Best Practices Teams

Proposal: To create several cross-university teams that would work to identify current best practices in place and provide replicable operational improvements. The focus will be regarding both challenges in day to day operations and strategic planning efforts. Recommendations may include potential systems changes in order to streamline current processes.

Benefits to the University:

- Encourages the sharing of knowledge and resources – maximizing outcomes while reducing initial investment
- Increases administrative bench-strength
- Improves communication across the University and builds/emphasizes university-wide teams
- Acknowledges inherent operational issues and rewards solution-creation behavior

Challenges/Concerns:

- Identifying Best Practices & Best Practitioners
  - Setting standards for what is a “best practice” at NYU
  - Ensuring full University participation at multiple levels
  - Creating buy-in but not buy everything

- Developing Investigatory Teams
  - Identifying skillful and thoughtful leaders who have both time and scope of responsibility
  - Finding the optimal team size and member selection process
  - Creating a realistic calendar for all teams to ensure viable concrete products by a deadline to be determined

- Ensuring that recommendations are:
  - Practical
  - Right-sized
  - Implementable
  - Communicated

Next Steps:

- Talk to Human Resources for support and guidance
- Meet with AMC Executive Committee regarding Best Practices Team roll out
- Draft email to University from Financial Task force
- Begin team creation
Best Practices Teams

Recommendations for the Team Facilitator:

- **Team Members**
  - Work with department leaders to identify potential team members
  - Consider job function relevancy
  - Promote that this is a privilege and a way to recognize past efforts
  - Communicate time commitment and expectations

- **Team Meetings**
  - Develop an agenda for each meeting
  - Facilitate introduction and an ice-breaker activity
  - Create a comfortable atmosphere that encourages participation and discussions
  - Assign a member the important task of keeping notes that are comprehensive and clear
  - Establish clear goals and deliverables
  - Help team to maintain focus by restating objectives
  - Encourage the group without forcing it
  - Acknowledge people’s time and effort

- **Meeting Strategy**
  - Identify areas that require improvements
  - Gather and share information
  - Assess and evaluate information in order to identify best practices
  - Create the vision on how things can be improved by embracing the best practices identified
  - Create the plan of action to communicate and implement the vision