

Activity: Flowcharting the initial assessment process

Materials needed

- Flip chart paper and pens.
- Packets of sticky notes.
- Processes Handouts 2 and 4: 'Basic flowchart symbols' and 'Questions to ask in drawing up a flowchart'.

Use of video



Planning the process: use as **stimulus**. This will give you a taste of how to run a flowcharting session.

Instructions

1. Stress the importance of 'continuous improvement' as an ethos that ensures learners have the best possible opportunities to learn and develop.
2. Welcome the fact that so many stakeholders have come together, and reinforce the importance of this.
3. Introduce flowcharting as a tool for looking at the effectiveness of the overall system and component processes within E2E.
4. State the purpose of the activity as being 'To chart the initial assessment process as it currently is'.
5. Divide participants into groups of three to five. Give each group a sheet of flip chart paper and pack of sticky notes. Give a copy of Handouts 2 and 3: 'Basic flowchart symbols' and 'Questions to ask in drawing up a flowchart' to each person. Offer groups the choice of nominating one person as facilitator to take responsibility for asking these questions, or else of sharing the responsibility between all of them.

6. Encourage everyone to participate by inviting each member of a group to jot down the process by which their organisation or function contributes to the initial assessment process, what the problems are and what documents are used.

7. Then ask them to share these with each other in their group to filter out duplication. Record what's left on sticky notes and sort the ideas into related groupings. Add any further items that emerge from the questioning.

8. Arrange the notes on flip chart paper in sequence, using three columns: process, problems and documents.

9. Display the results on the wall.

10. Compare the outcomes and discuss differences.

11. Compile an 'ideal' process, identifying what actions need to be taken to implement the ideal.

12. Review the outcomes and identify action plans.

13. Agree a date for a follow-up session to review progress on action plans.

Self-study suggestion

1. Invite colleagues to work with you in devising a flowchart. If this isn't feasible, consider how you might get input from them. If they're not willing to spend time with you, consider devising a chart yourself. It could highlight important issues for you.
2. Share the outcomes with as many others as you can. Discuss your findings and invite people to collaborate on an action plan.