

15th Anniversary

CNY
BEST

15 Steps

A 15-step map of the process used to write a winning application

Need

- 1) What was the objective of your training program? What problem were you trying to solve? (Charter)
- 2) What indicators told you there was a problem? What was happening/not happening that was undesirable? (Base metrics)
- 3) Who benefited most by improving these metrics? (Customer-employees, internal customers, external customers)

Process

- 4) How did you achieve allocations of resources? Pitch to the decisions makers? (Project champions, project owners)
- 5) How did you select the team members?
- 6) Were there creative ways you engaged the team?
- 7) What changes were made in processes or systems?

Results

- 8) How did the metrics improve? Compared to the base? Compared to expectations?
- 9) What were the challenges? How did you overcome them?
- 10) Lessons learned? Things you would do differently?
- 11) What was the most important contributing factor of the success?

What's next?

- 12) What next steps will you take to ensure the success of your efforts?
- 13) Is the process transferable to other parts of the organization?

Testimonials

- 14) What do the stakeholders have to say about the results?
- 15) What do the team members have to say about what they achieved and learned?

5 additional tips

- 1) *Tell the story in your own words.*
- 2) *Let your passion for the project shine through. You are proud of your accomplishments.*
- 3) *Don't be dissuaded because you don't know where to start.*
- 4) *Rely on your buddy to help you on your path.*
- 5) *Come to the Awards Ceremony and celebrate the team effort.*

This was one winner's road. Yours may well be different, but it is all about the journey!