INSPIR◉METER
excite insight

Tracking team progress on implementation
... using the RAG traffic light system

Why Track Progress?

Introducing any change into an organisation is difficult, particularly where people are busy on other things, and where the immediate benefits are not clear to people. The thinking goes something like …

1. Oh, something else on top of all the other things I have to do
2. Well it will have to wait until I find the time

3. They are asking about that thing again, I had totally forgotten about that
4. But I still have other priorities at the moment

5. Nobody seems that bothered that I haven't done it yet
6. Hmm perhaps it will fade away like the others

The reality is that priorities are determined by what management are asking about at the time, and it is not easy for management to know what to chase and reinforce if they do not have clear visibility of whether people are doing what they have been asked to do.

What are traffic lights?

Traffic lights are simple coloured blobs which indicate the status of an implementation with a quick glance. Typically:

- Green indicates that everything is in place and working as required
- Amber indicates that progress is partial, or that there are issues
- Red indicates that nothing has happened or that there are big issues

In the Inspirometer system, these are placed in a prominent position on a user's dashboard so that they are immediately aware of any issues, and can prioritise doing something about fixing them.

PERSONAL STATUS

| Add-In | 94% Asked | N/A Given | R Review |
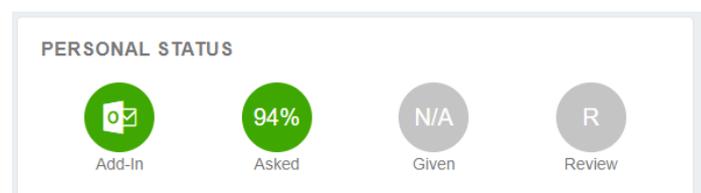
1. The first of these shows the current status in regard to installing the two key pieces of Inspirometer software: the Add-in and the App
2. The second shows progress in asking for feedback in the meetings the user has setup and hosted (the percentage number refers to the proportion of meetings with feedback enabled)
3. The third shows the progress of the user in providing feedback when they have the opportunity to do so. If they have not been given any opportunities, the circle is grey

4. The fourth shows the level of activity of the user in reviewing their (and their people's) results on a regular basis. Again, grey indicates a lack of opportunity.

Of course, if the user does not look at their dashboard, then this simple information is moot – to the user at least – but it has a great deal of relevance to their manager. It tells their manager that the user, either:

- doesn't know how important this is, or …
- lacks the knowledge or confidence to move forward, or …
- is encountering problems with the tool or computer, or …
- is struggling with their workload

… and that they need some form of support to help them progress.

Management traffic lights

Sadly, if the user is struggling from one of the conditions described above, and the manager does not offer any form of support, then the user will be likely to conclude either …

a. the manager is unaware that they need support, or …
b. this is not important

In reality, they will probably conclude the latter, since they will reason that, in the case of the former, if it was important, the manager would have done something to find out.

But how does the manager become aware that their people may need support? The answer to this lies in the management status indicators, which appears directly under the manager's own traffic lights on the manager's dashboard. These are small donut pie-charts which show the proportions of the manager's staff which are in each status – red, amber or green.

This provides that manager with a quick highlight to show whether they need to help their staff make progress. To see which staff, the manager can then look in the user-stats table.
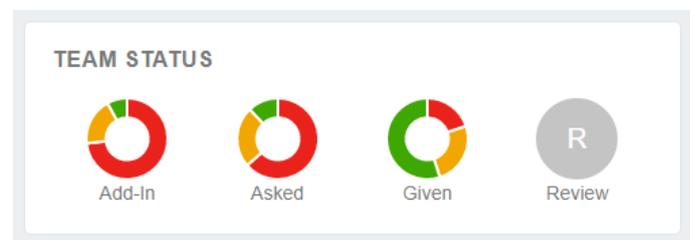
Traffic lights in the user-stats

To see more detail on the progress of your people on implementing meeting effectiveness (providing you have been set permission to view your team's data), log into your Inspirometer account at: https://my.inspirometer.com and click on 'Manage my team > User Stats' in the left-hand menu.

This will open up a new page which shows the progress of everyone for which you have support responsibilities as a manager. If you have a big department, you can narrow down the area you are looking at by clicking the 'All' button under 'Team Compiler Filter' and selecting a particular team on which to focus.

You can then move down to the drop-down under 'current view' and select the RAG you want from there.

If you are looking at one small team, we would suggest you view RAG by individual at this point – this will show you a set of traffic lights against the name of each individual in the department, so you can see quickly who needs help (and also who might be best placed to provide it to them).

But if you have one or two sub-departments or layers within the department, you may like to start by viewing RAG by department.

Doing so will enable you to see at a glance overall department progress, and to delve down into weaker areas by clicking on the plus sign beside any department to view the sub-departments beneath it.

Where a department (at any level) has a people icon beside its name, clicking on this icon will display the individual traffic lights for the staff reporting directly to that level of the organisation. You can then return to the current department view by clicking the 'Back to Departments' link which will appear beside the 'Current view' drop-down.

Developing collective responsibility for progress

These tables can be very useful within a management meeting, where they can be discussed as a collective responsibility, and support can be provided from within the team to any managers who are struggling to make progress. Doing this does much to establish the importance of the implementation, and to rapidly drive progress down through the organisation.

How did we do?

Please rate the usefulness of this guide to you
All it takes is one simple click ...