THANK YOU!

jessica@legup.care

Take the Working Parent Survey!
workingparentsupportguide.com

Looking for childcare?
www.legup.care
Hi, I’m Anne a full time working West Seattle mom of 2 wonderful Kiddos; Olivia (3rd grade) who loves fashion, reading, drawing and has adapted to virtual school like a boss & Miller (kindergarten) who loves soccer, basketball, star wars and bothering his sister... and well virtual kindergarten is hard, lets just say that!

Anne Mahoney
Sr. Business Process Improvement Mgr.
NORDSTROM | NMG Improvement

Job history:
I have worked at Nordstrom for over 17 years, and like many of us I started on the sales floor, worked my way up (or down our pyramid) thru the merchandising org as an manager, asst buyer, regional store merchandiser, online buyer, digital merchandiser and currently I support our Org as one of our Sr. business process improvement managers. Where we focus our efforts to positively impact top and bottom line results by teaching NMG to apply, lead, and coach lean principles and tools.
A little bit about me and how I support Nordstrom...

How our team supports the business

WHAT I FOCUS ON...
Organizational Health
Mindfulness
Flexibility
Balance
Leading differently

CREATIVE VIRTUAL MEETING OPTIONS

“Practice giving grace over the next few weeks as teams work through new routines.” – Nordstrom Executive

NO MEETING BLOCKS

How Nordstrom is Supporting us...
What it can look like in action…

<table>
<thead>
<tr>
<th>Time</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 AM</td>
<td>9:30 AM</td>
<td>10:30 AM</td>
<td>11:30 AM</td>
<td>12:00 PM</td>
<td>1:00 PM</td>
</tr>
<tr>
<td>No Meetings</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daily Huddles</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Touchbases</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lunch / NO MEETINGS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Team meetings, Collaboration with peers + value stream partners, TB’s not with direct reports, Flow time, Uninterrupted work time</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office Hours</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reflection</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No Meetings</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*As a leader your role is to not schedule over a standard your team needs*

1. Which huddles do I need to attend daily to know the truth?
2. Is there opportunity for me to attend my direct reports huddles 1-2x a week to go and see?

1. Based on my priorities who needs my time?
2. Audit your TB’s based on who needs your time

This is time for: Team meetings, collaboration with peers + value stream partners, working in flow, time to get your own work done

1. Leader (where supported) has to choose what fits in this space based on priorities for the week / month opportunity to audit.
2. Leader / Team must decide what is protected time to get your work done and what is open time to schedule meetings?

Office hours should be used for direct reports to pop in for 1:1 support.

Reflection is time to wrap up your day and plan for the day ahead, what can be improved for tomorrow, what did not work today? What worked well?
Teaching models to support balance + productivity...

Daily reflection for improvement!

Be Flexible!

How it can get there...

Creating a Daily Management System

1. Start here!
   - Determine priorities.
   - What does success look like?
   - How is success measured?
   - How will you share the plan with your teams?

2. Unblock Work
   - Create space to meet with your team daily!
   - How will our priorities show up at our huddle?

3. Visual Management
   - Make your work visual!

4. System connects!
   - Leader standard work is a set of leadership routines that promote the company strategy and support a problem-solving environment within teams.
   - Does the way I support my team align with my strategy/priorities, and hold my team accountable to accomplishing that strategy?
   - LSW is the Discipline. You then only have to manage the exceptions!

Daily Reflection for Improvement!
Team Members in the Field

Reduced Operations
Reduced operations for Clean, Safe, Parks and Outreach for 3 months.

Furlough
Approximately 75 team members were furloughed through that period.

Reduced Hours
Reduced hours to approximately 20 hours a week for all team members working through the months of March - July.

During reduced hour and furlough period DSA covered all medical, dental and vision for all team members.
Individualized Support

• LISTEN
• PLAN
• COMMUNICATE
• RESOURCES
• SUPPORT
Remote Schooling Space
Thank You

Monica Ybarra, Director of Human Resources

monicay@downtownseattle.org
Q&A

Schedule a consultation with Commute Seattle:
• info@commuteseattle.com

Check out our calendar for upcoming events and webinars