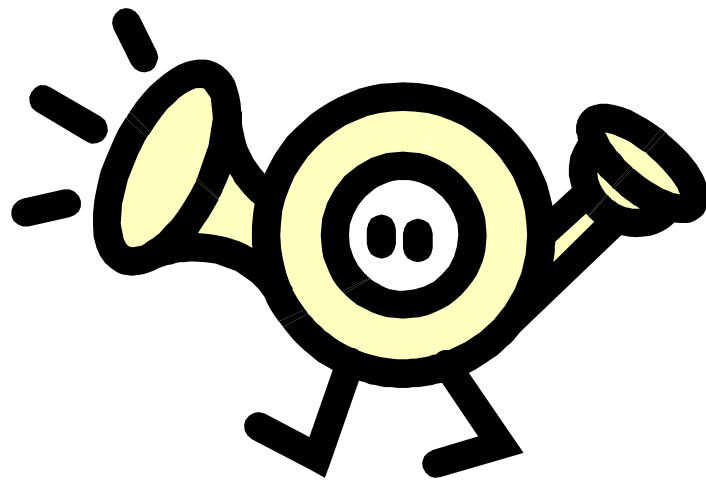
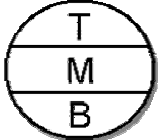


Running a Toot



and other  strategies

Running a TOOT

1. Why do a TOOT?

- Looking for open dialogue
- Want to get “under the skin” of a persistent problem
- Create time for people to be heard from behind their walls

2. How do you run a TOOT?

- Give plenty of notification for the meeting
- Hold only if all players can attend
- Use a location people don't identify with as a “normal” meeting setting
- Remove all tables in the room (some tables around the perimeter for snacks, materials is ok)
- Identify who is Top/Middle/Bottom/Customer in the situation
- Group chairs by identified functions in a semi-circle (tops together, middles together etc., or in case of functional grouping, each function sits together)
- Identify an experienced facilitator who is neutral to the group and issue at hand
- Materials: Place 3 flipcharts in the room – 2 with the goal of a TOOT and ground rules, middle chart open for notes or with definition of partnership; bring adequate supply of markers for participants to use in note taking
- Time limit the session to 1 hour for the Super Simple TOOT, or 1hr 45 minutes for the Issue Focused TOOT

3. Super Simple (SS) TOOT

- This TOOT is very easy to run. It is a check-in with each group.
- Goal of the SSTOOT is to keep our relationships fresh and to update our knowledge of our partners' experiences. This is not the place to solve big issues, rather it is the place to make sure the team stays sharp and on top of its game.
- There are three standard questions:
 1. What is the experience of being _____?(at HCTC, this would be EMT, SMT, MT, Associates).
 2. How does this discussion help us work better together?
 3. What one thing will we do differently as a result of our dialogue today?

The Structure and Agenda for the SSTOOT

TIME	ACTION
Start 0:00	Open and introduction -review the function of a TOOT* -the objectives of this TOOT: get behind the walls and understand the experiences we are having in our groups -review TOOT groundrules* *see Appendix
+0:05 min.	Interview each function/group in the room What is the experience of being _____? -allow 4 to 6 minutes for each group to speak -should not last more that 25 minutes
+0:30 min.	Debrief group members experience of this TOOT How does this discussion help us work better together?
+0:45 min.	Chart discussion and identify: What one thing will we do differently as a result of our dialogue today ?
+1hr.	Adourn

4. Structure and Agenda for the Issue TOOT

- This TOOT takes on solving important program issues.
- The goal of the Issue TOOT is to open dialogue, discuss barrier and opportunities, and identify steps for action.
- There are several steps and questions, which are imbedded in the structure chart below.

The Structure and Agenda for the Issue TOOT

TIME	ACTION
Start 0:00	Open and introduction -review the goal of a TOOT -the objectives of this particular TOOT (write on middle chart) -review guidelines for a TOOT
+0:05 min.	Interview each function/group in the room -allow 4 to 6 minutes for each group to speak -should not last more that 25 minutes
+0:30 min.	Debrief group members experience of this TOOT -what walls were penetrated? -what did you learn? -what's different about your understanding of the situation now?
+0:45 min.	Break into action teams -form teams appropriate to the issue (same groups, cross-groups, combination) -What is the root of the issue facing us? -How should we proceed to improve our situation?
+1hr:05min.	Teams report their findings (3 minutes per team) -discussion after reports
01hr.30min.	What will we do next? -team identifies next steps, commitments to each other -what is the end state we have in mind? -What is the first step we take, measure, and report success on to one another? -focus on small wins, not large leaps
01hr:45min.	Adjourn, with written commitments to meetings/activities

Appendix*

1. The function of a TOOT is to create a setting in which all members of the system can become clearer about how the system is experienced from many different vantage points.

2. Groundrules for a TOOT

- **Show up**
- **Sit by groups**
- **No day to day business**
- **Speak through me**
- **Listen carefully**
- **Tell the truth**

3. Definition of Partnership

A relationship in which we are jointly committed to the success of whatever process you are in.

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