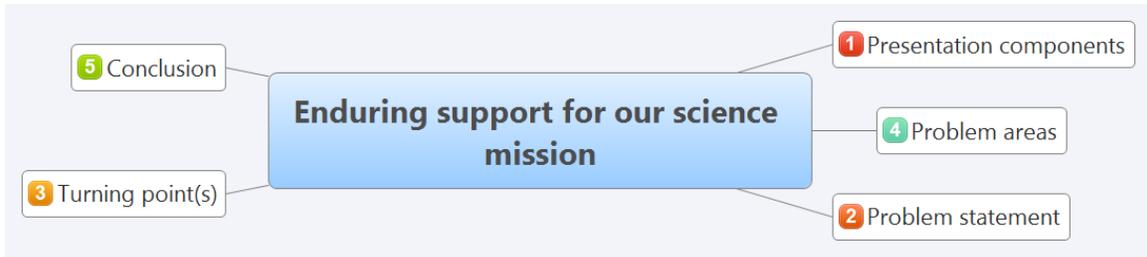


## Enduring support for our science mission

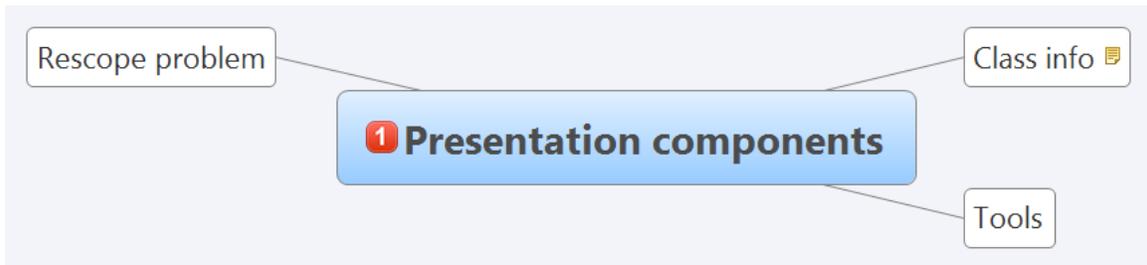
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## 1. Presentation components

1



### 1.1. Class info

Leadership 201 June 15-19, 2015

ELT Champion: Jose Aragon, Associate Director Office of Administration

Sponsors

Katie McCulloch, Deputy Associate Director, OA

Julie Wozniak, Deputy Associate Director Office of Human Capital

Shari Delung, Program Analyst, OA

Coach: Bill Guertal, DAD Water, Reston, VA

Team Members

Brian Marshall, CERSC, Denver, CO

Catherine Puckett, Directors Office/Communications, Gainesville, FL

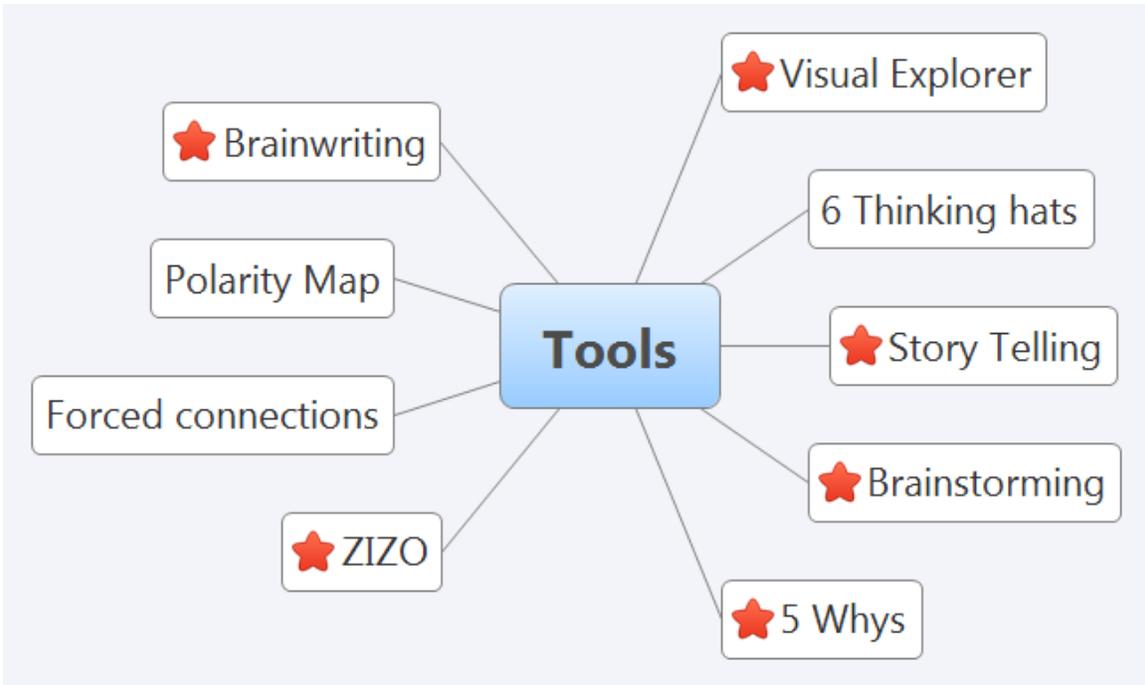
Anji Shah, CGGSC, Denver, CO

Peter Wright, WY-MT WSC, Billings, MT

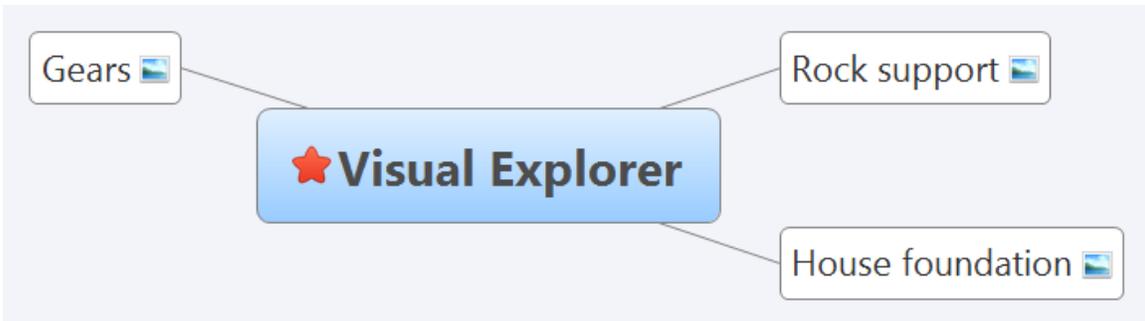
Frank Casey, SDC/EMEH, Reston, VA

Bob Davis, CSS/NGP, Rolla, MO

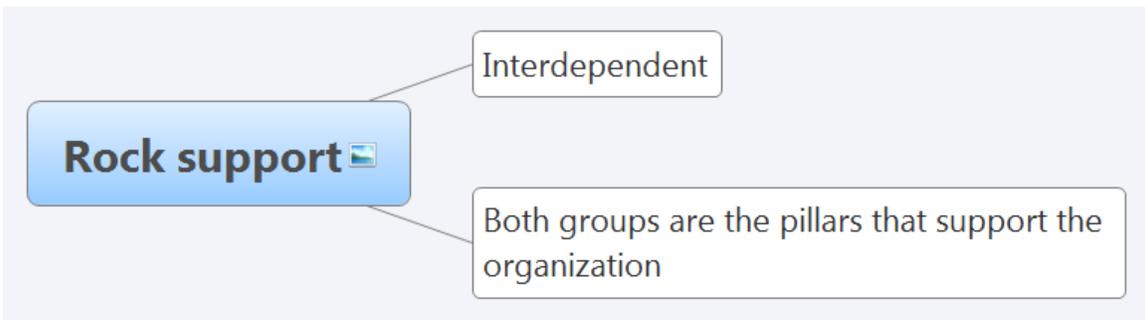
### 1.2. Tools



**1.2.1. Visual Explorer**



**1.2.1.1. Rock support**



**1.2.1.1.1. Interdependent**

**1.2.1.1.2. Both groups are the pillars that support the organization**

**1.2.1.2. House foundation**

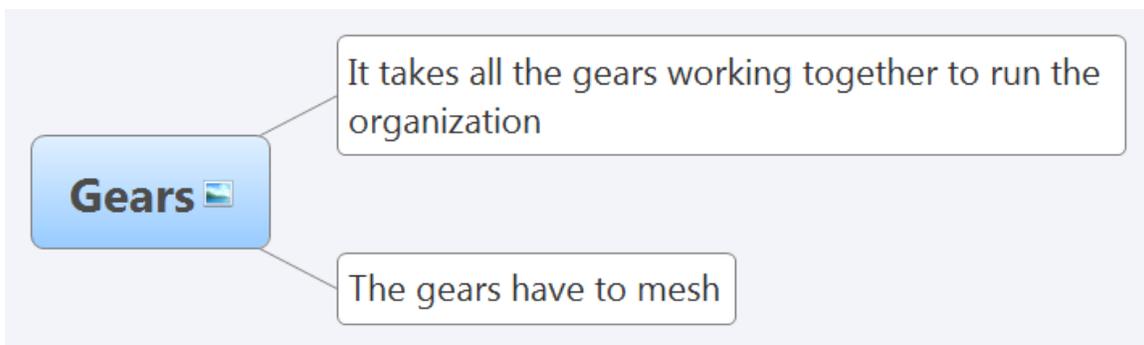


**1.2.1.2.1. Support foundation eroding underneath the science**

**1.2.1.2.2. Resources are shrinking**

**1.2.1.2.3. Foundation needs the house, the house needs the foundation**

**1.2.1.3. Gears**



**1.2.1.3.1. It takes all the gears working together to run the organization**

**1.2.1.3.2. The gears have to mesh**

**1.2.2.6 Thinking hats**

**1.2.3. Story Telling**





**1.2.3.1.String puller**

**1.2.3.2.Heaven and hell**

**1.2.3.3.Scientist path**

**1.2.3.4.The Notebook**

**1.2.4.Brainstorming**



**1.2.5.5 Whys**



**1.2.6.Brainwriting**



**1.2.7.Polarity Map**

**1.2.8.Forced connections**

**1.2.9.ZIZO**



**1.3.Rescope problem**

**2.Problem areas**

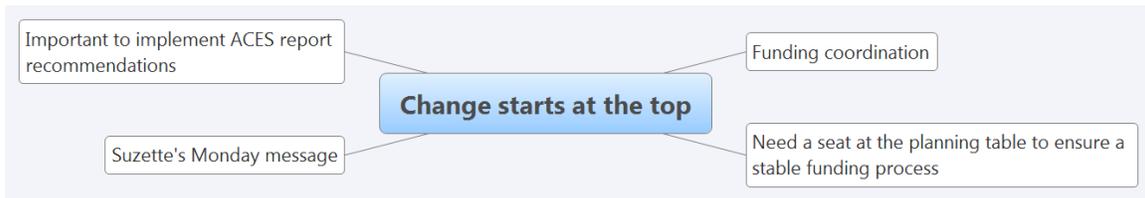
4



**2.1.Aligning Priorities**



**2.1.1.Change starts at the top**



**2.1.1.1.Funding coordination**

**2.1.1.2.Need a seat at the planning table to ensure a stable funding process**

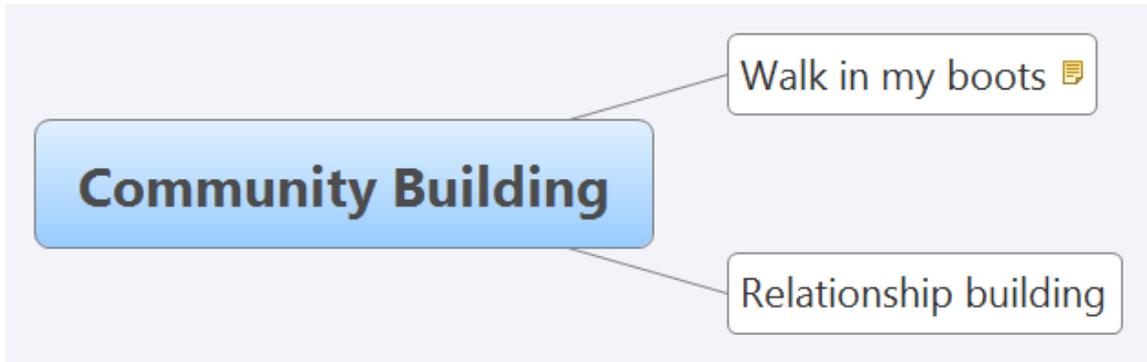
**2.1.1.3.Important to implement ACES report recommendations**

**2.1.1.4.Suzette's Monday message**

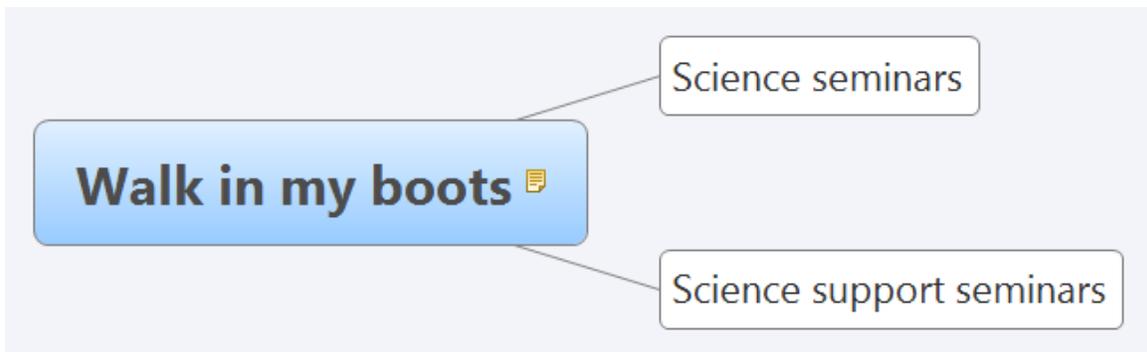
**2.1.2.Organization must solve to have longevity**

**2.1.3.There are long term consequences for action/non-action**

**2.2.Community Building**



**2.2.1.Walk in my boots**



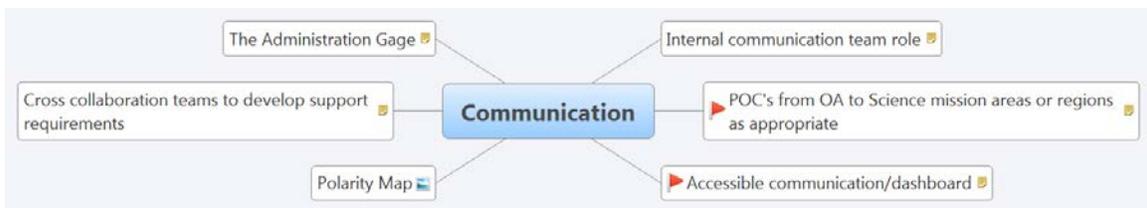
The point here is to foster an environment of communication and trust building opportunities. Brainstorm ideas- Science Center visits- Brown Bags/Outreach- Retreats- parties/picnics

**2.2.1.1. Science seminars**

**2.2.1.2. Science support seminars**

**2.2.2. Relationship building**

**2.3. Communication**



**2.3.1. Internal communication team role**

If possible, it would be great for this team to have a role crafting internal messages including summary and impact in brief simple language. Use Webex/Google hangout/YouTube to provide training/information.

### 2.3.2. POC's from OA to Science mission areas or regions as appropriate



The primary goal is to establish better linkage to the science planning process

### 2.3.3. Accessible communication/dashboard



Most likely a web interface to locate or search for in-work processes.

### 2.3.4. The Administration Gage

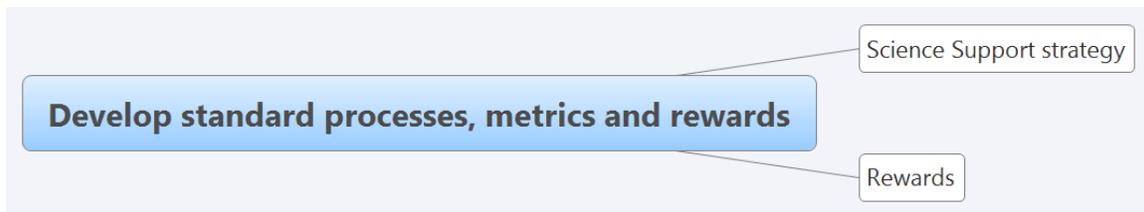
The newsletter is a great start and needs wider distribution and possible link from Suzette's Monday message.

### 2.3.5. Cross collaboration teams to develop support requirements

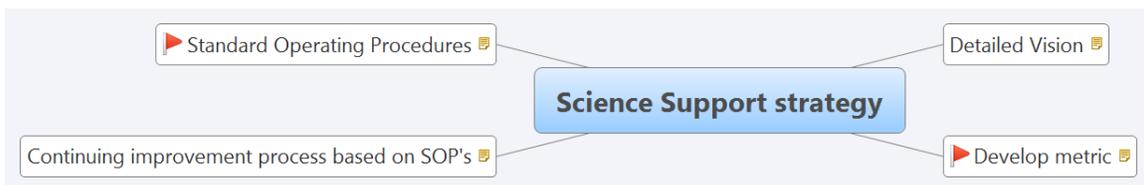
Make better use of the Field Managers Team for requirements vetting. Additional direct communication for project specific support requirements.

### 2.3.6. [Polarity Map](#)

## 2.4. Develop standard processes, metrics and rewards



### 2.4.1. Science Support strategy



#### 2.4.1.1. Detailed Vision

Strategy communication should be a living strategic vision with detailed performance metrics. What does Science Support look like in 3 years?

#### 2.4.1.2. Develop metric



Appropriate science support offices should propose a metric that shows a desired balance of resources between OA and mission area science.

#### 2.4.1.3. Standard Operating Procedures



SOP's should include basics of required forms/documents and target time frames for processing (understanding out of control delays)- HR actions- Procurements- Contract processing

#### 2.4.1.4. Continuing improvement process based on SOP's

Document and communicate best practices to increase efficiencies.

### 2.4.2. Rewards



#### 2.4.2.1. Recognize and celebrate successes

#### 2.4.2.2. Award job well done



### 3. Problem statement

2

## 2 Problem statement

How can we align the perspectives and priorities of science and OA science support?

**3.1. How can we align the perspectives and priorities of science and OA science support?**

## 4. Turning point(s)

3

## 3 Turning point(s)

Story telling from two different team members to emphasize 2 different perspectives - Thursday 1:15

Problem statement derived through the "5 whys" on Thursday 1:30

**4.1. Story telling from two different team members to emphasize 2 different perspectives - Thursday 1:15**

**4.2. Problem statement derived through the "5 whys" on Thursday 1:30**

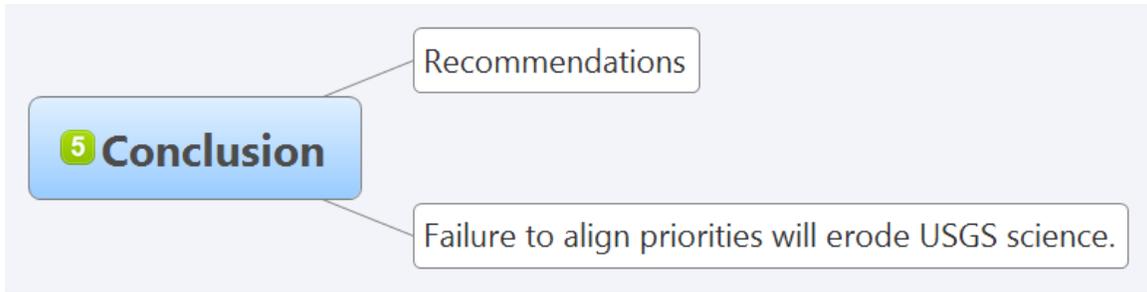
The problem statement came about using the "5 whys" Enduring support for the science mission

- 1) Why do we have to endure science support?
- 2) Why not embrace science support?
- 3) Why isn't science support included in science mission?
- 4) Why isn't science support considered/perceived as integrated part of team?

How can we align the perspectives and priorities of science and OA science support?

## 5. Conclusion

5



**5.1.Recommendations**



**5.1.1.The Administration Gage distribution**

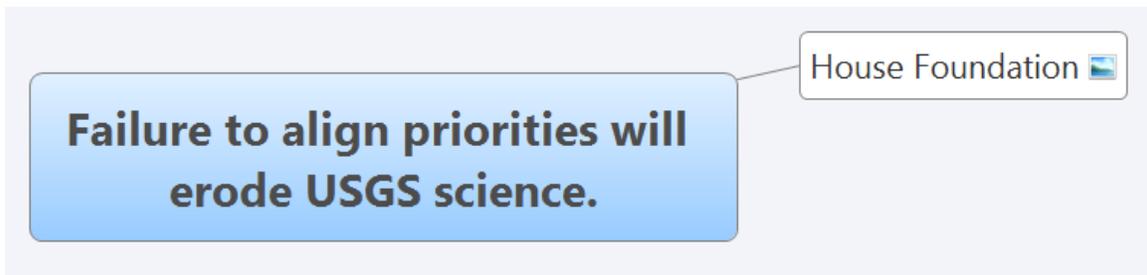


**5.1.1.1.Suzette's Monday messages is an avenue also**

**5.1.2.Office of Communication internal communication team role**

**5.1.3.ACES report follow up**

**5.2.Failure to align priorities will erode USGS science.**



**5.2.1.[House Foundation](#)**