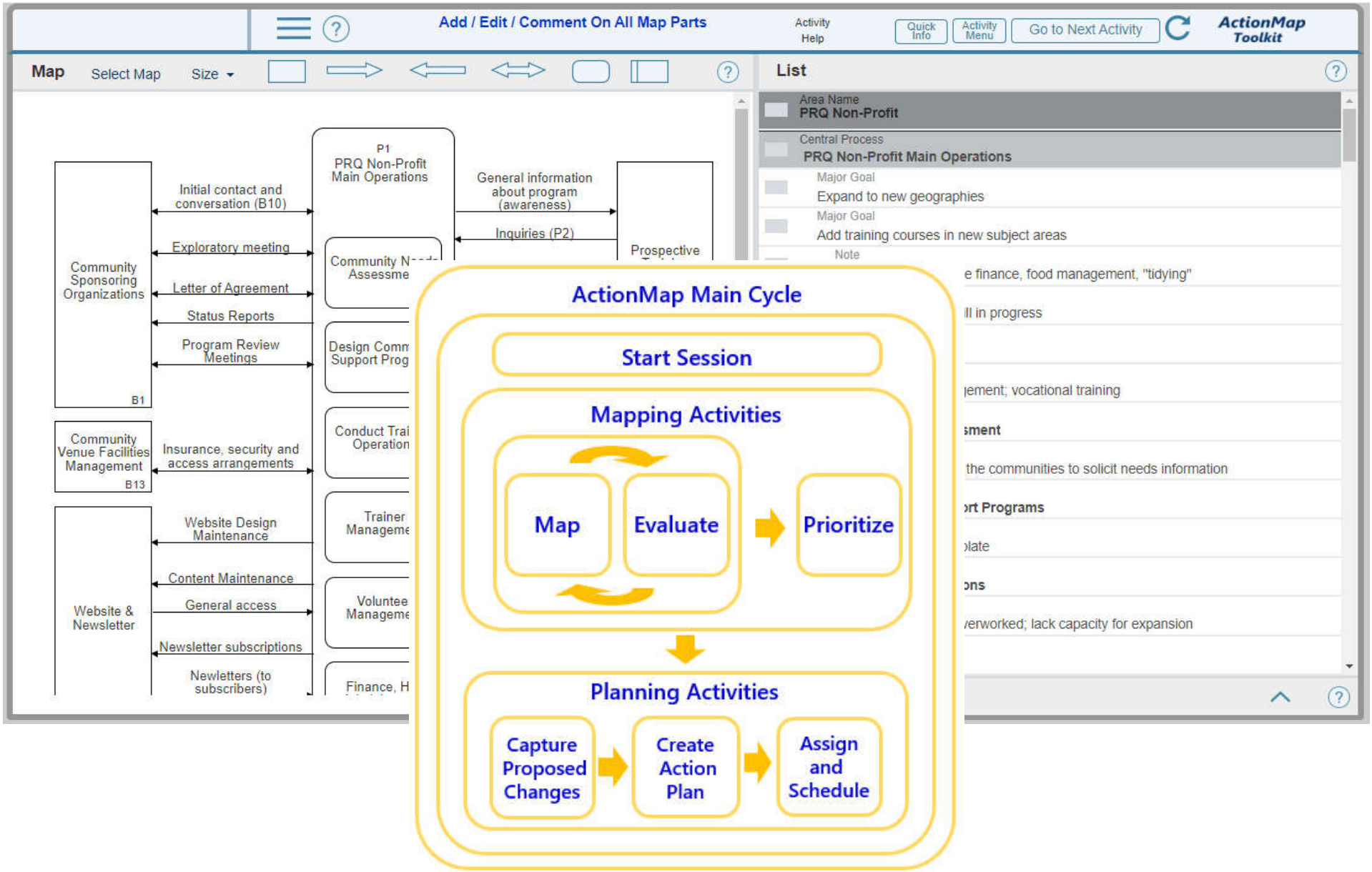
ActionMap

The group workshop software uses a single page layout

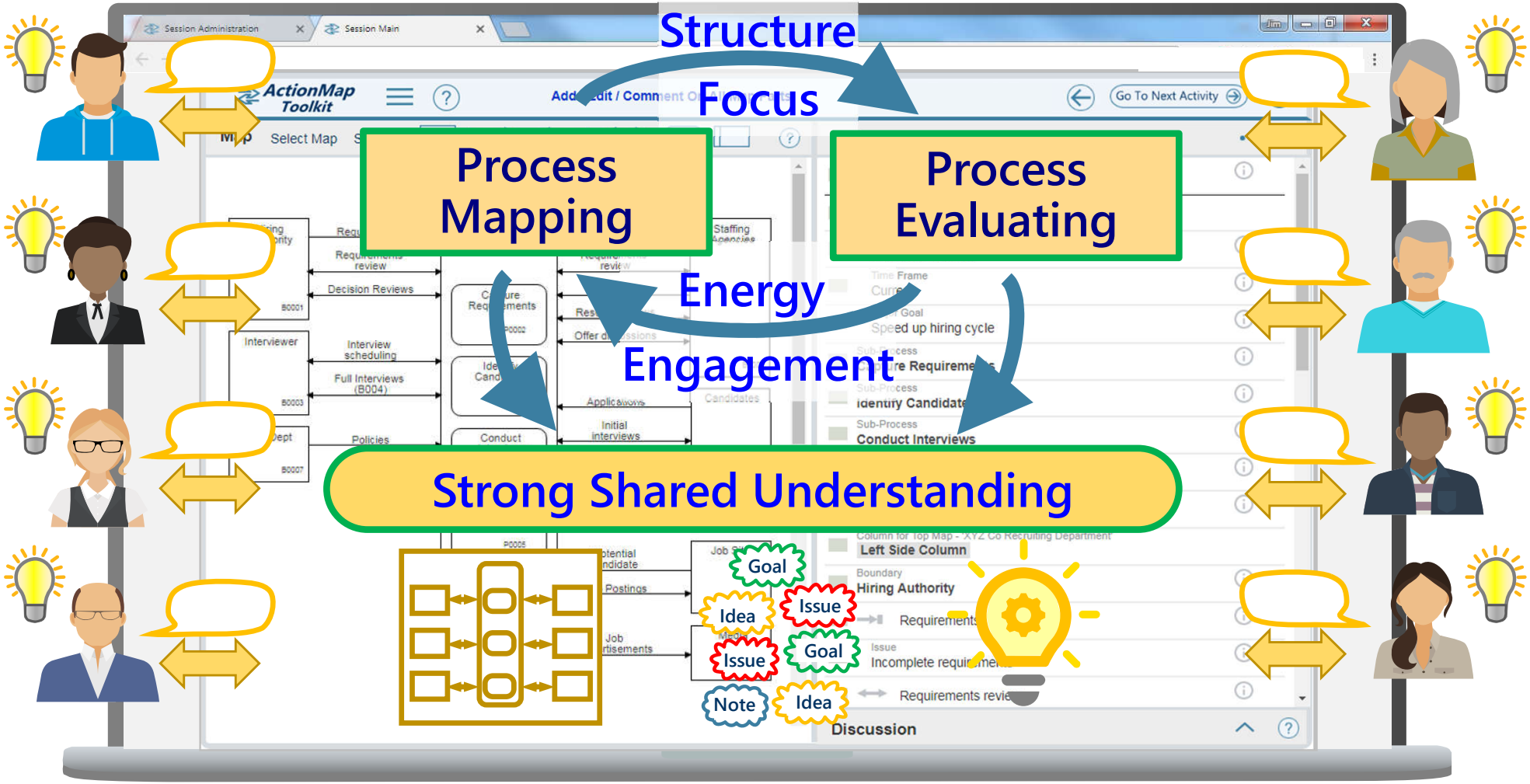
that follows a flexible pattern of activities
shared via an e-meeting application



ActionMap

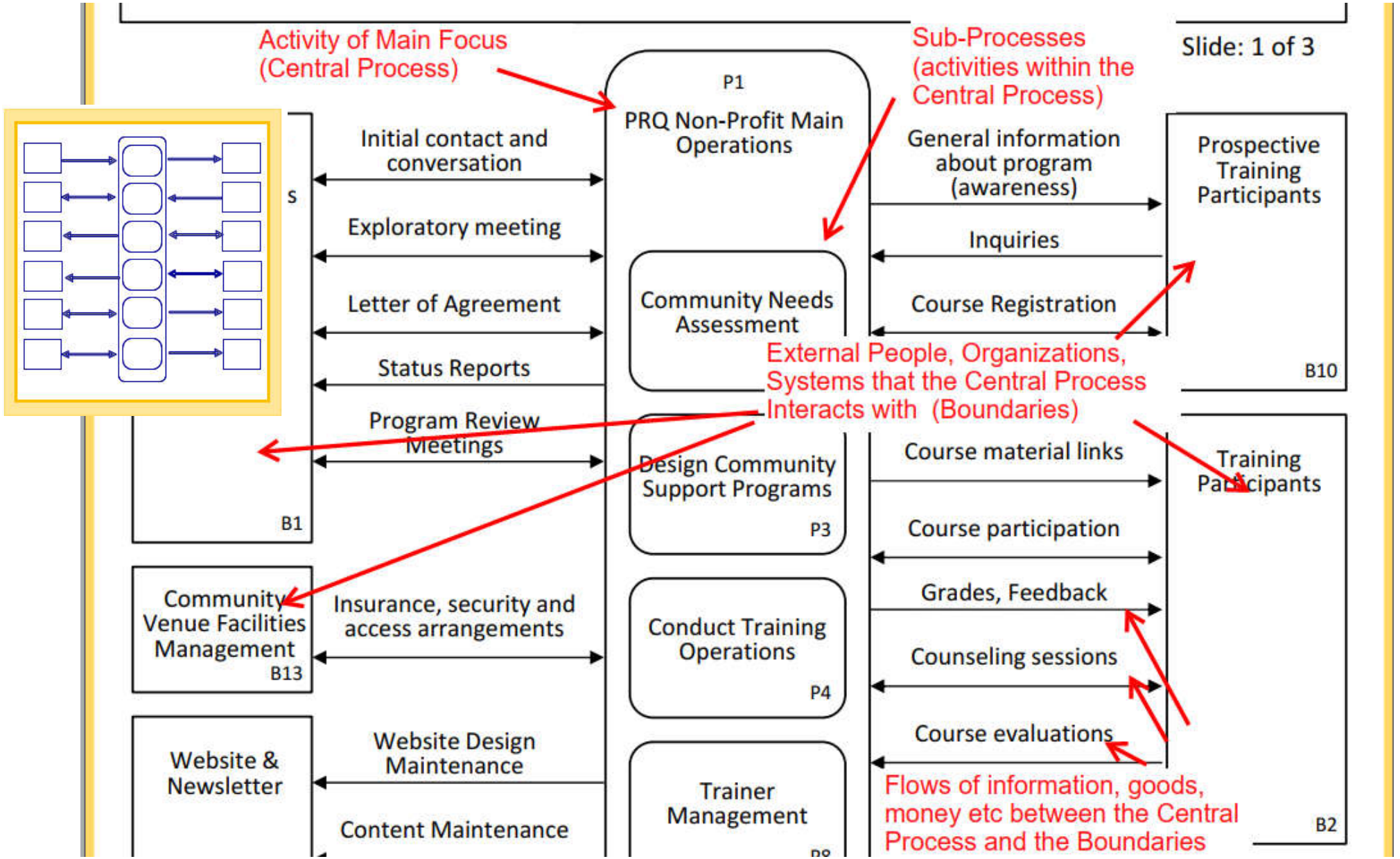
The mapping provides structure and focus while the evaluating provides energy and engagement,

working together to rapidly create strong shared understanding of tasks, value and ideas



ActionMap

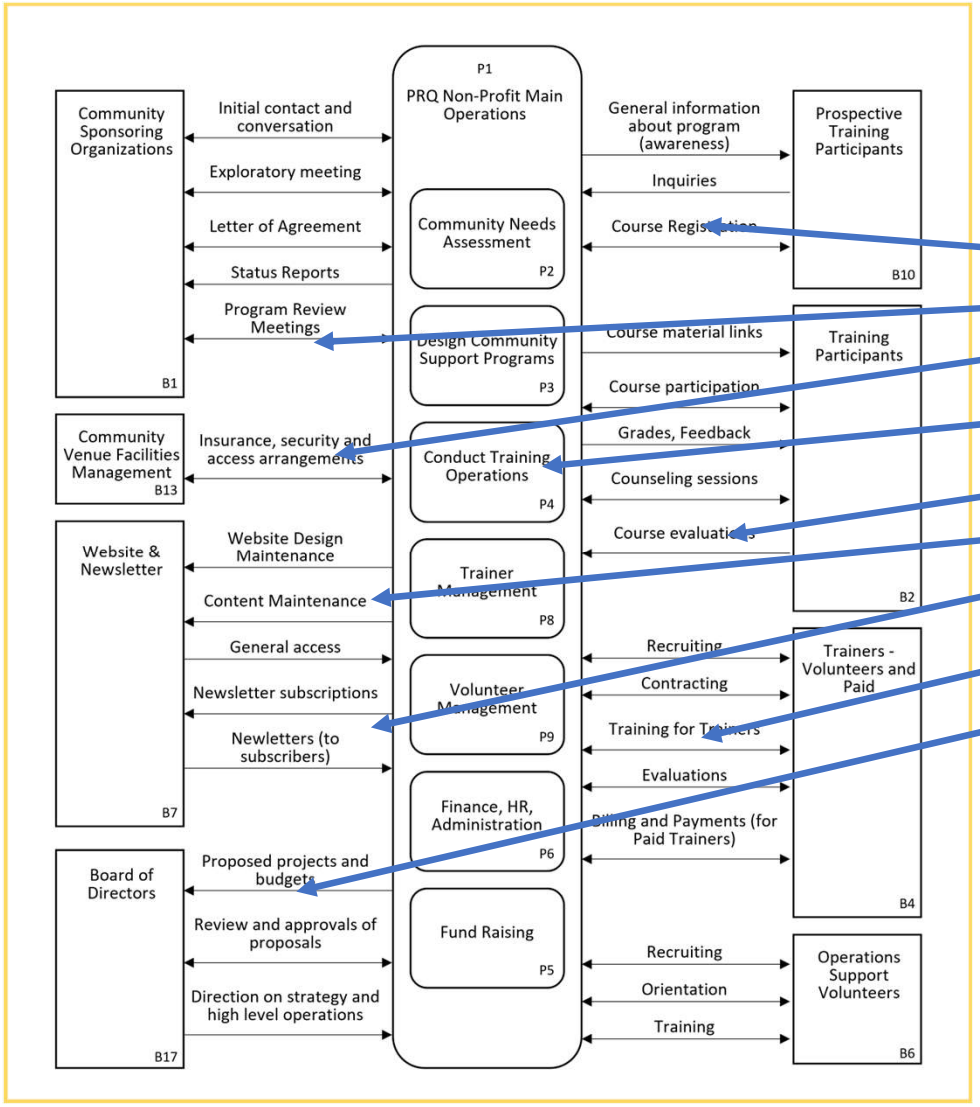
All maps use a standard, fast-to-create and easy-to-follow layout



ActionMap

Evaluations and Notes are associated with specific map parts

This helps to maintain focus and concreteness

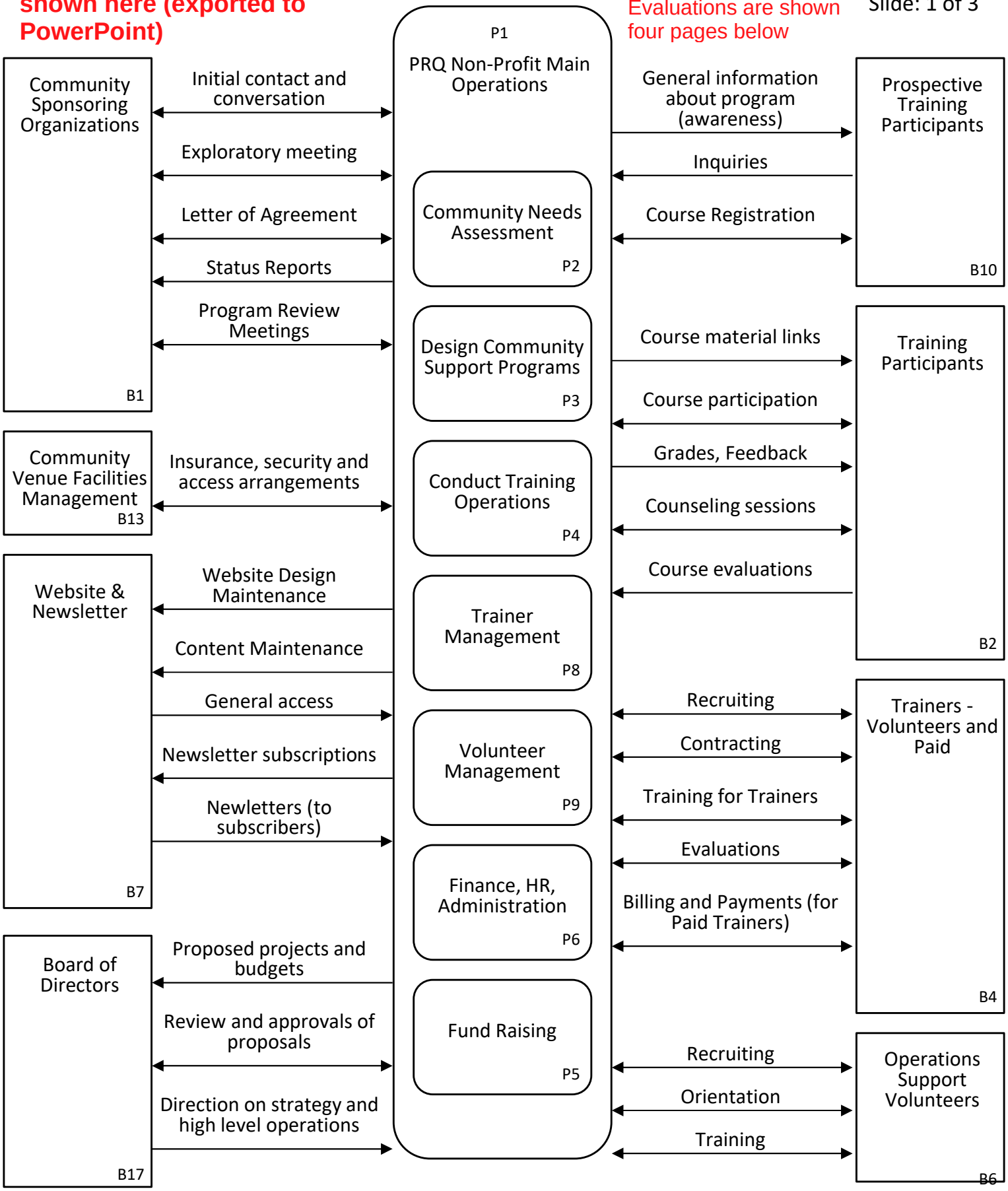


- Goal: better registration system
- Change Idea: change online format
- Issue: insurance getting too expensive
- Note: average 10 per week
- Issue: cannot offer counseling sessions
- Goal: more frequent content updates
- Change Idea: update newsletter format
- Goal: standard training for trainers
- Issue: Budget review too high level

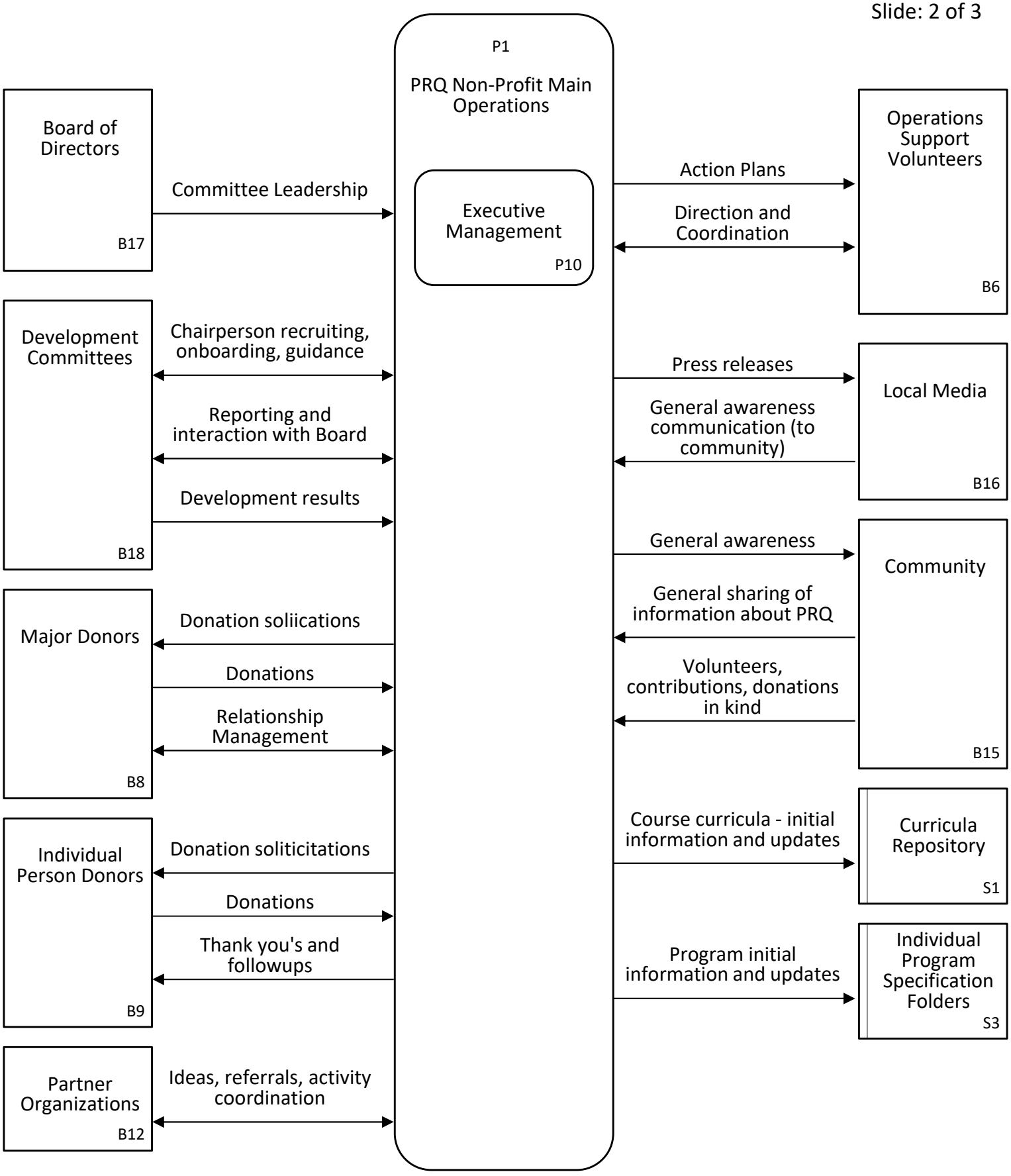
Area Title:	PRQ Non-Profit	ID:	M43GV2XX
Map Title:	PRQ Non-Profit Main Operations	Map ExtID:	W7T62W2E
Map Type:	Map	Date/Time:	2022/01/03 01:19:15 AM

Complete Example Map, shown here (exported to PowerPoint)

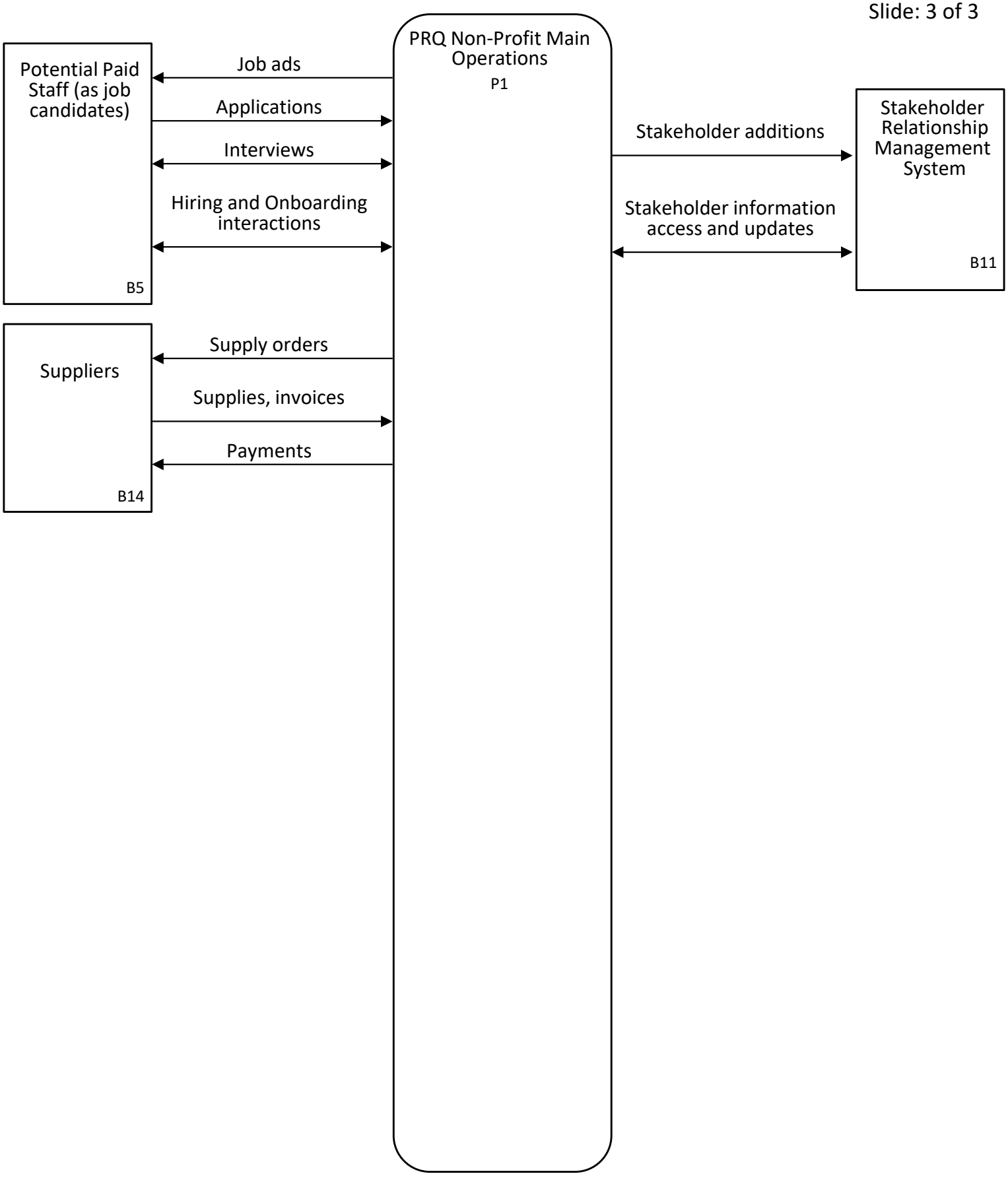
Complete Example Evaluations are shown four pages below



Area Title:	PRQ Non-Profit	ID:	M43GV2XX
Map Title:	PRQ Non-Profit Main Operations	Map ExtID:	W7T62W2E
Map Type:	Map	Date/Time:	2022/01/03 01:19:15 AM



Area Title:	PRQ Non-Profit	ID:	M43GV2XX
Map Title:	PRQ Non-Profit Main Operations	Map ExtID:	W7T62W2E
Map Type:	Map	Date/Time:	2022/01/03 01:19:15 AM



Complete Example Evaluations (exported to Excel)

Map and Plan Area: **PRQ Non-ProfitM43GV2XX**
Map and Plan Area ID: **PRQ Non-Profit Main Operations**
Map Title: **Map Parts, Evaluations and Notes - Action Plan**
List Title: **Format2022/01/03 01:19:15 AM**
Date/Time:

Flow codes: ==>[] : to Central Process; <==[] : from Central Process; <==> : to/from Central Process

The "List" side of the Main Page shows Map Parts with associated Comments.

Comments are divided into "Evaluations" (Goals, Issues and Change Ideas) and "Notes" (additional information)

Main Text	Detail	Who	Due	Notes
PRQ Non-Profit *Map and Plan Area Name*				
PRQ Non-Profit Main Operations *Map Central Process*				
Major Goal Expand to new geographies				
Major Goal Add training courses in new subject areas				
Note Current courses: home finance, food management, "tidying"				
Major Issue Transitioning to online still in progress				
Major Change Idea Add new curricula				
Note Ideas: clothing management; vocational training				
Community Needs Assessment P2				
Goal Better communication to the communities to solicit needs information				
Design Community Support Programs P3				
Change Idea Develop a standard template				
Conduct Training Operations P4				
Issue Training coordinator is overworked; lack capacity for expansion				
Trainer Management P8				
Issue No standard approach, currently all 1-1 and ad-hoc				
Volunteer Management P9				
Issue Can be very time-consuming				
Note Currently 12 volunteers around HQ and in projects				
Finance, HR, Administration P6				
Goal More frequent budget review by Board				
Note Current is semi-annual				
Fund Raising P5				
Change Idea Review external fund raising services				
Note Do internet research				
Executive Management P10				
Left Side Column				
Community Sponsoring Organizations B1				
Issue Limited number of sponsoring organizations				
Note Community colleges, churches, corporations, philanthropies				
<==> Initial contact and conversation				

Comments are captured during map construction.

After the mapping is complete, the Map is reviewed part by part to capture all Evaluations and Notes that workshop participants can think of.

After capture, this outline of map parts, evaluations and notes is exported to Excel, and the "action plan" columns (above) are added

The amount of information in this document would be typically be captured in 2 two-hour online workshops.

The maps are exported to PowerPoint

The workshop software "operator" prompts for and captures the map parts and comments using pre-defined questions in a flexible, structured procedure.

The information is structured and formatted with a high degree of automation (no complex graphics arranging is needed.)

Map parts and comments can be prompted for and captured at a rate of about one per minute.

Goal Find the best executive sponsor in the organization				
<==> Exploratory meeting				
Note Typically 60 minutes				
<==> Letter of Agreement				
Issue Sometimes is delayed by legal review				
<==[] Status Reports				
<==> Program Review Meetings				
Change Idea Involve Board members with important relationships				
Community Venue Facilities Management B13				
<==> Insurance, security and access arrangements				
Goal Move to more on-line				
Website & Newsletter B7				
<==[] Website Design Maintenance				
Goal Update design (seems dated)				
<==[] Content Maintenance				
Goal Update more frequently				
==>[] General access				
Goal Review and improve traffic monitoring				
<==[] Newsletter subscriptions				
Goal increase subscriptions				
Note Current 2500				
==>[] Newletters (to subscribers)				
Issue Newsletter is not issued on a regular basis				
Board of Directors B17				
Issue Low attendance at Board meetings				
Goal DEI for Board				
<==[] Proposed projects and budgets				
<==> Review and approvals of proposals				
Issue Approvals are sometimes slow in coming				
==>[] Direction on strategy and high level operations				
==>[] Committee Leadership				
Goal More engagement of Board with committee chairs				
Development Committees B18				
Note Current: Curricula, market research, internal procedures				
<==> Chairperson recruiting, onboarding, guidance				
Goal Better documentation on committee chair responsibilities				
<==> Reporting and interaction with Board				
==>[] Development results				

Issue Development results are slow in coming				
Major Donors B8				
<==[] Donation soliications				
==>[] Donations				
<==> Relationship Management				
Goal Need Board members to interact more with major donors				
Individual Person Donors B9				
Goal Broaden reach to include more diverse segments				
<==[] Donation soliticitations				
==>[] Donations				
<==[] Thank you's and followups				
Goal More consistent effort on this				
Partner Organizations B12				
Note Churches, corporations, other non-profits: see list				
<==> Ideas, referrals, activity coordination				
Potential Paid Staff (as job candidates) B5				
<==[] Job ads				
Goal Better job descriptions				
==>[] Applications				
<==> Interviews				
<==> Hiring and Onboarding interactions				
Issue Inconsistent onboarding				
Suppliers B14				
<==[] Supply orders				
==>[] Supplies, invoices				
<==[] Payments				
Change Idea Consolidate purchasing				
Right Side Column				
Prospective Training Participants B10				
[]==> General information about program (awareness)				
Goal More detail about training benefits				
[]<== Inquiries				
<==> Course Registration				
Change Idea Streamline registration process				
Training Participants B2				
[]==> Course material links				
<==> Course participation				
Issue Sometimes participation is spotty				

[]==> Grades, Feedback				
<==> Counseling sessions				
[]<== Course evaluations				
Issue Not collecting enough evaluations				
Trainers - Volunteers and Paid B4				
Issue Contention about who should get paid and why				
Note Currently paid trainers are engaged for the more advanced financial management course				
Note Volunteer Trainers deliver less complicated courses				
<==> Recruiting				
Goal Broader outreach for recruiting				
Change Idea Try community networking for identifying volunteer trainers				
<==> Contracting				
Change Idea Simplify contract for volunteer trainers				
<==> Training for Trainers				
<==> Evaluations				
<==> Billing and Payments (for Paid Trainers)				
Operations Support Volunteers B6				
<==> Recruiting				
Goal Faster recruitment when they are needed				
<==> Orientation				
Goal More structured orientation				
<==> Training				
Issue Essentially no training at present, all "on the job"				
[]==> Action Plans				
Change Idea Use a standard action plan format				
<==> Direction and Coordination				
Issue Some volunteers are too much work to manage; need to let them go sooner				
Local Media B16				
[]==> Press releases				
Goal Initiate contact with local media sooner in the program cycle				
[]<== General awareness communication (to community)				
Community B15				
[]==> General awareness				
Goal Think about other ways to increase awareness of PRQ mission				
[]<== General sharing of information about PRQ				
[]<== Volunteers, contributions, donations in kind				

Curricula Repository S1				
[]==> Course curricula - initial information and updates				
Change Idea Migrate to new platform				
Individual Program Specification Folders S3				
[]==> Program initial information and updates				
Stakeholder Relationship Management System B11				
Change Idea Acquire more capable CRM system				
Note Current Excel-based				
[]==> Stakeholder additions				
<==> Stakeholder information access and updates				