8:30 – 8:40 Introduction and overview of agenda

* Explain the goals of the meeting
* Review the agenda
* Orient participants to worksheets, tools and other resources

8:40 – 9:30 List steps in the process

* Engage participants in creating a list of specific process steps within the major process as it currently exists. Use brainstorming or another method to generate the specific process steps
* The team discusses this list and agrees on a final list of the steps in the process and the relationships between steps

9:30 – 10:30 Create a process description

* For each step the team decides: 1) who does this, 2) what is done, and 3) what are the expected outcomes
* The team decides on a method for communicating the formal process description

10:30 – 10:45 Break

10:45 – 12:15 Identify problems and weaknesses in the current major process

* The team brainstorms elements of the process that may contribute to problems identified in Phases One and Two
* The team brainstorms elements of the process that are working well, including identifying promising practices
* The team reaches consensus on weaknesses in current major processes and documents promising practices

12:15 – 12:30 Debrief and plan next steps for the team

* What worked, what didn’t?
* What comes next?