	Erica
End of year celebration	School day afterschool SA, CSN, SF	May - June	Principals, ZL, CBO
Quarterly and end of year partner update	Arbut, Tanya, Team	Quarterly	Community Partners
School sensitive Engagement Events	PO, CSN	Monthly	Erica, OFFE
Quinn's Activities Completion	CSN, CBO, Principals	6/30	Principals, Erica
Standardize wall surveys @ all CS Saturday Academy	SF	Monthly	ZL

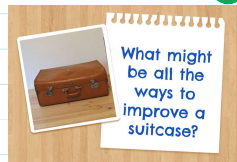
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Creativity Etiquette Tip #5

#5: Ensure proper restating

Restating

Ideate for Ideas



Restate essence as verb (action)



Ideate to Clarify

Restate essence as a creative question: H2, HM, IWW, WMBAT

TOOLS...and TECHNIQUES

Dynamic Balance

CLARIFY

- Vision Boarding
- WIBNI
- Creative Questions
- Mind Mapping
- Why? What's Stopping you?

DEVELOP

- PPCO
- Card Sort
- Evaluation Matrix
- Targeting

Highlighting

IDEATE

- Brainstorming
- Brainwriting
- Forced Connections
- Excursion
- Word Dance
- SCAMPER

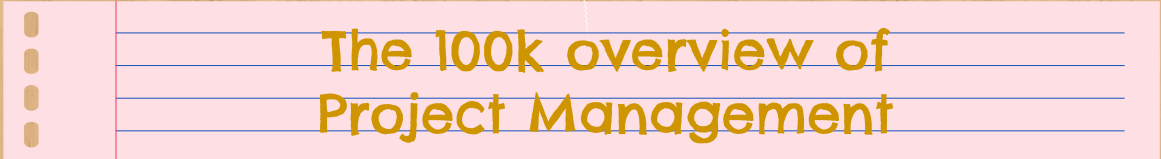
IMPLEMENT

- Assisters & Resisters
- Paired Comparison
- Stakeholder Analysis
- Sequencing

Teach Practice Apply

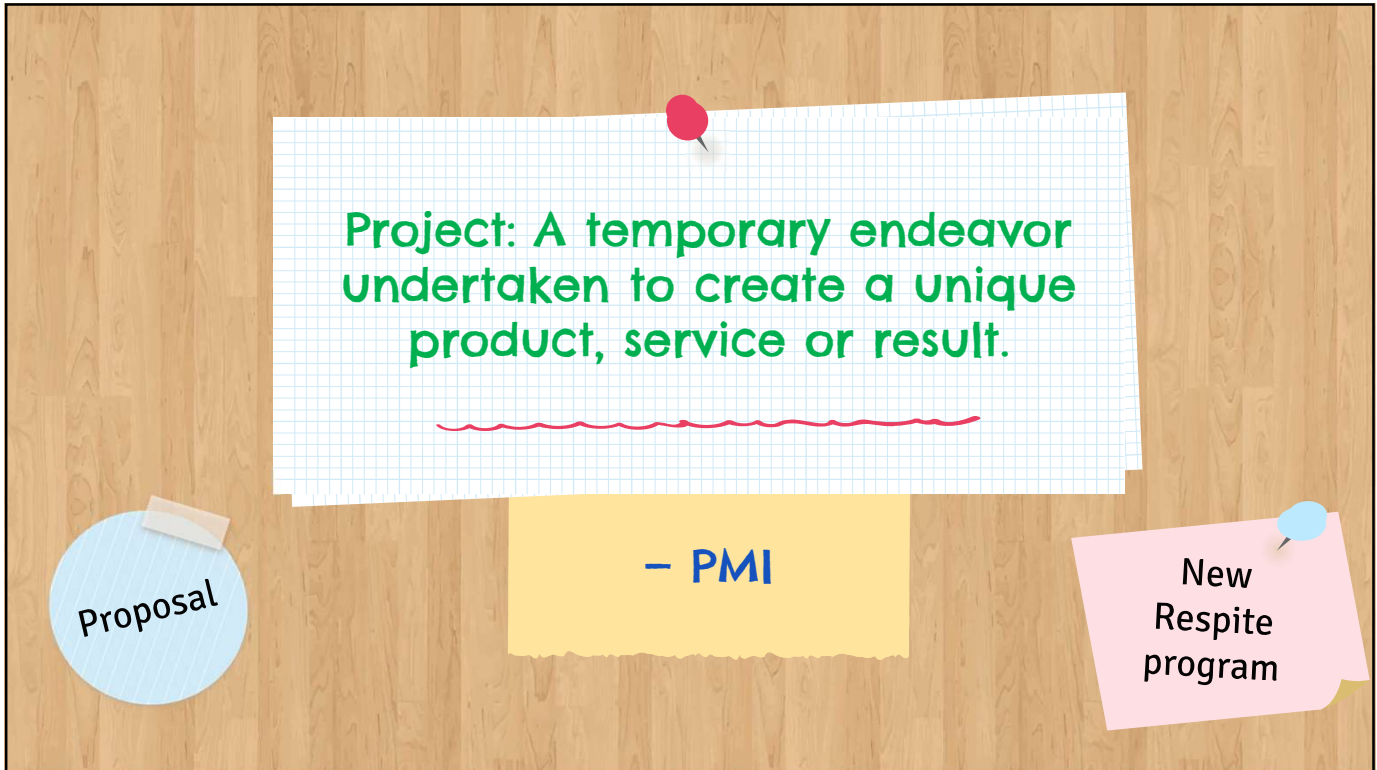


Reaction?
Uses?
Application?



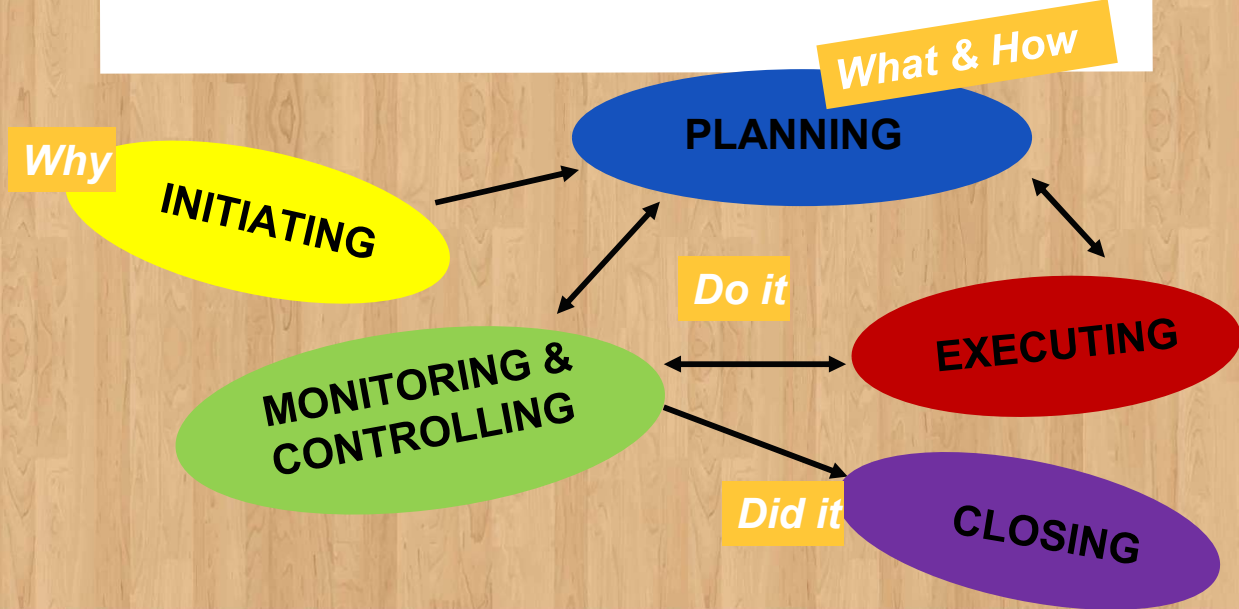
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The 100k overview of
Project Management



Processes & Knowledge Areas		
Initiating	Integration	Resources
Planning	Scope	Communications
Executing	Schedule	Risk
Monitor & Controlling	Cost	Procurement
Closing	Quality	Stakeholder

Project Management Fundamentals



Scope Considerations

- **Scope Management** ensures a project's scope is accurately defined and mapped. What is IN and what is OUT?



Schedule Considerations

- **Schedule Management** is the listing of activities, deliverables, and milestones within a project.
 - What might be all the tasks we need to complete for the proposal?
 - What might be the duration of the tasks and any dependencies?
 - How might we identify and sequence program delivery?
 - What might be all the milestones leading up to the proposal



Resource Considerations

- **Resource Management** identifies, acquires, and manages the resources needed for the successful completion of a project.
 - What might be the "cost" needed to open a new Respite program?
 - In what ways might we need to open a new Respite program?
 - How to manage the "cost" needed to open a new Respite program?



Stakeholder Considerations

- **Stakeholder Management** is the process by which systematically identify stakeholders; analyze their needs and expectations; and plan and implement various tasks to engage with them.

- In w
- In w
- How



vers?
holders + and -?
stakeholders?

Communication Considerations

- **Communication Management** is a collection of processes that help make sure the right messages are sent, received, and understood by the right people.

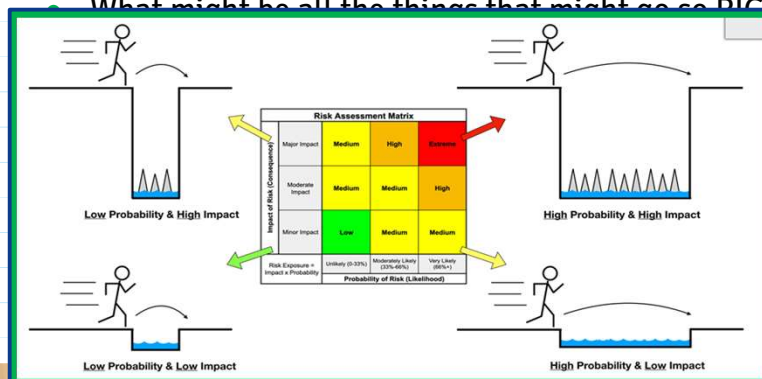
- How to determine with whom we need to communicate, how,



communicate out?
informed

Risk Considerations

- **Risk Management** works to increase the probability and/or impact of positive risks and to decrease the probability/impact of negative risks in a project.



Procurement Considerations

- **Procurement Management** supports the purchase/acquisition of products, services or results needed from outside the project team.

- What are the key requirements to establish a
- What are the key requirements to establish a



y needs?

Quality Consideration

- **Quality Management** is the degree to which the project fulfills requirements and satisfies the needs for which it was undertaken...Did we build the thing right?

- What is the “quality” of our Re
- What is the “success” of our Re



Cost Considerations

- **Cost Management** is the process of estimating, allocating, and controlling project costs.

- How do we estimate?
- How do we allocate?
- How do we control?
- How do we track?
- How do we report?
- How do we communicate?



Integration Considerations

- **Integration Management** is the coordination of all elements of a project - tasks, resources, stakeholders, managing conflicts between different aspects of a project and adjusting trade-offs between competing requests and evaluating resources.



A helpful tee-up?

A highlight of ideation sessions

Ideation Sessions



Care givers
What they said

+



Providers
What you bring

=



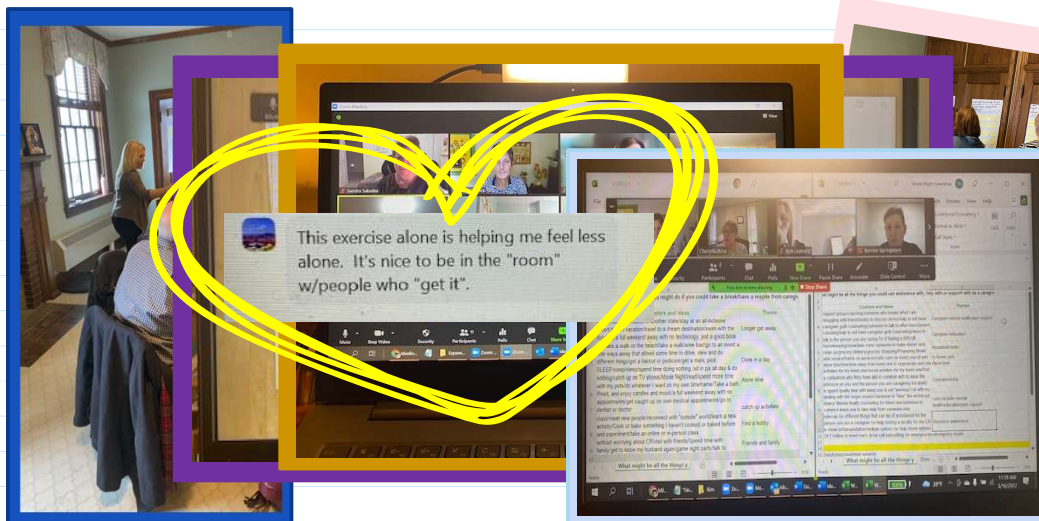
Novel + useful
Creative!

Ideation Sessions



- Providers/Caregivers/Providers and Caregivers : Virtual and in person
- Creative questions with caregivers:
 - What might be all the things you need support with/help with/assistance with?
 - What might be all the things you would do if you had a period of respite?
 - What might be all the things inhibiting you from taking a respite?
- Creative questions with providers:
 - In what ways might you collaborate with other providers?
 - What might be all the **improvements** or **new** respite services or programs you might provide?!

Giving Care Givers Voice



Input sessions

- **In person**
 - Date added
 - Proximity
 - Easels
 - Chart paper
 - Head count
 - Room arrangement
 - What info are you seeking?
- **Virtual**
 - Coordinate with me
 - Tech abilities/logistics
 - Head count
 - What info are you seeking?

Input sessions

Date	Time	IP or V	Agency	Location
April 23, 2024	1 - 3 pm	V	Dementia and Alzheimers Association	St. Clair County
April 24, 2024	11 - 1 pm	V	OLHSA (Kinship Caregivers-triple deckers)	
April 30, 2024	5 - 6 pm	V	PACE Southeast Michigan	
May 14, 2024	1-3 pm		Hannan Center	
May 14, 2024	5 - 6 pm	IP	Gilda's Club Metro Detroit/Lori's Hands	
May 20, 2024	5:30 - 7:30 pm	IP&V	Leeway Health Education Foundation	
May 14 or 20		IP	Cranbrook Institute of Science	
May 14 or 20		IP	Bloomfield Twp. Senior Services	
May 14 or 20		IP	Detroit Public Schools	
May 21, 2024	12 - 2 pm	IP	Karmanos Cancer Institue	
May 21, 2024	9 - 11 am	IP	Second Ebenezer	
5/14, 20 or joining in 5/21		IP	Community Treehouse Center Detroit	

You can't read
the label from
inside the box.



Program Supports

- TA with proposal development
- Project Management support
- Facilitation services:
 - Team challenges/problem solving
 - Stakeholder engagement



Thank You!

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NYS WBE
2019 SBA Home-Based Business of the Year

