

Tour II: Activity #16 - Outcomes Management

Directions: Take some time to reflect on what you have learned; use additional paper as needed to complete the activities.

- Select and use an outcomes management framework to:
 - a) Determine what changes are to be made
 - b) Plan the change using standards/benchmarks
 - c) Carry out the plan
 - d) Evaluate the results for lessons learned
 - e) Modify the plan based on the evaluation
 - f) Monitor the outcomes at specific intervals

- Communicate the structure, process and outcomes to co-workers.