

Team Exercise Flowcharting

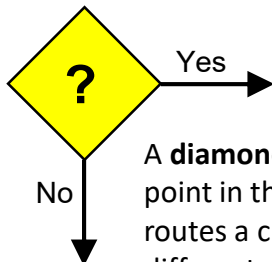
Change Leader, use a flip chart & Post It Notes or white board & markers to lead your team in creating a flowchart of a specific process. Do the following:

1. Ask one team member to volunteer to share a process they plan to work on for a change project and flowchart the process together. (e.g. justice-involved person's first contact with a jail medical provider)
2. Write the **name** of the process and list the first and last steps.
3. Fill in all the **steps** of the process (this can include **decision steps** by using diamonds).
4. Note any **flaws** in the process (e.g. steps that receive stakeholder complaints; a transition that takes too long; etc.).
5. Note any possible **fixes** for the flaws.
6. Team Discussion: Use **insights** gained to help direct next steps for the change project.

Two Easy Symbols To Use for Flowcharts

One Step

A **square** identifies one step in the process.



A **diamond** is a decision point in the process and routes a customer to a different path in the process based on the response.

