07:42:24 From Yvonne Bowen to Everyone:

 I always say these days I'm not 20 anymore.

07:44:01 From Christine Bischoff to Everyone:

 Hello Everyone!

07:45:14 From Nikki Cornwell to Everyone:

 Good morning Everyone :)

07:45:33 From Alice.Tomlinson@pacificlife.com to Everyone:

 Good morning!

07:46:47 From Beth Fisher to Everyone:

 Good morning all!

07:47:20 From Michelle Witter to Everyone:

 Good morning. Happy Friday everyone!

07:48:50 From Kim Dushinski/Noel McMullen to Everyone:

 I can't hear yet.

07:49:25 From Chrissy Scivicque, PMP, PCM to Everyone:

 Hi kim - Please check your audio settings

07:49:41 From Ann Marie Flutka to Everyone:

 Hello Everyone! Hi from Newark, DE!

07:49:46 From Catherine Winston to Everyone:

 Hi everyone, from Columbus, OH

07:49:51 From Carol Farrow to Everyone:

 Good morning everyone!

07:49:53 From Gloria von Gesslein to Everyone:

 Hi from NJ!

07:49:58 From Mary Browning to Everyone:

 Good morning everyone from Wilmington, NC

07:49:59 From Ellen Weiland, Baraboo, WI to Everyone:

 Good Morning from Baraboo, Wisconsin

07:50:03 From Eri M - Wichita, KS to Everyone:

 Good morning from Wichita, KS - & from my cats lol

07:50:04 From Alice Tomlinson to Everyone:

 Hi from Laguna Beach, CA :)

07:50:05 From Lisa Mason to Everyone:

 Good morning! From Fort Saskatchewan, AB Canada

07:50:08 From Michele Miles to Everyone:

 Hi everyone! I'm logging in from Tucker, GA

07:50:09 From Yvonne Bowen to Everyone:

 Good Morning Everyone from CT

07:50:14 From Leslie S Parker to Everyone:

 Hi from HOT Nor Cal - 103 here today.

07:50:17 From Christine Bischoff to Everyone:

 Hi from New Jersey

07:50:18 From Debbie O'Connell to Everyone:

 Good morning from Massachusetts

07:52:12 From Christine Bischoff to Everyone:

 We have No Meeting Fridays and off by 1pm

07:52:36 From Marshall, Shelley (NHTSA) to Everyone:

 Shelley from Maryland

 Program Assistant

07:52:37 From Kristy to Everyone:

 Abilene Texas

07:52:38 From Nikki Cornwell to Everyone:

 Executive Assistant in Lawrenceville, IL

07:52:42 From Christine Bischoff to Everyone:

 Executive Assistant

07:52:44 From Ann Marie Flutka to Everyone:

 Administrative Assistant

07:52:44 From Catherine Winston to Everyone:

 Sr. Executive Administrative Assistant

07:52:48 From Loretta Morgan to Everyone:

 Copyright Administrator from Princeton, NJ

07:52:50 From Alice Tomlinson to Everyone:

 Sr. EA

07:52:50 From Lisa Mason to Everyone:

 Development Assistant

07:52:51 From Yvonne Bowen to Everyone:

 Executive Assistant

07:52:59 From Eri M - Wichita, KS to Everyone:

 I think my official title is Administrative Assistant & Teacher Assistant, but they may have changed it this Spring.

07:52:59 From Mary Browning to Everyone:

 Executive Assistant/HR

07:53:00 From Jenifer Owens-Morrison (she, her hers) to Everyone:

 Jenifer from Delaware OH - OSU; Academic Program Coordinator

07:53:00 From Leslie S Parker to Everyone:

 Executive Assistant and Governance Manager

07:53:07 From Ellen Weiland, Baraboo, WI to Everyone:

 Executive Administrative Assistant

07:53:13 From Muriel to Everyone:

 Login from Cloudy Switzerland, I have two jobs, one as an administrative assistance and the other one as Training and Development Advisor

07:53:13 From Beth Fisher to Everyone:

 Hello from St. Louis, MO! Grant Specialist and Faculty Coordinator

07:53:18 From Kathy Ellermann to Everyone:

 Hi All - from New Jersey -- current title is Executive Assistant

07:53:21 From Ellen to Everyone:

 Ellen here from Charlotte, NC. I am an Administrative Assistant to Customer Service

07:53:21 From Carol Farrow to Everyone:

 I'm an EA in Wichita, KS

07:53:23 From Kim Dushinski to Everyone:

 Director of Marketing & Culture

07:54:00 From Karen to Everyone:

 Hi, everyone! Joining from Senatobia, MS. Currently a Purchasing Clerk with a local school system but have been an admin for over 20 years.

07:54:07 From Noel McMullen to Everyone:

 CHRO - Denver, CO

07:54:44 From Noel McMullen to Everyone:

 Thank you!

07:54:55 From Gloria von Gesslein to Everyone:

 Business Procedures Consultant

07:55:11 From Kirsten to Everyone:

 Hi Chrissy! It's been too long! Logging in from Sterling VA- | Administrator, HR and Finance- started new job in Feb!

07:56:07 From Carrie Hayes to Everyone:

 Carrie here from Georgia! I'm an Administrative Assistant with the University of Georgia

07:56:17 From Desiree Giessmann (she/her) to Everyone:

 Joining from the Charlottesville, VA area! Administrative Specialist supporting 4 executives

07:56:19 From Carrie Hayes to Everyone:

 So happy to be here!

07:56:23 From Susan Murray to Everyone:

 Hi everyone! Joining from Kingston, ON Canada. Executive Assistant/ Project Manager Assistant.

07:56:40 From Katie Pepple to Everyone:

 Hi! Executive Assistant/Office Manager from Columbus, OH

07:56:50 From K Monaco, NKY Health to Everyone:

 Hello all! Joining in from Florence, KY.

07:57:14 From Debra Bullis, CAP to Everyone:

 Hello everyone from Ottawa

07:58:25 From Denise Helsberg to Everyone:

 Hello from Seattle! Executive Assistant supporting 2 executives over 7 clinics

07:58:29 From Karen Hansel to Everyone:

 Hello from Kansas - small business owner (left corporate last summer, yahoo!) Nice to meet everyone!

07:58:41 From Monica Oliver to Everyone:

 Good morning! Legal Operations Manager from Clovis CA.

07:58:42 From Eri M to Everyone:

 A fellow Kansan!

07:58:43 From Miranda Marras to Everyone:

 Hello from the Metro Detroit area. I am an executive assistant.

07:59:08 From Brandi Coates to Everyone:

 Hello from Lansing, MI! Marketing Coordinator for a government entity. That includes assistant to SVP of Marketing & Communications.

07:59:16 From Gloria von Gesslein to Everyone:

 Chrissy, What have you been working on lately? Any sneak peeks?

07:59:20 From Karen to Everyone:

 First lab!

07:59:23 From Muriel to Everyone:

 1st one

07:59:23 From Kim Dushinski to Everyone:

 First one

07:59:24 From Carrie Hayes to Everyone:

 This is my first!

07:59:25 From Kristen Hernandez to Everyone:

 Program Manager from California

07:59:26 From Laura Gerlick to Everyone:

 1

07:59:26 From Noel McMullen to Everyone:

 1

07:59:26 From Eri M to Everyone:

 my first!

07:59:27 From Leslie S Parker to Everyone:

 This is my THIRD!!!

07:59:27 From Desiree Giessmann (she/her) to Everyone:

 First one!

07:59:27 From Miranda Marras to Everyone:

 First lab

07:59:27 From Beth Fisher to Everyone:

 This is my first!!

07:59:28 From Alice Tomlinson to Everyone:

 Second lab!

07:59:28 From Kristen Hernandez to Everyone:

 3rd lab

07:59:29 From Ellen to Everyone:

 First one for me

07:59:29 From Gloria von Gesslein to Everyone:

 I think about 5 or 6

07:59:29 From Monica Oliver to Everyone:

 First Lab

07:59:29 From Kathy Ellermann to Everyone:

 number 3

07:59:29 From Debbie O'Connell to Everyone:

 first lab

07:59:30 From Jenifer Owens-Morrison (she, her hers) to Everyone:

 First!

07:59:30 From Kristy to Everyone:

 2

07:59:33 From K Monaco, NKY Health to Everyone:

 Second!

07:59:34 From Sherri Bush to Everyone:

 3rd

07:59:34 From Nikki Cornwell to Everyone:

 I believe this is my 4th or 5th

07:59:35 From Ann Marie Flutka to Everyone:

 This is my 3rd!

07:59:35 From Denise Helsberg to Everyone:

 First lab

07:59:36 From Kirsten to Everyone:

 Third

07:59:36 From Karen Hansel to Everyone:

 1st

07:59:37 From Debra Bullis, CAP to Everyone:

 I think this is my 3rd - maybe 4th

07:59:37 From Yvonne Bowen to Everyone:

 2nd one

07:59:37 From Lisa Mason to Everyone:

 This is my 4th lab. Love them all

07:59:38 From Christine Bischoff to Everyone:

 1

07:59:39 From Michele Miles to Everyone:

 3rd

07:59:39 From Mary Browning to Everyone:

 This is my first learning lab - very excited!

07:59:41 From Brandi Coates to Everyone:

 6 or so

07:59:42 From Kirsten to Everyone:

 maybe 4th??

07:59:49 From Ellen Weiland, Baraboo, WI to Everyone:

 First

07:59:55 From Loretta Morgan to Everyone:

 This is my 3rd!

08:00:07 From Debra Bullis, CAP to Everyone:

 Just did a quick head review- it is my 4th

08:03:27 From Katie Pepple to Everyone:

 1st lab for me!

08:04:46 From Debra Bullis, CAP to Everyone:

 Scariest words in business - "But, we've always done it that way"

08:05:00 From Leslie S Parker to Everyone:

 YES Debra!!

08:05:39 From Eri M to Everyone:

 I have been running into a bit of that at work. it's annoying/frustrating, esp when there's a better/easier way!

08:06:23 From Alice Tomlinson to Everyone:

 Especially after what we've all been through over the last two years --- we should be digital first and progressive in building efficiencies.

08:06:36 From Debra Bullis, CAP to Everyone:

 @Alice - YES!

08:07:24 From Karen Fowler to Everyone:

 I'm in a non-admin-type job where I have less influence and authority to make change to processes. It's been a struggle for me b/c I often look for room to improve and streamline.

08:07:32 From Eri M to Everyone:

 The Resource Page is available from out account, correct?

08:08:04 From Alice Tomlinson to Everyone:

 @Chrissy - this is also CEU for PACE, yes?

08:08:17 From Kirsten to Everyone:

 Noooo!

08:08:19 From Karen Fowler to Everyone:

 Oh no!

08:08:25 From Megan Bishop to Everyone:

 D:

08:08:32 From Muriel to Everyone:

 Bad luck to get it now

08:08:39 From Debra Bullis, CAP to Everyone:

 Oh no Chrissy! Glad you are feeling better

08:08:49 From Ellen to Everyone:

 Glad you are feeling better!

08:08:55 From Alice Tomlinson to Everyone:

 Thankful you are well and here!!

08:09:02 From Kirsten to Everyone:

 PACE- woot woot!

08:11:42 From Loretta Morgan to Everyone:

 My sound has just turned to static! Will leave and log back on!

08:12:01 From Debra Bullis, CAP to Everyone:

 Learning labs are ALWAYS fun!

08:12:05 From Kirsten to Everyone:

 🥳

08:12:08 From Karen Fowler to Everyone:

 Yay for Friday!

08:12:18 From Yvonne Bowen to Everyone:

 TGIF

08:12:21 From Jenifer Owens-Morrison (she, her hers) to Everyone:

 🤩

08:12:34 From Muriel to Everyone:

 😉

08:12:41 From Lyssa Young to Everyone:

 Self 5!

08:12:47 From Leslie S Parker to Everyone:

 😻

08:15:20 From Leslie S Parker to Everyone:

 DINNER OUT!

08:15:24 From Eri M to Everyone:

 my friends are taking me out for a birthday dinner :D

08:15:35 From Leslie S Parker to Everyone:

 Happy Birthday,. Eri!

08:15:39 From Yvonne Bowen to Everyone:

 Happy Birthday Eri!

08:15:44 From Debra Bullis, CAP to Everyone:

 Happy Birthday Eri

08:15:52 From Lyssa Young to Everyone:

 Happy Birthday @Eri!

08:15:56 From Eri M to Everyone:

 thanks - it was at the beginning fo the month, but schedules, you know?

08:16:19 From Muriel to Everyone:

 Have some time to relax before going to bed as it will be around midnight for me 😘

08:16:59 From Muriel to Everyone:

 Happy birthday Eri

08:16:59 From Loretta Morgan to Everyone:

 Happy Birthday, Eri!

08:17:03 From Mary Browning to Everyone:

 Happy birthday!!

08:17:05 From Gloria von Gesslein to Everyone:

 🥳

08:17:07 From Eri M to Everyone:

 Thanks, all!

08:18:43 From Alice Tomlinson to Everyone:

 Happy Birthday 🥳

08:23:01 From Leslie S Parker to Everyone:

 Board meeting prep and follow up

08:23:08 From Laura Gerlick to Everyone:

 Onboarding process

08:23:11 From Carolyn to Everyone:

 Onboarding New Employees

08:23:13 From K Monaco, NKY Health to Everyone:

 Board meeting prep through conclusion

08:23:13 From Crystal Weinberger to Everyone:

 Faculty onboarding

08:23:17 From Katie Pepple to Everyone:

 Onboarding

08:23:19 From Noel McMullen to Everyone:

 Recruitment

08:23:20 From Alice Tomlinson to Everyone:

 Onboarding

08:23:20 From Ann Marie Flutka to Everyone:

 onboarding

08:23:20 From Megan Bishop to Everyone:

 Business cycle planning

08:23:21 From Ellen Weiland, Baraboo, WI to Everyone:

 Also Board Meeting Prep! Yay, Leslie!

08:23:22 From Miranda Marras to Everyone:

 Donation acceptance and acknowledgement process

08:23:23 From Eri M to Everyone:

 Student Progress Reports.

08:23:24 From Mary Browning to Everyone:

 Lapse salary report process

08:23:29 From Karen Hansel to Everyone:

 client onboarding

08:23:29 From Yvonne Bowen to Everyone:

 Timecard/Payroll - PTO process

08:23:29 From Debbie O'Connell to Everyone:

 On and off boarding employees

08:23:29 From Beth Fisher to Everyone:

 Onboarding for new part-time instructors

08:23:30 From Kirsten to Everyone:

 Maintaining our org chart! Onboarding processes, tracking interviews for candidates...

08:23:31 From Kathy Ellermann to Everyone:

 Expense Reporting

08:23:32 From Kim Dushinski to Everyone:

 recruiting

08:23:35 From Tovey Blake (she/her) to Everyone:

 Creating a new service offering

08:23:36 From Michele Miles to Everyone:

 Communicating Info to mini-fellowship participants

08:23:36 From Carrie Hayes to Everyone:

 Publicity and Communication/Marketing

08:23:46 From Christine Bischoff to Everyone:

 Onboarding

08:23:48 From Ellen to Everyone:

 Customer Agreement tracking

08:23:50 From Debra Bullis, CAP to Everyone:

 To many to choose from 🤪

08:23:50 From Gloria von Gesslein to Everyone:

 How administrative professionals and managers can apply the Agile Method

08:23:53 From Lisa Mason to Everyone:

 KPI reporting

08:23:53 From Lyssa Young to Everyone:

 Expense Reports

08:23:54 From Susan Murray to Everyone:

 Incoming cold calls and onboarding new clients

08:24:10 From Gloria von Gesslein to Everyone:

 I'm creating a playbook for Agile

08:24:13 From Carol Farrow to Everyone:

 Travel

08:24:14 From Jordana S to Everyone:

 Recruitment

08:24:14 From Kristy to Everyone:

 Deadline workflow

08:24:15 From Lyssa Young to Everyone:

 So true @Debra

08:24:27 From Muriel to Everyone:

 Invoices processing

08:24:34 From Leslie S Parker to Everyone:

 @Miranda! Let's connect as I do donations too.

08:24:36 From Kirsten to Everyone:

 Creating SOPs!

08:24:40 From Marshall, Shelley (NHTSA) to Everyone:

 Onboarding/Offboarding, correspondence

08:24:56 From Kirsten to Everyone:

 Retreat planning/logistics

08:25:17 From Jenifer Owens-Morrison (she, her hers) to Everyone:

 have so many that need help, new to position and not much has been changed since 1990s

08:25:33 From Karen Fowler to Everyone:

 @Jenifer - Oh wow!

08:25:34 From Jenifer Owens-Morrison (she, her hers) to Everyone:

 so narrowing it down has been difficult

08:25:41 From Karen Hansel to Everyone:

 I got sure after this started, picked client onboarding. Just had to make the decision :) Thanks!

08:25:46 From Miranda Marras to Everyone:

 @Leslie for sure!

08:26:04 From Brandi Coates to Everyone:

 Internal sponsorship processing, including vendor outreach to get set up for payment, marketing deliverables and payment processing.

08:26:31 From Sherri Bush to Everyone:

 our HR processes are the most inefficient

08:26:34 From Carolyn to Everyone:

 Getting others onboard with the new processes.

08:26:46 From Kim Dushinski to Everyone:

 Other people not understanding the process and/or following it

08:26:47 From Karen Fowler to Everyone:

 Getting the ball rolling on a new process. Making sure colleagues follow the new process instead of reverting back to the old way.

08:26:48 From Karen Hansel to Everyone:

 change management

08:26:48 From Katie Pepple to Everyone:

 reaction/backlash from certain teammembers

08:26:52 From Crystal Weinberger to Everyone:

 Getting past people stuck on "We've always done it that way"

08:27:14 From Katie Pepple to Everyone:

 Yes crystal!

08:27:16 From Ellen to Everyone:

 Concern: how to get others on board with new processes when everyone is so busy and do not have time to adapt to changes

08:27:37 From Eri M to Everyone:

 getting others to buy-in & actually follow the (new) process and improvements making it harder to complete the process.

08:27:43 From Monica Oliver to Everyone:

 Not sure: My position was created within the past year. I am reviewing multiple current processes. I am not sure which I will be using as my sample. Contract processing, onboarding attorneys, invoicing, filling...and more.

08:27:51 From Sherri Bush to Everyone:

 onboarding when staff turnover is so high; performance management; budgets

08:28:17 From Lisa Mason to Everyone:

 Getting everyone on board with new processes without falling back into 'bad habits'

08:28:21 From Kristen Hernandez to Everyone:

 Obstacle: implementing a new/improved process without coming off as "bossy"

08:28:21 From Alice Tomlinson to Everyone:

 ADKAR @chrissy!! :)

08:28:29 From Muriel to Everyone:

 how to write SOP & process so that everybody find it's way over it ?

08:28:56 From Lyssa Young to Everyone:

 I was went through a reorg and our new group actually has strong process - for me it's more about how to learn all the things. ALL. THE. THINGS. I need process to help me thing about it.

08:29:02 From Lyssa Young to Everyone:

 \*think

08:29:18 From Jenifer Owens-Morrison (she, her hers) to Everyone:

 @lyssa young YES!

08:29:25 From Yvonne Bowen to Everyone:

 How to get buy-in from both contract staff and non-contract employees

08:29:50 From Eri M to Everyone:

 @Lyssa - Julie Perrine's Procedures Pro may be helpful, too.

08:30:02 From Yvonne Bowen to Everyone:

 @ Kristen...exactly!

08:30:10 From Marshall, Shelley (NHTSA) to Everyone:

 Thanks Eri!

08:30:24 From Christine Bischoff to Everyone:

 Concerned about people being fearful of having their responsibilities taken away if a new process is implemented.

08:30:43 From Celeste Benitez to Everyone:

 Show how their inaction affects the company bottom line. show them that if they don't get on board how it affects the company monetarily. That will make them get on board. It worked for me.

08:32:24 From Denise Helsberg to Everyone:

 Agree with Christine. One of the biggest roadblocks I've encountered to change is people not wanting to loose their part of the process or have it changed by someone else.

08:33:28 From Katie Pepple to Everyone:

 what was it called again?

08:33:30 From Gloria von Gesslein to Everyone:

 It Good idea @Celeste

08:33:43 From Eri M to Everyone:

 @KAtie - Becoming a Procedures Pro by Julie Perrine

08:33:49 From Katie Pepple to Everyone:

 thank you!

08:34:07 From Eri M to Everyone:

 it's ~$10 on Amazon, I think? I was able to find it in my library system, too.

08:34:13 From Gloria von Gesslein to Everyone:

 https://www.amazon.com/Become-Procedures-Pro-Developing-Effective/dp/0982943091/ref=sr\_1\_3?crid=1L6Z2N1LQI0G2&keywords=julie+perrine&qid=1656081235&sprefix=julie+perrine%2Caps%2C85&sr=8-3

08:34:16 From Karen Fowler to Everyone:

 Yes. Definitely a reluctance to change when it's a process they've been familiar with for so long and if they own a piece of it.

08:34:54 From Eri M to Everyone:

 Showing has a new process/procedure can save time has been helpful for me, too.

08:34:55 From Celeste Benitez to Everyone:

 thanks Gloria

08:35:02 From Miranda Marras to Everyone:

 Thanks for the link!

08:37:08 From Gloria von Gesslein to Everyone:

 YW

08:44:32 From Debra Bullis, CAP to Everyone:

 My life right now - over 90 resumes and still have another week before it closes

08:45:26 From Eri M to Everyone:

 wow. good luck, Debra

08:48:14 From Kirsten to Everyone:

 Would you say this parallels the concept of a project vs tasks?

08:48:36 From Megan Bishop to Everyone:

 Kirsten, I had a similar thought

08:49:46 From Kirsten to Everyone:

 OK thanks..

08:49:53 From Eri M to Everyone:

 It's seeing a forest instead of a tree sort of thing, right?

08:50:27 From Muriel to Everyone:

 but the goal of a procedure is only part of the goal of a process, right ?

08:52:35 From Alice Tomlinson to Everyone:

 Aaargh complacency!!

08:53:29 From Mary Browning to Everyone:

 The pandemic helped to revamp a lot of paper processes to an on-line process.

08:54:07 From Muriel to Everyone:

 with Covid Admins and their world had to stop being in complacency 😉

08:54:26 From Alice Tomlinson to Everyone:

 YES @muriel and @mary browning!!!

08:54:36 From Leslie S Parker, PACE to Everyone:

 Absolutely!

08:54:53 From Alice Tomlinson to Everyone:

 BUT there are many folks who want to go back to the old way of doing things :(

08:54:55 From Gloria von Gesslein to Everyone:

 Things corporate said we couldn't do all of sudden started doing once covid hit and quite successfully.

08:55:16 From Muriel to Everyone:

 @Alice, helas 🧐

08:55:18 From Alice Tomlinson to Everyone:

 YES YES @gloria!!

08:55:23 From Mary Browning to Everyone:

 So true !

08:55:28 From Gloria von Gesslein to Everyone:

 Mindset plays a big part and how responsive people are to making change

08:56:27 From Alice Tomlinson to Everyone:

 It's been extraordinary actually.

08:56:57 From Muriel to Everyone:

 In my School at the beginning of the pandemic the courses for student where put on line within 3 weeks!

08:57:15 From Karen Fowler to Everyone:

 I often ask the "why" of certain steps when I'm shown how to do a new or unfamiliar procedure. The "why" and "who" helps me to connect the "players" or who or what is affected by certain actions. I then look for ways to improve or streamline the procedure.

08:57:18 From Alice Tomlinson to Everyone:

 I have found I need to keep my change management hat on at all times .. to keep encouraging folks to move forward.

08:57:43 From Ellen to Everyone:

 I've been so thankful that we have gone paperless, as the need people had to reference the paper files was much smaller than the amount of time it took to organize and file.

08:58:27 From Eri M to Everyone:

 Yes, @Ellen!

08:59:03 From Eri M to Everyone:

 I work at a school that has 6+ locations... going virtual has helped us access student files much much easier & has reduced the need to say " you need to call X location"

09:00:38 From Michelle Witter to Everyone:

 What Gloria said is exactly onboard where I work. It proved a lot of things were possible that never would've happened otherwise and very productive. However, they're still trying to be resistant and trying to force everyone back to the way it used to be two years ago. There's been many pros to working remote / hybrid.

09:01:53 From Celeste Benitez to Everyone:

 do you have any six sigma courses you can recommend to take online?

09:02:30 From Karen Fowler to Everyone:

 We'd like to reduce the amount of paper we use and do more things electronically, but sadly there is a lot of talk and not a lot of action b/c people are stuck in the old way b/c that's how they've always done it. I've been there for only 3 mos and noticed almost immediately how much waste there is in our process.

09:05:22 From Muriel to Everyone:

 I found that link : www.sixsigma.co.uk. and they offer trainings

09:05:25 From Ellen to Everyone:

 I think the challenge with going paperless is they need to see a new process to transition to before they let go of the paper. Because of going to remote work during Covid, we transitioned to OneNote, and our system allows files to be attached to orders and customer accounts.

09:05:43 From Celeste Benitez to Everyone:

 I looked into my SharePoint company site six sigma to see if they have it, and saw the first doc that came up DMAIC so I guess they do. :-)

09:06:49 From Celeste Benitez to Everyone:

 yes ;)

09:08:04 From Kathy Ellermann to Everyone:

 Q: Lean: How does a team 'define' what a customer is willing to pay? Focus Groups? Thinking about everyone's current pain =GASOLINE?

09:08:56 From Yvonne Bowen to Everyone:

 Agreed!

09:09:28 From Ellen to Everyone:

 My company uses Lean SixSigma for manufacturing, but it is not often used in the office based processes at the plant locations

09:09:40 From Heather Steffen to Everyone:

 A strong, well thought out change management plan helps when rolling out process improvement. It helps people buy-in to the process faster. So a process for building that change management plan is needed.

09:10:05 From Yvonne Bowen to Everyone:

 Finding it and finding people who are secure enough in themselves to share the resources so you can grow and be more effective in your company or school.

09:14:08 From Yvonne Bowen to Everyone:

 Q - Any suggestions for online Lean - Sigma certifications for office workers?

09:16:40 From Megan Bishop to Everyone:

 "Unclear roles and responsibilities" under Process Factors is the huge driver behind mine

09:17:25 From Marshall, Shelley (NHTSA) to Everyone:

 Same at my job @Megan

09:17:34 From Yvonne Bowen to Everyone:

 @ Megan...sounds like our school.

09:18:04 From Ellen to Everyone:

 We went through an acquisition by another company two years ago, but we are just seeing a bigger change in processes now, and a software change is coming.

09:18:21 From Karen Fowler to Everyone:

 I've had issues with nothing being documented. Even in this new role, someone had written generic how-tos for me, but I've consistently added more information & details along the way.

09:18:46 From Lisa Mason to Everyone:

 My university went through a total restructuring - unclear roles and responsibilities is a big issue

09:19:47 From Kristen Hernandez to Everyone:

 @Lisa - we are going through the same :(

09:19:52 From Yvonne Bowen to Everyone:

 @ Karen.... that is where I've been living for the last some odd months after coming into this position that has had high turn over and little to no documentation.

09:21:34 From Sherri Bush to Everyone:

 Example 1 is 100% accurate for me, and it's a process I don't own/can't control.

09:22:33 From Karen Fowler to Everyone:

 @Sherri - It's so hard when you see how a process can be improved but you don't own it to make the change.

09:22:49 From Yvonne Bowen to Everyone:

 @ Karen....agreed!

09:27:32 From Eri M to Everyone:

 It feels like a lot of the processes at work always has exceptions to whatever the "rule" of the process is.

09:27:50 From Leslie S Parker, PACE to Everyone:

 @Eri - exactly!

09:27:54 From Kristen Hernandez to Everyone:

 Same @Megan

09:28:01 From Marshall, Shelley (NHTSA) to Everyone:

 @Eri - for sure!

09:28:29 From Muriel to Everyone:

 So to have good trends you need to have good KPI defined and define what is normal ?

09:37:58 From Eri M to Everyone:

 Q - would all the types of stakeholders always be used? IE, is it possible to not have, say, an external user?

09:41:45 From Muriel to Everyone:

 in the other processes connected, would you include IT for various accesses?

09:42:48 From Kirsten to Everyone:

 I've noticed a lot of confusion is caused by corporate office processes not being able to be implemented at regional offices due to differences in resources/tools, etc. So regional offices have to just "wing it"...

09:44:30 From Katie Pepple to Everyone:

 Learning now that my organization has lots of procedures but no real processes.

09:45:27 From Eri M to Everyone:

 @Katie - I'm with you on this. I think a lot of our procedures can be lumped together to make a process, but it needs to be officially defined.

09:48:12 From Chrissy Scivicque, PMP, PCM to Everyone:

 Yes, Katie and Eri, defining processes is probably what a lot of people need to do first, before ever even launching into improvement.

09:52:24 From Muriel to Everyone:

 Q - My process is : invoices processing to be sent to accounting. I have a doubt regarding th process owner is it accounting as they will have the “final" word as they will pay the invoices, is it correct ?

09:53:25 From Gloria von Gesslein to Everyone:

 Hi Chrissy, Will the Key Roles/Goals always be consistent with the stakeholder they are aligned to in the example. Ex: Other Processes Connected - the goal will always be impacted. So the only thing we need to do is define the stakeholder and choose one of the items in the Key Roles/Goals that appy?

09:54:01 From Leslie S Parker, PACE to Everyone:

 Q: Re: Indirectly involved persons- vendors and staff who contribute but do not attend the meeting, what could be the key role or goal?

09:55:20 From Chrissy Scivicque, PMP, PCM to Everyone:

 Muriel - Well, the owner in this sense is the one that has responsibility over the PROCESS, not necessarily the one who pays the invoice. If they don't care/have say in HOW you get invoices to them, they might not be the owner.

09:56:07 From Chrissy Scivicque, PMP, PCM to Everyone:

 No, gloria, the goals COULD change depending on the situation.

09:56:29 From Gloria von Gesslein to Everyone:

 okay

09:56:36 From Chrissy Scivicque, PMP, PCM to Everyone:

 Leslie, I think their role would be "Contributor" perhaps?

09:56:45 From Chrissy Scivicque, PMP, PCM to Everyone:

 External or internal process users?

09:57:00 From Monica Oliver to Everyone:

 Q: Contract Process - If our Contract Administration dept/team are the main Internal Users of the process, could our system Ops teams be external users along with outside Vendors or would they be considered Internal users? Or should I define two levels of Internal users?

09:57:07 From Megan Bishop to Everyone:

 This was a great exercise

09:58:00 From Ann Marie Flutka to Everyone:

 @Megan - agreed!

09:58:05 From Alice Tomlinson to Everyone:

 Agree @Megan this is really good

09:58:15 From Alice Tomlinson to Everyone:

 This is going to be helpful.

09:58:24 From Megan Bishop to Everyone:

 I was really able to identify the ultimate steps I'll need to take to mitigate my concerns

09:58:34 From Laura Gerlick to Everyone:

 Hard to define External lprocess and Indirectly Involved

09:58:36 From Alice Tomlinson to Everyone:

 So many pain points!!!!

09:58:43 From Debra Bullis, CAP to Everyone:

 Great exercise - I was able to identify what I want / need to focus on

09:58:56 From Christine Bischoff to Everyone:

 Great questions to get you focused

09:59:18 From Debra Bullis, CAP to Everyone:

 Just not sure if I have identified the stakeholders correctly or goals

09:59:37 From Muriel to Everyone:

 Further to my question : I struggle between the process owner and the internal process user , but exercise is great

10:12:26 From Karen Hansel to Everyone:

 Apologies all! THANKS for the kind understanding! NOW I can focus!

10:13:09 From Chrissy Scivicque, PMP, PCM to Everyone:

 No problem Karen! We only heard a second 🙂

10:15:14 From Katie Pepple to Everyone:

 back!

10:15:15 From Megan Bishop to Everyone:

 Hiya

10:15:16 From Kirsten to Everyone:

 Back, thanks!

10:15:18 From Sherri Bush to Everyone:

 Here!

10:15:19 From Karen Fowler to Everyone:

 Ready to go!

10:15:20 From Ellen to Everyone:

 back!

10:15:21 From Lisa Mason to Everyone:

 Im here

10:15:21 From Kathy Ellermann to Everyone:

 here

10:15:21 From Debbie O'Connell to Everyone:

 Here

10:15:24 From Eri M to Everyone:

 ack

10:15:25 From Denise Helsberg to Everyone:

 Back

10:15:29 From Beth Fisher to Everyone:

 Here and ready!

10:16:40 From Monica Oliver to Everyone:

 Here

10:17:45 From Ellen Weiland, Baraboo, WI to Everyone:

 You don't know our accounting department! 😀

10:19:31 From Desiree Giessmann (she/her) to Everyone:

 Q - similar to this current discussion - If someone else is the Process Owner, how do you balance not overstepping if you have an idea for a change? Or do I need to be part of the Process Owner group in order to initiate a process change?

10:20:26 From Lisa Mason to Everyone:

 I have the same question Desiree

10:21:07 From Carolyn to Everyone:

 Maybe assign a navigator to walk through the document with the new hire.

10:21:34 From Beth Fisher to Everyone:

 Same @Debra - we have so much information for onboarding that new faculty don't pay attention.

10:26:57 From Kirsten to Everyone:

 Woot!

10:27:10 From Gretchen Jeske to Everyone:

 @Debra - can your doc be separated into two docs or parts? Are there things they need to know first day (part 1), and other things that are only helpful later (part 2)? Maybe shortening it that way may help?

10:28:15 From Debra Bullis, CAP to Everyone:

 @Gretchen - that is a good thought - part of the problem is we are still WFH so onboarding is all virtual

10:29:15 From Debra Bullis, CAP to Everyone:

 There are also about 10 "how-to" documents that I email them a link to. There is just so much with our systems set up - which is a whole other conversaton

10:32:54 From Eri M to Everyone:

 I didn't know the shapes had meaning. that's interesting.

10:33:21 From Katie Pepple to Everyone:

 @Eri I didn't know either!

10:34:06 From Debra Bullis, CAP to Everyone:

 same for me

10:34:59 From Eri M to Everyone:

 looks like I'm in good company ^^

10:36:16 From Tovey Blake (she/her) to Everyone:

 worth every dime!

10:36:43 From Jenifer Owens-Morrison (she, her hers) to Everyone:

 ❤️ lucid chart

10:38:25 From Eri M to Everyone:

 I used Diagrams.net for a project earlier this year. It's free & offers several formats for downloading the flow chart.

10:39:53 From Eri M to Everyone:

 I really like this layout. helps clarify who owns the thing.

10:39:59 From Tovey Blake (she/her) to Everyone:

 Do you suggest including the decision making shape?

10:40:07 From Tovey Blake (she/her) to Everyone:

 where it applies or no?

10:40:08 From Megan Bishop to Everyone:

 Q: Is there a pseudo "dotted line" set up for optional sub procedures? For example, if the server had to package a doggy bag for the customer to take home.

10:42:20 From Megan Bishop to Everyone:

 Thanks!

10:44:27 From Alice Tomlinson to Everyone:

 Can you drop a Lucid Chart into PPT?

10:44:53 From Laura Gerlick to Everyone:

 Can others read/ see the map if they don't have this program?

10:45:15 From Eri M to Everyone:

 Lucidchart definitely looks easier to use than Diagrams.net.

10:45:20 From Gloria von Gesslein to Everyone:

 I love this

10:45:40 From Christine Bischoff to Everyone:

 Nice

10:45:46 From Kirsten to Everyone:

 This is great! I already use this for our org chart, so this demo for an alternate use is helpful!

10:47:06 From Laura Gerlick to Everyone:

 10-4 Thanks.

10:50:01 From Jenifer Owens-Morrison (she, her hers) to Everyone:

 grammerly chrome extension will check spelling

10:50:08 From Katie Pepple to Everyone:

 love grammerly!

10:50:35 From Leslie S Parker, PACE to Everyone:

 Grammarly is awesome like that!

10:50:37 From Ellen to Everyone:

 I have never seen time delays included in a process map. Very helpful!

10:50:53 From Muriel to Everyone:

 can you develop your procedure in another document and so it can be visualized separately?

10:51:26 From Jenifer Owens-Morrison (she, her hers) to Everyone:

 worth every penny

10:51:27 From Sherri Bush to Everyone:

 I love Grammarly too!

10:51:29 From Laura Gerlick to Everyone:

 LOVE Grammarly~~

10:51:29 From Debra Bullis, CAP to Everyone:

 Love Grammarly!

10:51:34 From Lyssa Young to Everyone:

 Grammerly is a life saver.

10:51:37 From Monica Oliver to Everyone:

 Love Grammarly!

10:52:07 From Gloria von Gesslein to Everyone:

 Grammarly is like having an editor sitting to you while you're writing. My writing improved so much from it.

10:52:29 From Debra Bullis, CAP to Everyone:

 @Gloria - I feel the same way

10:53:25 From Christine Bischoff to Everyone:

 That's awesome to have

10:53:26 From Lyssa Young to Everyone:

 We have added into our process to check to confirm that we are interviewing a diversity of candidates for each role.

10:53:32 From Kirsten to Everyone:

 Too cool! I was just going to ask about a link to doc!

10:53:36 From Kathy Ellermann to Everyone:

 Q: Can you freeze your 'swim lane' titles in this program?

10:53:40 From Muriel to Everyone:

 thank you👏

10:54:10 From Kathy Ellermann to Everyone:

 got it :)

10:55:45 From Eri M to Everyone:

 @KAthy - it looks like you can freeze the names, according to this link:

 https://doc.igrafx.com/doc/knowledge-base/client-knowledge-base-articles/client-how-do-i-freeze-panes-to-get-my-swimlane-names-or-other-items-to-always-be-visible

10:56:02 From Kathy Ellermann to Everyone:

 NICE!!!! thank you

10:56:10 From Laura Gerlick to Everyone:

 👍

10:56:20 From Eri M to Everyone:

 You're welcome. I don't use Lucidchart (yet), so haven't tested it.

10:57:56 From Muriel to Everyone:

 I love working with post-it before putting the process in a software?

10:58:04 From Gloria von Gesslein to Everyone:

 You wrote that for me. I'm artsy

10:58:21 From Laura Gerlick to Everyone:

 😂

10:59:14 From Gloria von Gesslein to Everyone:

 I like that idea @Muriel. That is great for brainstorming with a small group

10:59:16 From Eri M to Everyone:

 I can already think of a few processes/procedures I want to create these charts for.

10:59:40 From Tovey Blake (she/her) to Everyone:

 Jamboard is a great option as well digital version of the post it notes

10:59:41 From Debra Bullis, CAP to Everyone:

 @Eri - me as well. -

11:02:08 From Eri M to Everyone:

 we use processes at home, too, so those might be helpful, too

11:03:11 From Laura Gerlick to Everyone:

 Is anyone finding as you start the process you find inside process in the same process... Like, Hiring... but then you find you need a process for getting the new hire to onboarding day, IT, Drug test... etc.

11:03:42 From Loretta Morgan to Everyone:

 This is all making me feel very HOPEFUL!!

11:03:42 From Kirsten to Everyone:

 Nesting dolls lol

11:07:37 From Yvonne Bowen to Everyone:

 Q: Sorry...the Superintendent had some questions so I lost track of where you are in the training. What are we working on now?

11:08:16 From Chrissy Scivicque, PMP, PCM to Everyone:

 Yvonne - we are practicing putting together a process map. Page 39

11:08:32 From Yvonne Bowen to Everyone:

 Okay, thanks.

11:08:42 From Chrissy Scivicque, PMP, PCM to Everyone:

 Or you can spend the time reviewing the process map samples in your materials just to get a feel for how these maps work

11:14:36 From Sherri Bush to Everyone:

 I'm working on performance management and it's difficult because some are started on paper, some electronic, Google Docs, etc.

11:14:50 From Sherri Bush to Everyone:

 It gets complicated

11:14:54 From Chrissy Scivicque, PMP, PCM to Everyone:

 Like other process maps, sherri?

11:15:32 From Sherri Bush to Everyone:

 I'm sorry, my brain hurts and I can't understand your question 😅

11:15:40 From Chrissy Scivicque, PMP, PCM to Everyone:

 No worries

11:16:16 From Leslie S Parker, PACE to Everyone:

 Q: Do all task go on the map?

11:17:23 From Lyssa Young to Everyone:

 Can you drive how they are delivered?

11:19:24 From Katie Pepple to Everyone:

 make fillable pdfs!

11:19:24 From Debra Bullis, CAP to Everyone:

 I went completely brain dead on this one. There are so many pieces to the puzzle - and trying to break them down is both hard and terrifying

11:19:28 From Alice Tomlinson to Everyone:

 @Sherri - that's my issue as well. Very frustrating.

11:19:42 From Leslie S Parker, PACE to Everyone:

 @Debra - yes!!!

11:20:03 From Lisa Mason to Everyone:

 Me too @Debra

11:21:02 From Gloria von Gesslein to Everyone:

 @Muriel I love that message. I'm going to share that with our EAs

11:21:40 From Jenifer Owens-Morrison (she, her hers) to Everyone:

 1 form!!!

11:21:41 From Alice Tomlinson to Everyone:

 Ha @Gloria - I just wrote it down to email to our EA community

11:21:56 From Beth Fisher to Everyone:

 Visualizing the process on the map is very different than writing down the process on paper. This is very eye opening!

11:22:08 From Muriel to Everyone:

 @Gloria, @Alice, yes no problems

11:22:36 From Jenifer Owens-Morrison (she, her hers) to Everyone:

 it might be easier to start with post its then put it in lucid chart or some other flow charting

11:22:50 From Sherri Bush to Everyone:

 @Alice and everyone, we need a support group!

11:23:10 From Loretta Morgan to Everyone:

 Debra, you are not alone!!

11:23:11 From Yvonne Bowen to Everyone:

 @ Sherri and Alice....me too!

11:23:41 From Eri M to Everyone:

 @Debra - would doing a brain dump first help? from there you can sort out the pieces into the order they need to be in

11:24:14 From Jenifer Owens-Morrison (she, her hers) to Everyone:

 @eri yes... start with writing out all the things on post its move them around

11:25:47 From Tovey Blake (she/her) to Everyone:

 Layers is a good option in Lucidchart

11:25:59 From Tovey Blake (she/her) to Everyone:

 I love using it to show current vs future

11:26:15 From Muriel to Everyone:

 you have the same in Visio

11:26:51 From Megan Bishop to Everyone:

 love that Gloria - it really helps to see it visually

11:27:10 From Loretta Morgan to Everyone:

 My folks are too busy to be involved in the process improvement, but expect to be involved in the process improvement, but they don't want to take any time to do the work.....otherwise, they will not buy in!

11:27:47 From Alice Tomlinson to Everyone:

 I've just been given the task of keeping our actuarial roster which will include our global subsidiaries. Our VP Actuary has been managing this for years. She gleans the info from 4 separate reports from HR. FOUR REPORTS. THEN - she has to actuaries who are in non actuarial roles because they are not included in the reports from HR. That is done through contacting managers in all areas, conversations, researching the company SPO site. This is also done to identify exam passers and students. HR has refused to change the process. I'm stunned by the amount of work this VP has been managing for many years. I just pulled up her process list to help with penciling out a process map and my chest is filled with anxiety.

11:28:07 From Sherri Bush to Everyone:

 Same @Loretta

11:28:21 From Kristen Hernandez to Everyone:

 Same here, @Loretta :(

11:28:31 From Alice Tomlinson to Everyone:

 What an example of living in a digital environment but using old processes and not wanting to change.

11:28:43 From Sherri Bush to Everyone:

 I apologize to the HR people in the room today 😬

11:34:28 From Kirsten to Everyone:

 @Alice, are all the reports digital? If so, is there a way to import them all into one master xls and delete duplicates?

11:38:40 From Eri M to Everyone:

 this is the 2nd time I've heard that quote by Kaplan this month... the first time was in an article talking about how we need to stop measuring output & start measuring outcomes.

11:43:14 From Christine Bischoff to Everyone:

 where do we access the form?

11:43:35 From Christine Bischoff to Everyone:

 Thank you

11:44:46 From Karen Fowler to Everyone:

 @Christine - https://eatyourcareer.com/process-improvement-learning-lab-june-2022/

11:45:03 From Chrissy Scivicque, PMP, PCM to Everyone:

 Thank you, Karen!!

11:47:48 From Muriel to Everyone:

 Q- the cost for resources is very sensitive, how do you deal with that to have the most accurate amount, when you have people at different level in the Hierarchy been involved in the process?

11:48:37 From Susan Murray to Everyone:

 I was just thinking the same thing @Muriel

11:49:19 From Laura Gerlick to Everyone:

 Maybe you can just list as time spent - and HR can put final total on?

11:52:04 From Megan Bishop to Everyone:

 Really good point Leslie

11:52:22 From Gloria von Gesslein, ACEA, CAP, OM to Everyone:

 I'm calculating a lot of mine as loss of productivity time

11:52:38 From Leslie S Parker, PACE to Everyone:

 YES MIchelle!!!

11:52:49 From Alice Tomlinson to Everyone:

 Yes @Gloria and @Michelle

11:52:57 From Miranda Marras to Everyone:

 That is the process I'm working on as well!

11:52:58 From Muriel to Everyone:

 Yes Michelle I believe the same

11:53:39 From Muriel to Everyone:

 This is also a good tool to convince people to change the process

11:53:45 From Marshall, Shelley (NHTSA) to Everyone:

 This is truly a great exercise!!

11:53:46 From Monica Oliver to Everyone:

 When I worked for a non-profit, we had several approved donor letter templates that we could personalize but get them out faster.

11:54:16 From Michele Miles, CAP to Everyone:

 💌

11:54:24 From Eri M to Everyone:

 templates are time saving. I do it alllllll the time

11:55:06 From Leslie S Parker, PACE to Everyone:

 BIG hi five Murial!!

11:57:53 From Alice Tomlinson to Everyone:

 🌳

11:58:52 From Sherri Bush to Everyone:

 Sounds like the 5 Whys

11:58:53 From Yvonne Bowen to Everyone:

 Sounds like the 6 whys

12:02:36 From Muriel to Everyone:

 Better use of scheduling apps in outlook, gmail, etc.

12:02:41 From Sherri Bush to Everyone:

 All staff should be mandated to use their Google Calendar, in my opinion

12:02:45 From Marshall, Shelley (NHTSA) to Everyone:

 YASSS--AUTOMATION!!! Create HR, Admin, IT etc. portals!

12:03:28 From Yvonne Bowen to Everyone:

 Sounds like my life with payroll

12:05:24 From Kirsten to Everyone:

 Yes, people who don't answer emails!

12:05:30 From Yvonne Bowen to Everyone:

 Absolutely!!!!

12:05:54 From Marshall, Shelley (NHTSA) to Everyone:

 Lack of training!!! Only hear say from other staff

12:05:58 From Eri M to Everyone:

 I had that issue with Chromebook check outs. it was a mess, but I think we've got it fixed now... I hope 😬

12:06:02 From Muriel to Everyone:

 There is always a human in the process that is slowing down the process

12:06:05 From Christine Bischoff to Everyone:

 not reading emails

12:06:08 From Kirsten to Everyone:

 Yes, but in some cases it needs to be in writing...

12:06:11 From Debra Bullis, CAP to Everyone:

 peole don't READ

12:06:22 From Michelle Witter to Everyone:

 Lack of communication

12:06:22 From Yvonne Bowen to Everyone:

 @ Yes Debra

12:06:29 From Muriel to Everyone:

 @debra Yes

12:06:32 From Megan Bishop to Everyone:

 lol "per my last email..."

12:07:14 From Leslie S Parker, PACE to Everyone:

 @Debra - yes! Gave ALL the info in the email but people still ask the question.

12:07:17 From Marshall, Shelley (NHTSA) to Everyone:

 😂@Megan--Right....

 Which "last" email???

12:07:21 From Leslie S Parker, PACE to Everyone:

 Hard not to get snarky.

12:07:25 From Alice Tomlinson to Everyone:

 Or Teams message "please see my email"

12:07:38 From Kirsten to Everyone:

 LOL #struggleisreal

12:07:42 From Debra Bullis, CAP to Everyone:

 When they come back to me with questions, my reply has become just the original email as an attachment - nothing else.

12:07:58 From Leslie S Parker, PACE to Everyone:

 😇

12:08:14 From Gloria von Gesslein, ACEA, CAP, OM to Everyone:

 Noodles the Pooch is an EA on instragram who shares her struggles and insights as an EA. She has a mug that says, Per my last email

12:08:15 From Muriel to Everyone:

 🤣

12:08:16 From Marshall, Shelley (NHTSA) to Everyone:

 Right @Debra!

12:08:26 From Gloria von Gesslein, ACEA, CAP, OM to Everyone:

 Noodles is a dog

12:08:38 From Karen Fowler to Everyone:

 When we've instituted a new form, if someone submits on the old form, I reject it or kick it back to them and ask that they submit on the new form.

12:10:51 From Muriel to Everyone:

 @Karen we faced the same problems in Finance, they still use the old form, as they are lazy and they don’t want to look for the new form, even if you provide them the link to this new form 🤪

12:10:53 From Yvonne Bowen to Everyone:

 @ Gloria …..😂

12:12:16 From Eri M to Everyone:

 oh man, I wish I could do that!

12:13:51 From Karen Fowler to Everyone:

 @Muriel - Exactly. If I spent my time and energy updating a form that will eliminate a step and streamline the process which helps me & you, I'm definitely not going to accept your info on the old form and I'm not going to track you down. Lol.

12:14:20 From Kirsten to Everyone:

 Thank you enjoy your lunch!

12:14:21 From Beth Fisher to Everyone:

 Thank you! This has been great so far.

12:14:31 From Chrissy Scivicque, PMP, PCM to Everyone:

 Yay! Thank you Beth!!

12:14:52 From Karen Hansel to Everyone:

 Thanks so much!

12:14:54 From Leslie S Parker, PACE to Everyone:

 No sun for me right now. It's 102 outside! Enjoy!

12:14:56 From Muriel to Everyone:

 Enjoy your lunch

12:15:17 From Chrissy Scivicque, PMP, PCM to Everyone:

 OOof 102, Leslie! Stay COOL!!!

12:39:18 From Eri M to Everyone:

 heat index brings me up to 103. Stay cool, guys!

12:52:11 From Debra Bullis, CAP to Everyone:

 I tried to sit outside for a bit -but it looks like it is snowing cotton - there is so much tree fluff flying around

12:52:58 From Monica Oliver to Everyone:

 103 today, 105 tomorrow where I live.

12:53:52 From Eri M to Everyone:

 oh, yuck!

12:54:07 From Eri M to Everyone:

 we're supposed to get storms early next week & will go from 1100s to upper 70s!!

12:54:15 From Eri M to Everyone:

 \*100s

12:54:26 From Debra Bullis, CAP to Everyone:

 I am beginning to wonder if we are ever going to get summer in Ottawa - it is currently only 79 with an index of 84. I am originally from Georgia - I need heat!

12:54:42 From Eri M to Everyone:

 I would gladly send some to you, if I could!

12:54:56 From Debra Bullis, CAP to Everyone:

 I would accept it. :)

12:54:59 From Eri M to Everyone:

 even the breeze is hot

12:55:03 From Megan Bishop to Everyone:

 Meanwhile, I'm sitting here in a blanket because I have to battle my husband over blasting the air conditioning every time the sun shows a single ray

12:55:38 From Eri M to Everyone:

 nice. I had to use a blanket, too. husband doesnt' understand the concept that some rooms get colder than others & he's in the hottest room

12:55:41 From Chrissy Scivicque, PMP, PCM to Everyone:

 I literally had my space heater on! A/C is the worst!!

12:55:44 From Debra Bullis, CAP to Everyone:

 @Megan- I am the same - I have a blanket in my office and I also have one on my chair for when we watch TV at night. I feel like I live in sweats and hoodies year round at home

12:56:07 From Katie Pepple to Everyone:

 I love the a/c!! I run so hot!!

12:56:19 From Debra Bullis, CAP to Everyone:

 I have a heating pad over the top of my foot rest

12:56:39 From Eri M to Everyone:

 ooo that's a great idea! I might need to use that at my home desk.

12:56:44 From Chrissy Scivicque, PMP, PCM to Everyone:

 Heating pads are the BEST!! I run cold, cold, cold.

12:57:06 From Eri M to Everyone:

 I'd have ot fight my cats for it, tho, so that could be fun :D

12:57:52 From Chrissy Scivicque, PMP, PCM to Everyone:

 I use a heated blanket in the mornings and the bonus is that my cat LOVES to cuddle with me (because of it, not me I'm sure)

12:57:57 From Eri M to Everyone:

 One of my cats has been hanging out with me today; I think he may need an honorary certificate of completion if he finishes the day out 😂

12:58:08 From Chrissy Scivicque, PMP, PCM to Everyone:

 He’ll get one!

12:58:53 From Eri M to Everyone:

 Thanks! lol

12:59:40 From Debra Bullis, CAP to Everyone:

 @chrissy - just wanted to let you know, because I generally always have my video on for these. I am having some hip discomfort and keep going from sitting to standing and didn't want to be disruptive with continuously changing positions on camera.

12:59:50 From Kirsten to Everyone:

 Back!

13:00:02 From Chrissy Scivicque, PMP, PCM to Everyone:

 Aw, bummer, Debra! No worries though. Just glad you're here 🙂

13:01:00 From Carol Farrow to Everyone:

 I'm in Wichita too!

13:01:14 From Eri M to Everyone:

 CArol - we should connect! are you on Linked in?

13:01:21 From Leslie S Parker, PACE to Everyone:

 @Monica I"m in Sac WHere are you?

13:01:27 From Kirsten to Everyone:

 LOL I'm ready to move to Iceland

13:01:28 From Carol Farrow to Everyone:

 I am! Let's connect.

13:02:22 From Eri M to Everyone:

 Found you, Carol :D

13:02:46 From Sherri Bush to Everyone:

 yes!

13:02:55 From Karen Fowler to Everyone:

 I just wanted to say I appreciate all the detail that went into the sample process maps. Lots of work!

13:03:08 From Kirsten to Everyone:

 I concur, Karen!

13:03:13 From Gretchen Jeske to Everyone:

 I would so rather be cold than hot. Summer is my least favorite season, but it always makes me appreciate fall once it gets here (though it doesn't last long here in SLC, UT).

13:03:16 From Mary Browning to Everyone:

 I appreciate you sticking to the schedule!

13:03:41 From Gretchen Jeske to Everyone:

 Yes, samples and worksheets have been super helpful. Very good pace. Thanks Chrissy!

13:03:53 From Eri M to Everyone:

 Gretchen, I visited Provo last spring & it was so hot! Not sure how close that is to you.

13:03:58 From Miranda Marras to Everyone:

 I'm with you, @Gretchen! Fall is my favorite season

13:04:27 From Gloria von Gesslein, ACEA, CAP, OM to Everyone:

 I love worksheets and frameworks

13:04:35 From Gloria von Gesslein, ACEA, CAP, OM to Everyone:

 templates

13:04:43 From Eri M to Everyone:

 ^this.

13:04:55 From Eri M to Everyone:

 Being able to see things filled out is very helpful

13:05:38 From Gretchen Jeske to Everyone:

 @Eri, it's about 45 min - 1 hour south of me, but weather is usually about the same, I think.

13:06:02 From Muriel to Everyone:

 my linkedIn : linkedin.com/in/muriel.videlier

13:06:19 From Eri M to Everyone:

 Gotcha. beautiful country, Gretchen!

13:07:47 From Gretchen Jeske to Everyone:

 @Eri, thank you! I agree, it is; I love it here (despite hot summers :) ).

13:09:18 From Gloria von Gesslein, ACEA, CAP, OM to Everyone:

 https://www.linkedin.com/in/gloriavongesslein/ I'm getting a revamp on my LI but his is my link to connect

13:10:02 From Laura Gerlick to Everyone:

 😀

13:10:08 From Ellen to Everyone:

 yes

13:10:09 From Monica Oliver to Everyone:

 ☺️

13:15:58 From Eri M to Everyone:

 I'm only getting about 3 deep before I hit a wall & can't figure out if there's another layer.

13:16:52 From Chrissy Scivicque, PMP, PCM to Everyone:

 Three is a good start…let it simmer for a bit and you may get deeper…also getting opinions of others may dig in deeper too

13:17:43 From Kathy Ellermann to Everyone:

 Like a charm: 4 levels down, I can see the issue!

13:17:52 From Chrissy Scivicque, PMP, PCM to Everyone:

 Eri would you be willing to share with the group when we return? And kathy, you too??

13:18:08 From Kathy Ellermann to Everyone:

 sure

13:18:13 From Chrissy Scivicque, PMP, PCM to Everyone:

 yay!!

13:18:49 From Eri M to Everyone:

 sure

13:18:59 From Chrissy Scivicque, PMP, PCM to Everyone:

 Excellent!

13:23:10 From Ellen Weiland to Everyone:

 @Eri M. I also work in Education, and I have some of the same issues with data integrity -- and what I and others need to do our jobs!

13:24:02 From Monica Oliver to Everyone:

 @Leslie - I am in Clovis (Fresno).

13:24:08 From Eri M to Everyone:

 I think it's a fairly universal issue, unfortunately - but it's good to know others share my pain, @Ellen!

13:26:21 From Lyssa Young to Everyone:

 Expense report hell. New tool rolled out 30 days ago with poor training, end of fiscal rush to get expenses in began last week, and a lot of my time has been spent coaching my 190+ people how to use the tool that isn't very user friendly.

13:27:23 From Debra Bullis, CAP to Everyone:

 So much of that happens and people don't care because caring has to come from the top down

13:27:58 From Kirsten to Everyone:

 You may have to get managers to establish a deadline and if receipts not submitted by then they don't get the reimbursement.

13:28:34 From Debra Bullis, CAP to Everyone:

 AND - to many people are scared to "offend" by implementing change

13:29:02 From Muriel to Everyone:

 @kathy, out of the compliance issue, could it be that there is also tax issue?

13:29:04 From Yvonne Bowen to Everyone:

 @ Debra....yes definitely

13:29:07 From Michele Miles to Everyone:

 I always have to figure out what the alcohol on a receipt is. I've asked the faculty to underline/highlight but I end up looking up restaurant menus to see if it is a drink or appetizer...

13:29:49 From Ellen Weiland to Everyone:

 My boss snaps a pic of the receipt and then gives me an electronic folder with all of his receipts in it from the trip. I can then do his expense report for personal reimbursement; and I have our credit card receipts to make our accounting dept happy. Also, everyone who is issued a company CC has to sign an agreement that they understand they need to submit receipts.

13:30:01 From Christine Bischoff to Everyone:

 don't process their expenses and let them have credit issues

13:30:01 From Karen Fowler to Everyone:

 Yep! It takes more time to kick it back but if you let them get away with doing it on the old paperwork, you'll never change the process. Everyone needs to be on the same page!

13:32:06 From Eri M to Everyone:

 I don't know how many times we have an "emergency" at work because a parent didn't read an email about something coming up

13:33:06 From Debra Bullis, CAP to Everyone:

 @Eri - I would not make a good admin in an education setting 🤣

13:33:08 From Muriel to Everyone:

 yes, but even when you train people, they are sometimes lazy to look for FAQ to find help, they prefer emailing or phone to get help

13:33:37 From Eri M to Everyone:

 @Debra - there are days I question working in education as well!!

13:34:20 From Yvonne Bowen to Everyone:

 @ Eri and Debra...lol...it has changed alot

13:34:29 From Eri M to Everyone:

 people dont' read texts or listen to voicemails, either.

13:34:33 From Kirsten to Everyone:

 Woohoo!

13:36:01 From Debra Bullis, CAP to Everyone:

 @Yvonne - there are days I just want to put on my "Mom" hat and just say BECAUSE I SAID SO 😝

13:36:41 From Yvonne Bowen to Everyone:

 @Debra🤣🤣.. I so understand

13:37:02 From Eri M to Everyone:

 Yes!

13:37:23 From Megan Bishop to Everyone:

 I love this. I feel like I need to hold champagne while reading this.

13:38:05 From Mary Browning to Everyone:

 Work smarter not harder!

13:38:51 From Michelle Witter to Everyone:

 Amen Mary! I've been preaching that line all week! Lol

13:40:07 From Yvonne Bowen to Everyone:

 Yes, I like that! "Elegant solution"...I often get a lot push back when I start asking "why are we still doing it, this way?" To which they say, "it's not going to be perfect" and I say" it doesn't need to be perfect, but it does need to work well will the least amount of frustration for all".

13:40:36 From Eri M to Everyone:

 KISS - keep it simple, stupid.

13:41:06 From Muriel to Everyone:

 keep it simple and short

13:41:17 From Eri M to Everyone:

 I likethat definition of KISS better

13:41:25 From Mary Browning to Everyone:

 Like it!

13:41:50 From Muriel to Everyone:

 Straight to the goal, no roundabout

13:44:08 From Yvonne Bowen to Everyone:

 The saying that comes to mind..."How do you eat an elephant? One bite at a time."

13:44:25 From Gretchen Jeske to Everyone:

 And there's nothing wrong with multiple iterations - change what's more obvious now. As you work with a new process, you may notice additional improvements that can be made. Not that you purposefully want to keep making changes, but continuous improvement is so helpful, IMO.

13:44:58 From Gretchen Jeske to Everyone:

 Ha, that's exactly this topic. LOL

13:45:05 From Muriel to Everyone:

 with the pandemic, we manage to change a lot all at once. However, people struggle with all the change on such a short period. We should learn from that situation 😃

13:45:37 From Eri M to Everyone:

 lots of big changes can be exhausting, too.

13:46:11 From Muriel to Everyone:

 life is naturally changing every day, so are the process

13:46:29 From Gretchen Jeske to Everyone:

 @Muriel - 100%

13:46:34 From Muriel to Everyone:

 processes

13:47:00 From Christine Bischoff to Everyone:

 Trial it, revaluate it and implement it again

13:47:09 From Marshall, Shelley (NHTSA) to Everyone:

 with the huge change from Covid also resulted in frustrations

13:47:17 From Marshall, Shelley (NHTSA) to Everyone:

 and new processes

13:47:29 From Gloria von Gesslein, ACEA, CAP, OM to Everyone:

 I get into change overload when too many people come to my desk with problems to resolve

13:47:46 From Gretchen Jeske to Everyone:

 @Christine - yes! We sometimes do pilots at my org, to work out tangles, before a wide release.

13:47:54 From Yvonne Bowen to Everyone:

 @ Gloria....you and me both

13:47:58 From Debra Bullis, CAP to Everyone:

 Moving home - easy(ish). Return to office is going to be a struggle

13:59:09 From Leslie S Parker, PACE to Everyone:

 How do you plan for possible delays? No control over most of mine?

13:59:49 From Megan Bishop to Everyone:

 lol, putting myself in charge of EVERYTHING. (Kidding!)

14:01:04 From Christine Bischoff to Everyone:

 Create loner area so once a new hire comes in, Day 1 they will be ready to start

14:01:17 From Debra Bullis, CAP to Everyone:

 @ Laura - that was my problem and I had to put my foot down

14:01:32 From Michele Miles to Everyone:

 COMMUNICATION. ABSOLUTELY.

14:01:42 From Alice Tomlinson to Everyone:

 Lead EAs in our company created a monthly CIT/Admin meeting just for this reason @Laura!

14:01:47 From Sherri Bush to Everyone:

 Silos

14:01:52 From Alice Tomlinson to Everyone:

 It's been VERY successful.

14:01:56 From Kirsten to Everyone:

 Depending how frequent you have new hires, perhaps schedule a standing weekly meeting between IT and HR for status of new hires

14:01:58 From Muriel to Everyone:

 @Laura, have deadline clearly stated

14:02:15 From Mary Browning to Everyone:

 So true! This process made me aware that I need to reach out to other departments for help in revamping my process.

14:04:14 From Laura Gerlick to Everyone:

 Great ideas, guys! Thanks.

14:04:32 From Gloria von Gesslein, ACEA, CAP, OM to Everyone:

 It was interesting Recruiting and HR had no knowledge what the process was to get someone onboarded with IT regarding building employee numbers, emails, getting them set up on platforms, etc. The start dates were always two weeks earlier than what IT could do. When I connected them together, it was eye opener for them.

14:04:54 From Susan Murray to Everyone:

 @Laura, we use a program called Bamboo that we can set up a list of all things required and timelines, so that when HR sets up a new employee, and email is sent to IT, Branch managers, H&S, Admin, onboarding team, payroll and account are all aware of new hire dates, department and what is required by each person for first day onboarding.

14:05:29 From Muriel to Everyone:

 @Laura, do you have a profile per type of workers defining which access should be given while onboarding?

14:07:37 From Debra Bullis, CAP to Everyone:

 @Susan - we just started using Bamboo as well - it is awesome!

14:08:59 From Debra Bullis, CAP to Everyone:

 I created a new hire timeline with pre-hire, post-hire tasks and who had to be notified when

14:09:13 From Laura Gerlick to Everyone:

 My last job we had an excel spreadsheet that lists each job title and then a tab for each lists equipment, software, if they need travel etc. Also will let us know if the offer letter is accepted, if they need travel and allergies etc.

14:09:20 From Kirsten to Everyone:

 Yes, Bamboo is helpful! I am trying to persuade the team to utilize it to its full potential!

14:09:21 From Laura Gerlick to Everyone:

 I need to do that here now :-)

14:09:49 From Susan Murray to Everyone:

 @Debra, we do the same thing and email reminders go out. It has been very helpful, and no excuses for things not being done.

14:09:53 From Laura Gerlick to Everyone:

 a pipeline is helpful.

14:10:06 From Debra Bullis, CAP to Everyone:

 I just ordered 2 new laptops for new positions that haven't been posted yet

14:11:00 From Christine Bischoff to Everyone:

 @Debra - I do that too

14:12:17 From Debra Bullis, CAP to Everyone:

 Ironically enough- Covid and WFT has brought down a lot of the silo's in our organization

14:12:49 From Debra Bullis, CAP to Everyone:

 \*WFH

14:12:50 From Leslie S Parker, PACE to Everyone:

 @Debra - us too!

14:16:43 From Eri M to Everyone:

 the new SYS program we're getting has a small pilot group and it's driving me crazy that I'm not in it! (which does make sense at this stage, but still!!)

14:20:01 From Muriel to Everyone:

 @Eri I know this feeling, just step back an

14:20:38 From Muriel to Everyone:

 and get in touch with the ones in the pilot to gather information.

14:20:42 From Tovey Blake (she/her) to Everyone:

 will you be having another Change management lab this year?

14:20:49 From Eri M to Everyone:

 I'm trying. I should get access to it early July, so it's just a few weeks away.

14:21:33 From Muriel to Everyone:

 👍

14:22:01 From Tovey Blake (she/her) to Everyone:

 No problem

14:22:07 From Tovey Blake (she/her) to Everyone:

 yes I signed up for that one already

14:22:11 From Tovey Blake (she/her) to Everyone:

 so I will wait thank you

14:23:03 From Christine Bischoff to Everyone:

 ☕

14:23:54 From Muriel to Everyone:

 🛌 right at the end of the lab 😘

14:24:20 From Eri M to Everyone:

 Q - does the alumni discount work in conjunction with the early bird discount?

14:27:04 From Leslie S Parker, PACE to Everyone:

 Muriel....ZZZzzzz!

14:28:09 From Kirsten to Everyone:

 Stress impacts concentration as well, so less stress = bandwidth to tackle other issues.

14:28:47 From Muriel to Everyone:

 @ Leslie it starts to be a little bit difficult to concentrate , but it is already 10:30 pm and I got up at 8:00am 😉

14:29:11 From Debra Bullis, CAP to Everyone:

 @Kristen - YES!! My stress level over the last couple of months have been off the charts and it shows in my ability to stay on task and get things done

14:32:27 From Gloria von Gesslein, ACEA, CAP, OM to Everyone:

 yes

14:32:38 From Eri M to Everyone:

 definitely!

14:37:13 From Yvonne Bowen to Everyone:

 Agreed on the impact of stress

14:37:57 From Alice Tomlinson to Everyone:

 Onboarding during 2020

14:38:02 From Eri M to Everyone:

 my biggest improvement was probably 3-4 years ago at this point.

14:38:12 From Muriel to Everyone:

 Yes, one to get access for Finance database for new admins

14:38:13 From Yvonne Bowen to Everyone:

 Going to use this to pitch our current issues with PTO and payroll. Definitely going to use this for past projects too.

14:38:28 From Kirsten to Everyone:

 Good call!

14:38:29 From Alice Tomlinson to Everyone:

 We had to create a brand new process immediately. Crazy.

14:38:40 From Kathy Ellermann to Everyone:

 postmortem on virtual and in person all hands meetings

14:38:41 From Leslie S Parker, PACE to Everyone:

 Yes access for FUnd Dev DOnor database

14:38:49 From Leslie S Parker, PACE to Everyone:

 {oops typing]

14:39:07 From Ellen to Everyone:

 A few years ago I revised a few reporting processes that made it more automated with VLOOKUP, less manual data entry in Excel. Saved so much time!

14:39:17 From Debbie O'Connell to Everyone:

 can use this as a follow-up on why we changed our lighting system - benefits and any problems we have encounted

14:39:27 From Alice Tomlinson to Everyone:

 Also going to use this moving forward to improve that Actuarial Roster 🙄

14:39:35 From Eri M to Everyone:

 I have a doc I record all webinars/classes completed, articles read, and achievements made

14:43:26 From Catherine Winston to Everyone:

 getting a bottle of wine!

14:43:35 From Debra Bullis, CAP to Everyone:

 Continue the celebration and the learning and collaboration over in the forums: https://mycareerlibrary.com/forums/

14:43:42 From Mary Browning to Everyone:

 Pizza night to celebrate!!

14:43:56 From Laura Gerlick to Everyone:

 Goooo Avs!

14:44:54 From Laura Gerlick to Everyone:

 Is a roster shared>

14:44:59 From Megan Bishop to Everyone:

 +1 to Debra's note: would love to see you all members in the forums

14:45:48 From Yvonne Bowen to Everyone:

 Q - Has Project Management already taken place for this year?

14:46:06 From Sherri Bush to Everyone:

 We have to wait for next year @yvonne!

14:46:23 From Debra Bullis, CAP to Everyone:

 @Megan 😍

14:46:29 From Katie Pepple to Everyone:

 Thank you for your time and knowledge!

14:46:34 From Loretta Morgan to Everyone:

 Thank you!!! Very informative!

14:46:41 From Leslie S Parker, PACE to Everyone:

 Chrissy - when you follow up remind us to connect in the LinkedIn group!!!

14:46:43 From Yvonne Bowen to Everyone:

 @ Sherri.....thanks. Will do.

14:46:45 From Jenifer Owens-Morrison (she, her hers) to Everyone:

 Thank you! Have a great weekend!

14:46:48 From Debra Bullis, CAP to Everyone:

 Connect with me - linkedin.com/in/debrabullis

14:46:50 From Sherri Bush to Everyone:

 Thank you! It was great hanging with everyone today. Gotta go watch the grandkitties with a martini!

14:46:55 From Lyssa Young to Everyone:

 Thank you, Chrissy!

14:46:56 From Miranda Marras to Everyone:

 Thank you!!

14:46:56 From Michele Miles to Everyone:

 Thank you so much!!

14:46:57 From Jordana S to Everyone:

 Thank you!!

14:47:01 From Karen Fowler to Everyone:

 Thanks, Chrissy! Lots of information for my first learning lab!

14:47:06 From Kristen Hernandez to Everyone:

 Thank you!

14:47:08 From Kirsten to Everyone:

 linkedin.com/in/kirstengrish

14:47:09 From Kathy Ellermann to Everyone:

 THANK YOU CHRISSY!!!

14:47:14 From Mary Browning to Everyone:

 Thanks everyone! Learned a lot and hope to take part in more learning labs in the future!

14:47:16 From Alice Tomlinson to Everyone:

 Thanks so much @Chrissy - this has been terrific. I'm looking forward to using the new knowledge and tools!!

14:47:17 From Lisa Mason to Everyone:

 https://www.linkedin.com/in/lisa-mason-aa92a89/

14:47:19 From Ann Marie Flutka to Everyone:

 Thank you so much, Chrissy!! This was INCREDIBLE! Thank you! Thank you!

14:47:22 From Beth Fisher to Everyone:

 Thank you, Chrissy! This was amazing and love the workbook and the exercises.

14:47:23 From Karen Fowler to Everyone:

 YES! Need more people in the forums!

14:47:32 From Desiree Giessmann (she/her) to Everyone:

 Thank you so much! This was super informative.

14:47:32 From Lisa Mason to Everyone:

 Thank you Chrissy - excellent as always!

14:47:33 From Muriel to Everyone:

 Thank you Chrissy for this amazing Lab. Love it.

14:47:39 From Kathy Ellermann to Everyone:

 linked

14:47:46 From Carol Farrow to Everyone:

 Thank you! Great lab! Let’s connect: www.linkedin.com/in/carolfarrow1/

14:47:51 From Kathy Ellermann to Everyone:

 LinkedIn.com/in/kathyaellermann

14:48:05 From Michelle Witter to Everyone:

 Thanks Chrissy for another great learning lab!

14:48:35 From Kathy Ellermann to Everyone:

 AWESOME Lab - PM

14:48:50 From Marshall, Shelley (NHTSA) to Everyone:

 Thoroughly enjoyed this learning lab and looking forward to joining more!

14:49:24 From Megan Bishop to Everyone:

 Would love to connect: https://www.linkedin.com/in/megan-bishop-admin/

14:49:29 From Katie Pepple to Everyone:

 working on my PACE!

14:49:32 From Eri M to Everyone:

 https://www.linkedin.com/in/eri-mitchem/

14:50:00 From Desiree Giessmann (she/her) to Everyone:

 Looking forward to connecting! www.linkedin.com/in/desireegiessmann150

14:50:09 From Kathy Ellermann to Everyone:

 Gloria - connect with me - I am PACE certified

14:50:21 From Megan Bishop to Everyone:

 Shelley is amazing!

14:50:23 From Karen Fowler to Everyone:

 PACE-certified here as well!

14:50:37 From Leslie S Parker, PACE to Everyone:

 Me too!

14:50:39 From Katie Pepple to Everyone:

 linkedin.com/in/katie-pepple-135a24242

14:50:50 From Laura Gerlick to Everyone:

 Awesome class! Hope to connect with all of you. Love the forum each other.

14:50:52 From Leslie S Parker, PACE to Everyone:

 https://www.linkedin.com/in/leslie-s-parker-1617064/

14:51:06 From Marshall, Shelley (NHTSA) to Everyone:

 Shelley Marshall: shelleym425@gmail.com

14:51:10 From Carrie Hayes to Everyone:

 This has been a great lab! Thanks so much!

14:51:13 From Karen Fowler to Everyone:

 LinkedIn: https://www.linkedin.com/in/karen-fowler-pace-01258428/

14:51:15 From Gretchen Jeske to Everyone:

 https://www.linkedin.com/in/gretchen-jeske-035433208/

14:51:44 From Laura Gerlick to Everyone:

 www.linkedin.com/in/laura-gerlick-superconnector

14:51:45 From Carrie Hayes to Everyone:

 https://www.linkedin.com/in/carrieshayes/

14:51:47 From Muriel to Everyone:

 do not hesitate to connect with the sleepy Swiss girl on LinkedIn 🤣

14:51:47 From Karen Fowler to Everyone:

 Q: Members Only events: I know I've missed a few b/c of my new job. Are you still holding these?

14:51:48 From Yvonne Bowen to Everyone:

 Interested in doing it

14:51:52 From Kirsten to Everyone:

 Certified!

14:51:59 From Carrie Hayes to Everyone:

 I'm working on PACE

14:52:03 From Marshall, Shelley (NHTSA) to Everyone:

 https://www.linkedin.com/in/shelley-marshall-pace-5910478b/

14:52:16 From Eri M to Everyone:

 I'm debaitng on getting one of the cert.s not sure which is better for me

14:52:19 From Ann Marie Flutka to Everyone:

 I ACED the PACE in New Orleans with Chrissy at APC! https://www.linkedin.com/in/ann-marie-f-56925710/

14:52:19 From Monica Oliver to Everyone:

 Certified

14:52:21 From Gloria von Gesslein, ACEA, CAP, OM to Everyone:

 Gotto go. Great to meet everyone! See you at the next round.

14:52:32 From Christine Bischoff to Everyone:

 Good Job! Thank you :)

14:52:36 From Gretchen Jeske to Everyone:

 Going to see Singin' in the Rain at a great local theater. Excited!

14:52:49 From Megan Bishop to Everyone:

 Gretchen, that's exciting!

14:52:52 From Eri M to Everyone:

 that's one of my fav musicals, Gretchen! enjoy!

14:52:58 From Susan Murray to Everyone:

 Going out to dinner with extended fam as it's my son's 18th today and Grad on Tuesday! Celebrations tonight!

14:53:13 From Carol Farrow to Everyone:

 Exactly, Shelley! Chrissy is the best.

14:53:19 From Ellen Weiland to Everyone:

 I'm going to be playing clarinet on a circus wagon in a parade tomorrow. Does that count?

14:53:31 From Yvonne Bowen to Everyone:

 Sounds like ours

14:53:33 From Leslie S Parker, PACE to Everyone:

 Putting my feet up and looking out at the heat while sitting in the AC!!!

14:53:44 From Muriel to Everyone:

 @ellen, yes absolutely

14:53:48 From Leslie S Parker, PACE to Everyone:

 @Ellen - how fun!

14:53:50 From Ann Marie Flutka to Everyone:

 Have a great weekend everyone!

14:53:57 From Karen Fowler to Everyone:

 @Ellen - What fun! I played clarinet & majored in Music.

14:54:00 From Kirsten to Everyone:

 Yes, another awesome learning lab! Thank you, Chrissy. I feel equipped to get some changes started!

14:54:25 From Muriel to Everyone:

 I will celebrate tomorrow evening. 😉 as tired

14:54:46 From Ann Marie Flutka to Everyone:

 LOVE that idea, Shelley!

14:54:46 From Karen Fowler to Everyone:

 QUESTION: Are you still holding members only events?

14:54:47 From Leslie S Parker, PACE to Everyone:

 Muriel Pleasant dreams

14:55:06 From Muriel to Everyone:

 @Leslie, thank most appreciate it

14:55:27 From Kirsten Grish, PACE to Everyone:

 Sweet re Neil!

14:55:33 From Muriel to Everyone:

 Neil is amazing

14:55:38 From Karen Fowler to Everyone:

 Cool! I've missed them b/c of my current job so glad to hear they're still happening!

14:55:41 From Loretta Morgan to Everyone:

 WooooHooooo!

14:57:31 From Ann Marie Flutka to Everyone:

 Good luck, Monica!

14:58:00 From Monica Oliver to Everyone:

 @Ann Marie - Thank you.

14:58:10 From Muriel to Everyone:

 @Monica, finger cross you will get it!

15:00:11 From Leslie S Parker, PACE to Everyone:

 @Eri - who is that?

15:00:33 From Megan Bishop to Everyone:

 Need to drop - it was great seeing everyone today. Thank you again and have a fantastic weekend everyone.

15:00:51 From Marshall, Shelley (NHTSA) to Everyone:

 You too Megan!

15:00:58 From Gretchen Jeske to Everyone:

 Thank you, Chrissy, and this great group of admins+! It has been another excellent lab! Have a great weekend, all!

15:01:37 From Tovey Blake (she/her) to Everyone:

 Thanks Chrissy, another great lab, I will see you again in November.

15:02:03 From Kim Dushinski to Everyone:

 Thanks. Great lab!

15:02:07 From Noel McMullen to Everyone:

 Thank you. Great information!

15:03:54 From Christine Bischoff to Everyone:

 Need to leave now. Enjoy celebrating this weekend!

15:03:59 From Susan Murray to Everyone:

 Thanks for a great day Chrissy!

15:04:05 From Kathy Ellermann to Everyone:

 Bye All - THANKS FOR another great session!

15:04:22 From Karen Fowler to Everyone:

 Thanks, Chrissy, for a very informative learning lab! Very well organized with good information. I didn't realize how much was involved in formal process improvement. I'm off to run a few errands. Have a good weekend, everyone!

15:04:33 From Kirsten Grish, PACE to Everyone:

 Have a great weekend, all. Chrissy, feel better soon!

15:04:59 From Heather Steffen to Everyone:

 Thank you so much for the session, Chrissy. Very valuable information.

15:08:17 From Catherine Winston to Everyone:

 Another Learning Lab under my belt! Thanks, Chrissy, for another informative time. I really appreciate you. Looking forward to seeing you again soon!

15:10:58 From Monica Oliver to Everyone:

 Thank you Chrissy! This is was a fabulous lab Wonderful information! May you all have a relaxing weekend.

15:11:31 From Kristen Hernandez to Everyone:

 Thank you, Chrissy! Such a wonderful learning lab! Happy Friday to you all!

15:12:11 From Marshall, Shelley (NHTSA) to Everyone:

 I look forward to chatting with you all on LinkedIn ☺️

15:13:16 From Nikki Cornwell to Everyone:

 Have a great weekend everyone :)

15:13:23 From Katie Pepple to Everyone:

 Thank you!!

15:13:29 From Muriel to Everyone:

 Bye everybody, great session and stay safe