

OLP CSM Project Charter

Project Title	Operational Leadership Program: CSM (on-boarding)
Project Manager:	Nikki Wisniewski
Project Team:	<div style="border: 1px solid black; padding: 5px; display: inline-block;">REDACTED</div>
Sponsor:	
Project Scope Abstract	Design, develop, and launch OLP for CSM
Business strategy	<p>Reduce CSM turnover by improving on-boarding experience.</p> <p>Build strong relationship between learner, sponsor, and HH People Office to develop L&D strategy</p>
Business need (KPIs)	<p>Reduce variation in on-boarding for new/transitioning CSMs</p> <p>Improve employee engagement. Track results by EEX Survey, by role</p> <p>Ensure a system is in place to make learners accountable for application of learning</p>
Assumptions	<p>Associates may be doing the full scope CSM job</p> <p>Only CSMs to be admitted to the program</p> <p>Current CSMs should be included as a control</p> <p>15-20 ideal class size for current model</p> <p>Utilize Aug-Nov Strategic Workforce Planning information to determine which CSMs should attend</p> <p>Use job description to create course objectives</p> <p>Use CSM Skillset Checklist</p> <p>CSM Day content may need to be utilized</p>
Success Criteria	<p>Utilize Performance RoundTable Document to combine insight from:</p> <ul style="list-style-type: none"> • Course participation and engagement

	<ul style="list-style-type: none"> • Experiential Learning Grades • Attendance/participation in Cohort Meetings • Director/Sponsor feedback on application of course material in office environment
Time Estimation	Pilots and innovation (for time tracking)
Risks and Constraints	<p>CSMs may struggle to find time to attend</p> <p>Director/Sponsor may not support attendance because of office needs</p> <p>Consider availability of faculty based on capacity</p>
Time Estimation	July 2018 launch? Potential Jan 2019
Faculty	TBD
Discovery	Focus group and survey
Content	<p>Intro to HCHB</p> <p>Intro to tablet</p> <p>Intro to reporting</p> <p>Schedule</p>
Compare to OLP Director	<p>Admitted new directors or requests</p> <p>No limit to current director class size</p>
Questions	<p>How many CSMs are hired or promoted annually?</p> <p>How many associates are planned to become CSMs? (Ask Ryan or Megan)</p> <p>How many open CSM positions? (Ask Ryan or Megan)</p> <p>How many current/established CSMs?</p> <p>Enroll first or welcome?</p>

Action Items

Who	What	When
Nikki	Ask Megan questions above	Before 4/9
Tim	Review job description, find differences and similarities Look at requirements	
Nikki	Identify focus group Ask TMO for SWP documents What is on-boarding for CSMs? What's out there? What do they do now? Where do they struggle the most? Use matrix. What are top 2 areas? 5 potential topics. Poll	
First step in design session	Build learner profile- they should have this, know that	

Topics:

People

Service

Quality

Growth

Finance