



Welcome to Involving People in Decisions that Impact Them

1. Please rename yourself on Zoom

- Name
- Agency
- Pronouns



2. Answer our check-in question in the chat:

What's the strangest/oddest family tradition your family has?





**Jay Winston, M.S.
(She/her/hers)**



Badger Alumna



World Traveler



Thalassophile



Dog Mom



Foodie

**Group
Agreements**

Be Present

Take Space

Make Space

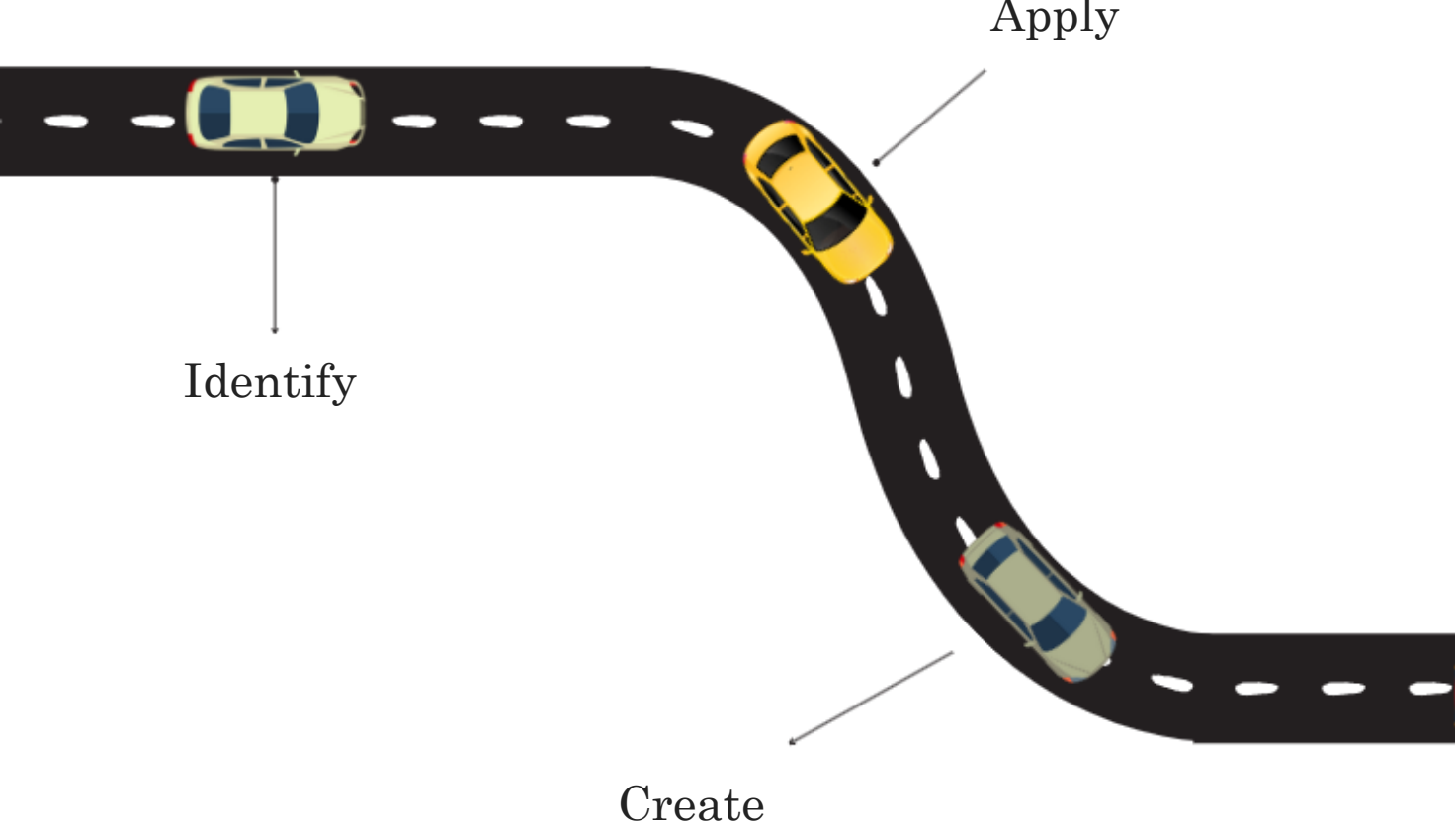
Take Notes

Be Curious

Ask Questions

Additions?





A decorative background for the header section. It features a mosaic of colorful, irregular shapes in shades of blue, red, yellow, and purple. In the foreground, a single red flower with green leaves is visible, partially overlapping the mosaic.

OUR MADISON

INCLUSIVE, INNOVATIVE & THRIVING

OUR MISSION is to provide the highest quality service for the common good of our residents and visitors.



Our Service Promise



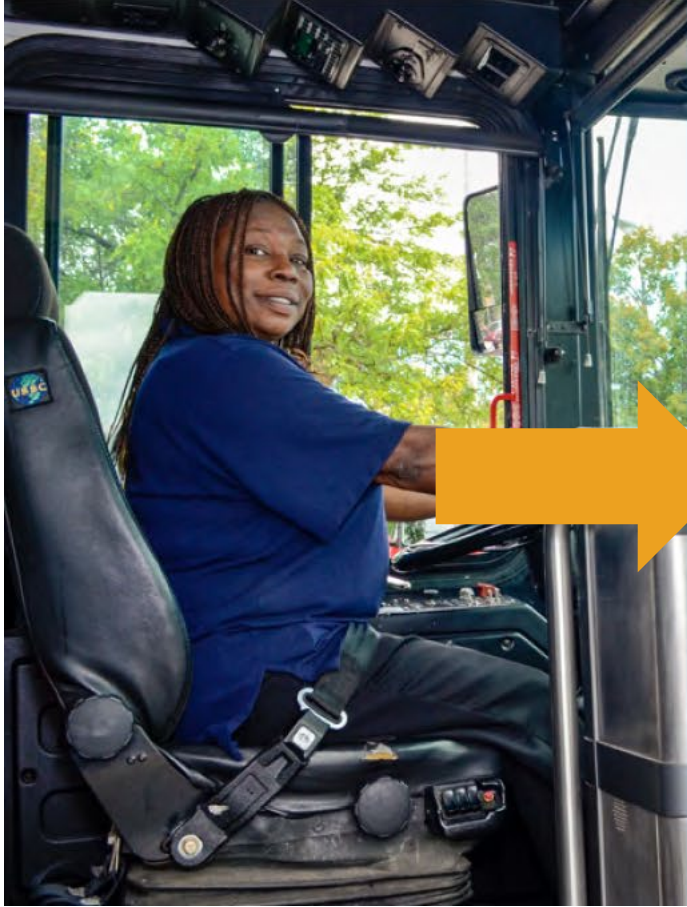
OUR SERVICE PROMISE

I have the highest expectations for myself and my fellow employees. Every day, I will:

- Serve coworkers and members of the public in a kind and friendly manner.
- Listen actively and communicate clearly.
- Involve those who are impacted before making decisions.
- Collaborate with others to learn, improve, and solve problems.
- Treat everyone as they would like to be treated.



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MADISON



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What do you call someone who has an effect on OR is affected by a decision?

Ownership

Diversity

Innovation

Relationships

Engagement

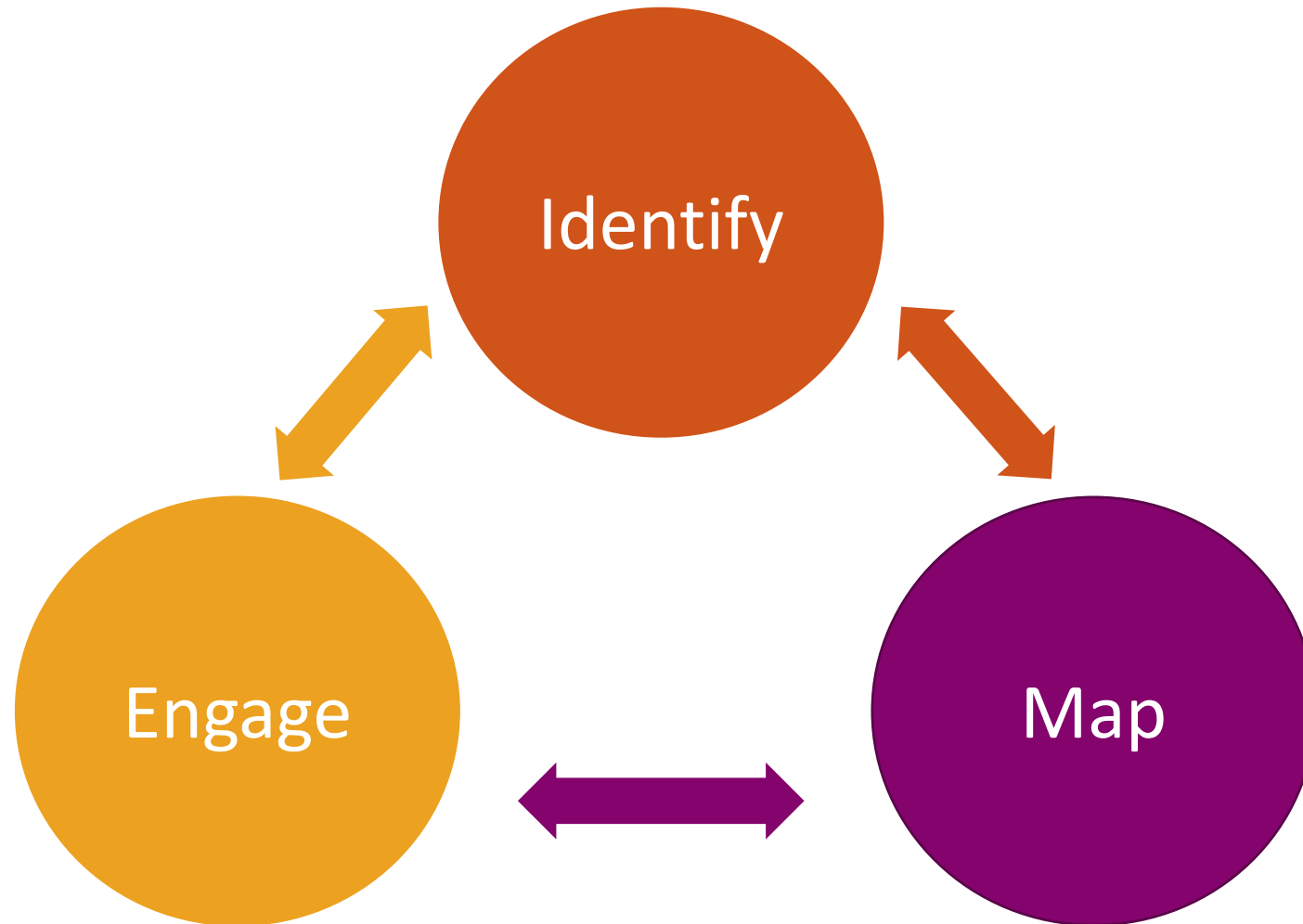
Success





How do you know someone
has an effect on OR is
affected by something?

Analysis





Story Time

Planning a Birthday Party

You are responsible for organizing a birthday party for a close friend. The party is expected to have a mix of guests, including friends, family, and colleagues. The aim is to create a memorial experience for the birthday person and the attendees.





Identify

Identify

What are the decision points?

- Theme
- Venue Selection
- Guest List
- Invitations
- Food / Catering
- Entertainment
- Logistics / Decorations



Who is impacted by these decisions?

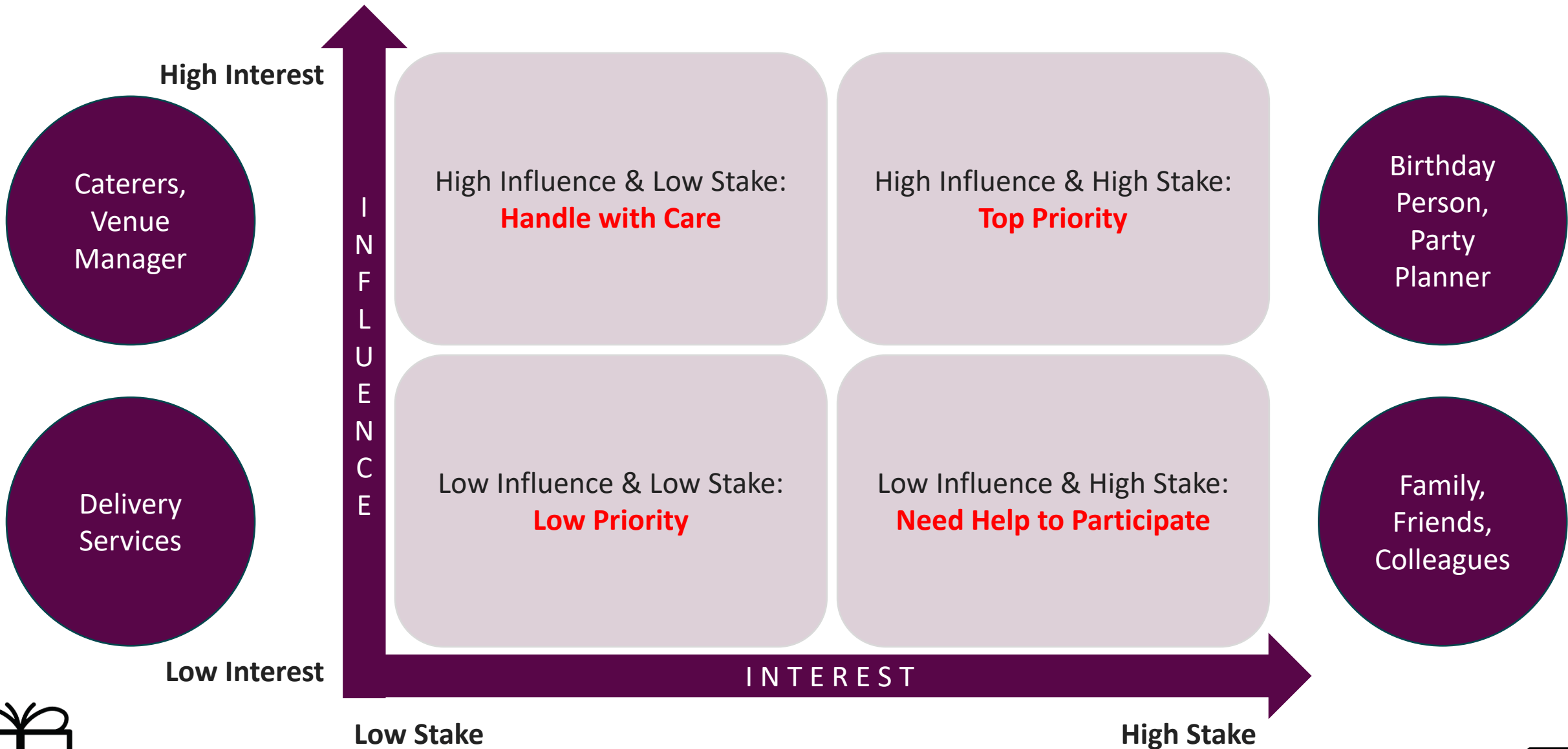
- Birthday Person
- Friends/Family/Colleagues
- Party Planner
- Caterers
- Venue Manager
- Delivery Services
- Decorators





Map





High Interest

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High Influence & Low Stake:
Handle with Care

High Influence & High Stake:
Top Priority

Low Influence & Low Stake:
Low Priority

Low Influence & High Stake:
Need Help to Participate

Low Interest

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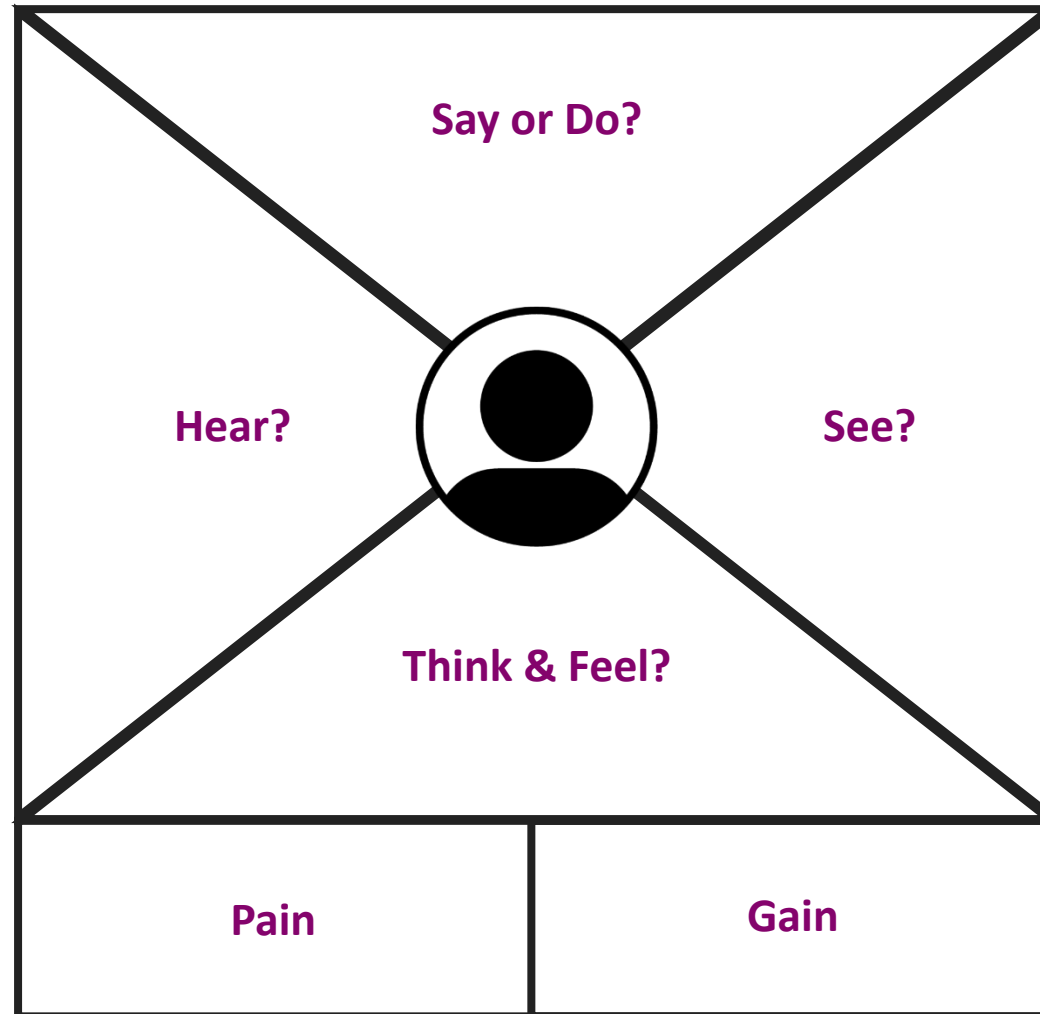
Low Stake

High Stake

CHAT:
What are the equity concerns with this model?



Empathy Mapping



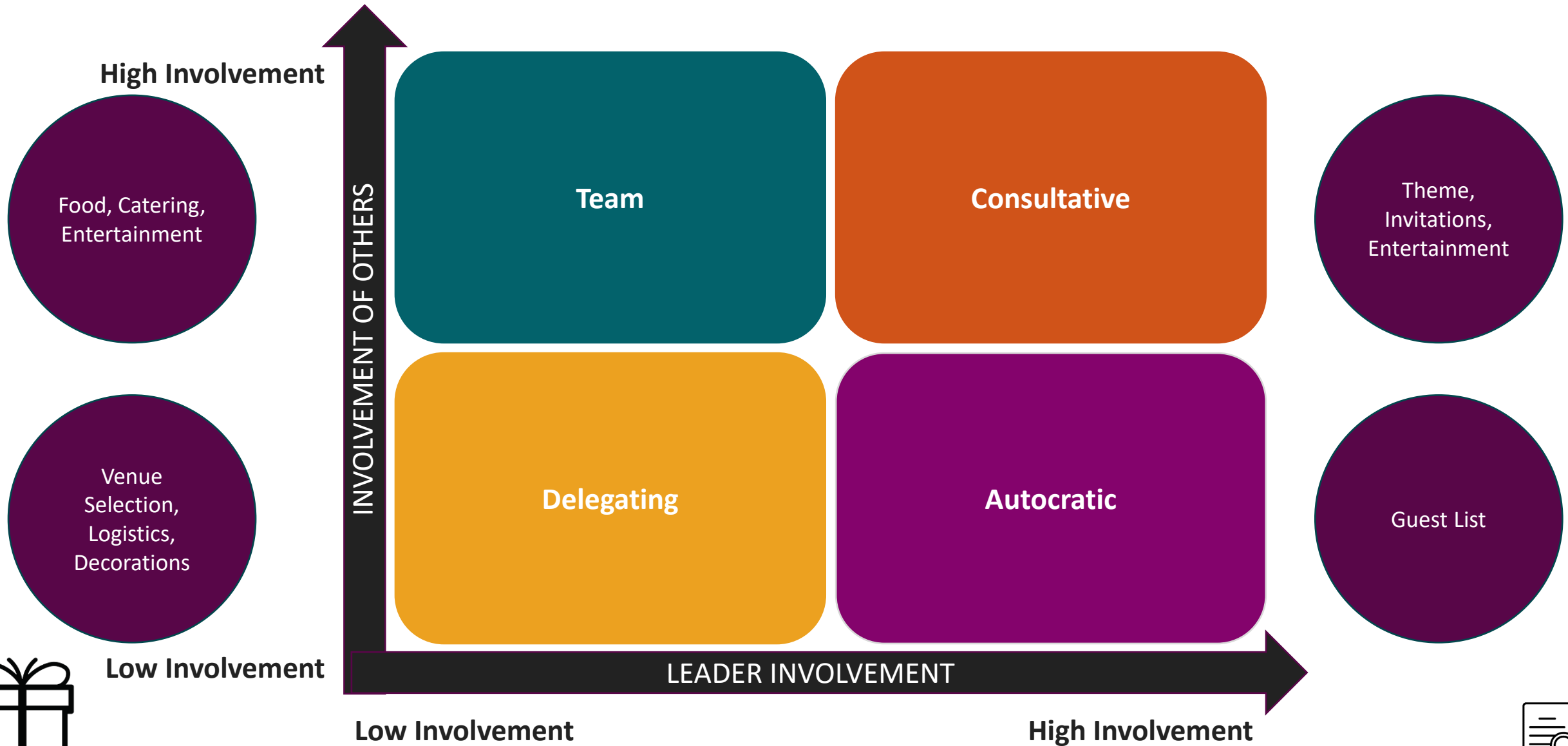


Engage



Engage

Decision Making Model



Now, it's YOUR turn!





Identify



Breakout Rooms

Remember



Identify

- Frame your decisions
- Identify people/groups impacted at each decision point



Map



Breakout Rooms

Remember



- Due to varying levels of interest and influence, building empathy allows us to think about how we want to engage each person/group



Engage



Breakout Rooms

Remember



Engage

- The type of decision you make is based on the level of involvement of yourself and others in that decision

Debrief

We Want Your
Feedback!

