



Change!

ICSEW September Meeting 2022

Lorraine Lee, Chief Administrative Law Judge
Office of Administrative Hearings (OAH)

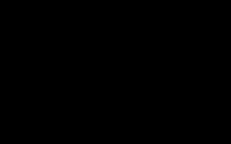
Connie Becker, Legal Administrative Manager,
OAH and Vice Chair, ICSEW

Overview

- Importance of Adapting
- Why its hard
- Tips & Tools
 - Project management approach
 - Self-care tips



Connie Becker



Legal Administrative Manager, OAH



Vice-Chair ICSEW



Mother of 5 grown children



Married 30 years



Lorraine Lee

- 1965 – arrived in USA from Hong Kong at age 5
- Grew up in New York City and Moses Lake, Wash.
- Served on active duty in U.S. Army (stationed in Wash. DC, Hawaii and Korea)
- Married 33 years to John; daughter Grace college freshman at SDSU



Lorraine Lee – State Service

1996 - 1998: Governor's Policy Office

Policy Advisor to Governors Mike Lowry
& Gary Locke

1998 – 2000: Washington Lottery

Legal Services Manager
Assistant Director, Retail Services Division
Assistant Director, Sales & Marketing Division

2001 – 2007: Liquor Control Board

Director, Licensing Division
Chair (appointed by Gov Christine Gregoire)

2009 – present: Office of Administrative Hearings



Examples of Changes in State Government

Creation of Department of Children, Youth and Families

Creation of Department of Enterprise Services

Privatization of Spirits Sale by LCB (Citizen Initiative 1183)

Decriminalization of Marijuana (Citizen Initiative 502)

COVID-19 Pandemic

Group Activity: Waterfall Chat

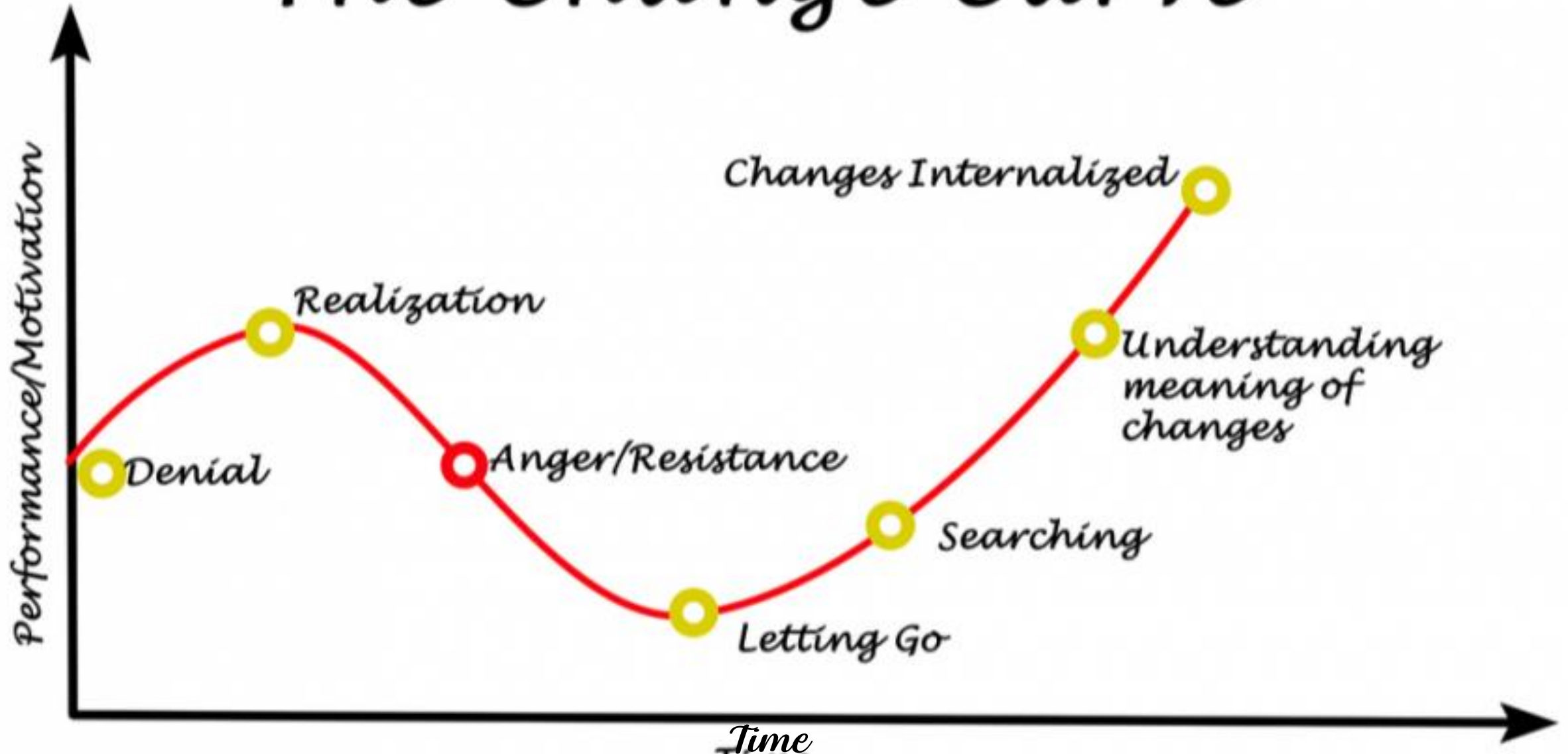
What are the drivers of change at work or in our personal lives?

Step 1: Open the Chat Feature

Step 2: When prompted, type in your response but **DO NOT SUBMIT**

Step 3: When the host counts to 3—then everyone submits together

The Change Curve



WHAT IS THE IMPORTANCE OF ADAPTING TO CHANGE?



Change = Learning = Growth



Makes you a valuable team member



Increases Workplace Satisfaction



Helps manage stress levels



Means staying relevant

Group Activity: Reactions Poll

The Ups and Downs Of Change

When you hear Digital Transformation is your reaction positive/negative/neutral?

To: Everyone v

Type message here...

📎 🗨️ ...

WHAT DOES THE BRAIN DO WHEN CONFRONTED WITH CHANGE?

Hilary Scarlett



Why is Change so difficult?

Humans are hardwired to resist change

We love predictability and routine

The brain perceives change as a threat

Change requires effort

Fear of failure prevents people from taking that first small step toward change.

STRATEGIES FOR ADAPTING TO CHANGE

Acknowledge

Acknowledge the Discomfort

Take

Take responsibility for the changes in your life

Learn

Learn to let go and accept things you cannot change

STRATEGIES FOR ADAPTING TO CHANGE



Emphasize the Positives



Set Goals for Yourself



Focus on What You Can Control



Celebrate the milestones along the way

SELF CARE AT WORK

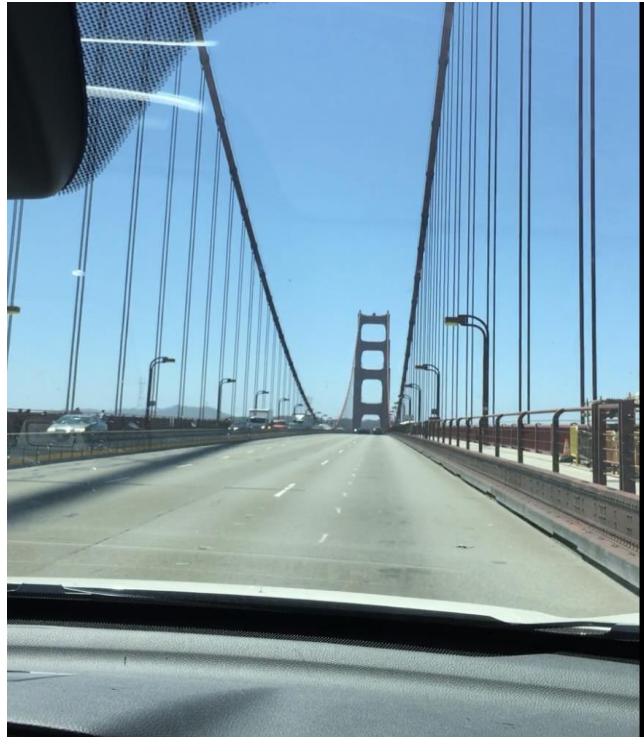


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[LINK TO EAP WEBSITE](#)

- Stress associated with navigating change can impact your well-being.
- Practicing self-care can help you manage this stress.
- Of course, some of these ideas are meant to happen on your lunch or non-work time!

Project Management = It's a Road trip!



Grace driving across Golden Gate Bridge, San Francisco, Summer 2020

**The European trip –
6 countries, 10 cities 21 days
(June 2022)**



I-90 Approaching Columbia River, George, WA, July 2022



Components of a Project Plan - Charter

Problem Statement

Goal Statement

Project Leader

Project Team

Subject Matter Experts

In Scope

Out of Scope

Start Date

Planned Completion Date

Milestones-with descriptions and goal dates

Signatures

Project Plan *(simplified charter)*

Project No *(if you use a tracking system)* :

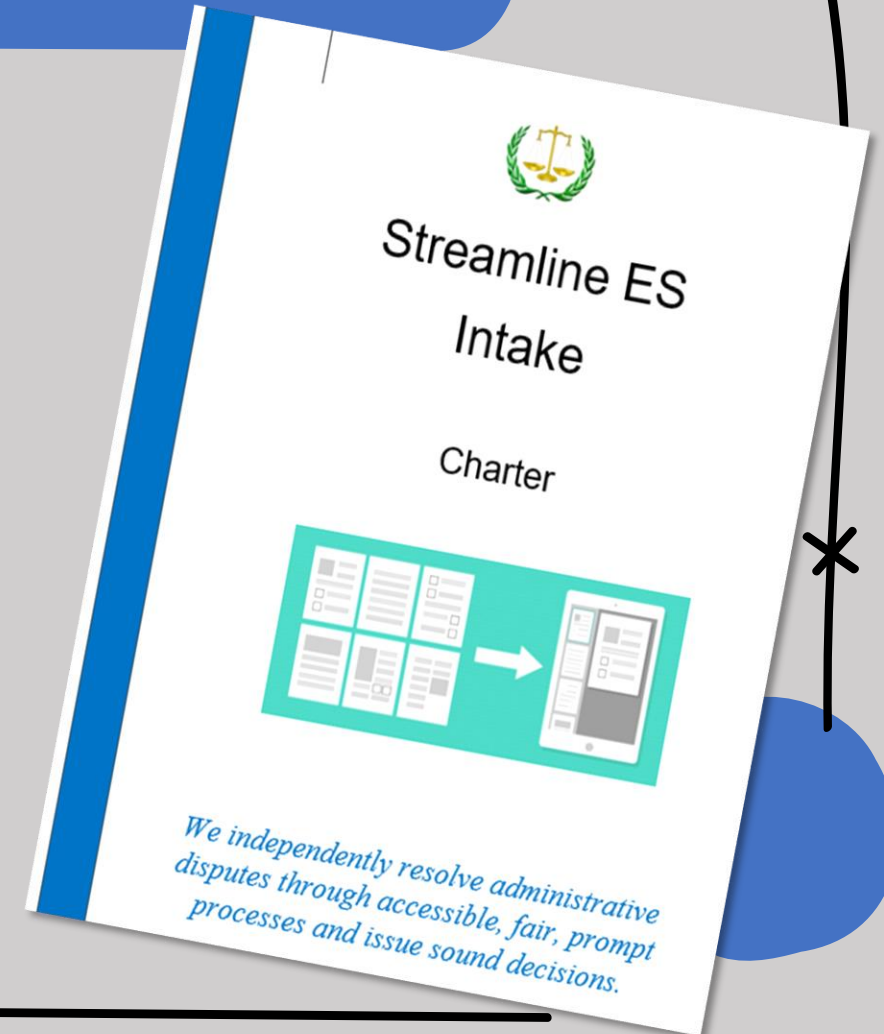
<PROJECT TITLE>				
Problem Statement <i>(challenges, frustrations, issues)</i>		Goal Statement <i>(what do you realistically want to do?)</i>		
Project Manager or Leader		Group Impact <i>(public, caseload, support staff, agency, etc)</i>		
Project Team <i>(influencers at every level)</i>		Subject Matter Experts <i>(workgroups, consultants, financial)</i>		
Name	Role	Name	Role	
In Scope <i>(We will do this)</i>		Out of Scope <i>(good ideas that don't fit right now)</i>		
Start Date		Planned Completion <i>(bigger projects can be developed in 2010)</i>		
Milestones	1	2	3	4
Description:				
Goal Date:				

Signatures <i>(This serves as approval and support to move forward)</i>		
	Signature	Date
Project Manager:		

Our Project Approach

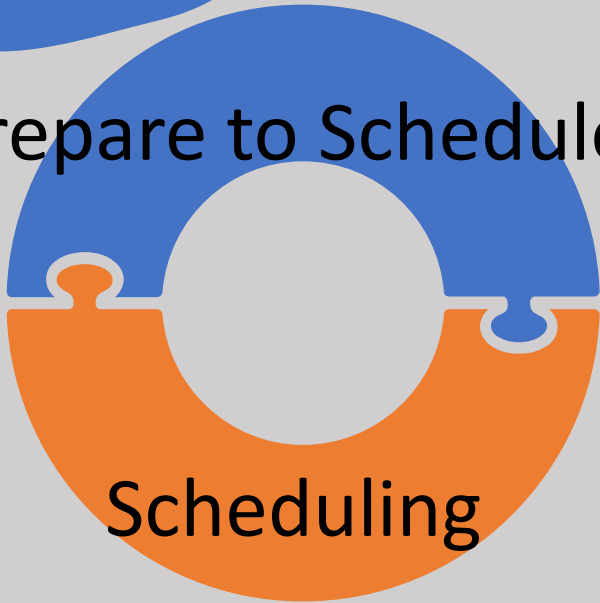
COLLABORATION WAS KEY!

- Phase 1 – Brainstorming solution ideas
- Phase 2 – Define process steps
 - create Charter
- Phase 3 – Assessing the process changes
 - Identify duplicate efforts
 - Identify Bottlenecks
- Phase 4 – Pilot
- Phase 5 – Training
- Phase 6 – Full implementation



2 MAIN
ELEMENTS

Prepare to Schedule



WHAT
HAPPENED

Phase 4 – Pilot

During the process of testing new solutions:

- Input Exhibiting process **went well**
- Scheduling cases directly in PRISM **didn't work well.**

The setback was actually a set-up for success



The new process:

- Improves accuracy
- Decreases duplication
- Saves time
- Creates faster training
- Enhances scheduler confidence

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Name	Role	Name	Role	
In Scope <i>(We will do this)</i>		Out of Scope <i>(good ideas that don't fit right now)</i>		
Start Date		Planned Completion <i>(bigger projects can be developed in 2 years)</i>		
Milestones	1	2	3	4
Description:				
Goal Date:				

Signatures <i>(This serves as approval and support to move forward)</i>		
Project Manager:	Signature	Date



QUESTIONS?