

Tool Kit of Resources for Work Teams

Problem Solving Tools for Exploratory Thinking	Purpose	Resources
Affinity Diagram	Organize ideas into common themes	Free Mindtools Web Resource
Appreciative Inquiry	Solve problems by looking at what's going right	Free Mindtools Web Resource
Cause and Effect (Fishbone) Diagram	Identify the causes of problem	Free Mindtools Web Resource
Checklist/Checksheet	Systematically collect and record data	Achieve Global 10-minute Toolkit
Core Competence Analysis	Focus your efforts and develop your own skills that complement your core competencies	Free Mindtools Web Resource
Fishbone Diagram (See Cause and Effect)	Identify the causes of problem and sorts ideas into useful categories	Free American Society for Quality Web Resource
Five Whys	Quickly uncover underlying reasons for problems, attitudes and reactions	Free Mindtools Web Resource
Flow Charts	Understand process flows	Free Mindtools Web Resource
PEST Analysis	Identify the Political, Economic, Socio-Cultural, and Technological changes in your business environment	Free Mindtools Web Resource
Root Cause Analysis	Systematic steps that trace a problem to its origins	Free Mindtools Web Resource
Scatter Diagram	Test possible cause and effect relationships between one variable and another	Free American Society for Quality Web Resource
Seven Key Diagnostic Questions for Exploring Organizations	Follow the High Performance Organization Change Model to explore a broad range of organizational issues	Commonwealth Centers for High Performance Orgs. Network - Module 2: Change Model; Slides 7 & 19
Structured Survey	Collect objective information about people's attitudes, experiences and/or opinions	Achieve Global 10-minute Toolkit
Swim Lanes Diagram	plot and trace processes and, in particular, the interconnections between processes, departments and teams.	Free Mindtools Web Resource
SWOT Analysis	Identify the Strengths, Weaknesses, Opportunities, and Threats in your present and future environment	Free Mindtools Web Resource
Creativity Tools for Open Thinking	Purpose	Resources
A Different Point of View	Expand Thinking and gain new insights by exploring situations from a different point of view	Achieve Global 10-minute Toolkit
Brainstorming	Generate as many ideas as possible (e.g. listing possible causes or generating possible solutions)	Free Mindtools Web Resource
Brainwriting	Generate as many ideas as possible and allow anonymity	Achieve Global 10-minute Toolkit
Reverse Brainstorming	Ask the opposite of the question you want to ask, and apply the results	Free Mindtools Web Resource
Listing Assumptions	Uncover assumptions that might be blocking creativity and see new ways of approaching current problems	Achieve Global 10-minute Toolkit
Posted Solutions	Focus on a problem at an intellectual rather than a personal level	Achieve Global 10-minute Toolkit
Reframing Matrix	Generate ideas through different perspectives	Free Mindtools Web Resource
SCAMPER	Generate ideas using a list of questions to spark innovative ideas, associations and improvements	Free Mindtools Web Resource
Six Thinking Hats	Generate several solutions ideas from different mindsets	Free Mindtools Web Resource
Decision Making Tools for Analytical and Convergent Thinking	Purpose	Resources
Cost Benefit Analysis	Simple financial decision making	Free Mindtools Web Resource
Decision Matrix	Balancing many factors to evaluate and prioritize a list of options	Free American Society for Quality Web Resource
Force Field Analysis	Understand the forces working for and against a change	Free Mindtools Web Resource
Gap Analysis	Compare best practices with your processes currently in place; determine the gaps between your practices and the identified best practices; and select the best practices to implement	Free Agency for Healthcare Research and Quality Web Resource
Histogram	Summarize frequency distribution data collected over a period of time	Free Moresteam Web Resource
Impact/Ease Grid	Evaluate the impact of each potential solution and the ease of getting the solution in place	Free Instructions from WordPress
Multivoting or Nominal Group Technique	Clarify and prioritize ideas to narrow a large list of possibilities	Free American Society for Quality Web Resource
Paired Comparison	Work out the importance of a number of options relative to each other	Free Mindtools Web Resource
Pareto Analysis (80:20 Rule)	Rank problems or causes to choose the most effective changes to make	Free Mindtools Web Resource

Decision Making Tools for Analytical and Convergent Thinking	Purpose	Resources
Pro and Con	Organized approach for evaluating the merits of an idea, alternative, solution, or action	Achieve Global 10-minute Toolkit
Rating Matrix	Evaluate and compare possible solutions against guidelines	Achieve Global 10-minute Toolkit
Risk Analysis Matrix	Evaluate the degree of manageable risk associated with possible solutions and/or actions	Free Mindtools Web Resource
Spotlighting Favorites	Gauge how a group is leaning and where preferences might lie	Achieve Global 10-minute Toolkit
Stepladder Technique	Make better group decision by encouraging individual participation	Free Mindtools Web Resource
Tools for Managing Change and Transitions	Purpose	Resources
Clarifying Team Roles and Responsibilities	A structured approach for ensuring that all team members have a clear understanding of how they will work individually and with each other to accomplish team goals	Achieve Global Developing Team Agility: Day-to-Day Tools, p. 28
Five Stages of Team Development	Understand team stages through Forming, Storming, Norming, Performing, and Adjourning	Free Slideshare Web Resource
Learning from Mistakes	Team examines why something went wrong and discusses how similar mistakes can be avoided in the future	Achieve Global Developing Team Agility: Day-to-Day Tools, p.38
Lewin's Model	Managing change through a three-stage process: Unfreeze – Change – Refreeze	Free Mindtools Web Resource
Organization Life Cycle	Lead intact teams through major organizational change	Basic Overview from Free Management Library
Team Effectiveness Assessment	Evaluate how well you and your team work together	Free Mindtools Web Resource
Project Management Tools	Purpose	Resources
Critical Path Analysis	Helps to plan all tasks that must be completed as part of a project	Free Mindtools Web Resource
GANTT Chart	A graphic aid for project planning and control that displays the time frame for each activity	Free Mindtools Web Resource
Gap Analysis	Helps identify the gap between your current situation and the desired future state, along with the tasks needed to complete to close this gap	Free Mindtools Web Resource
Microsoft Project	Software program designed to assist a project manager in developing a plan, assigning resources to tasks, tracking progress, managing the budget, and analyzing workloads	Microsoft Project Web Site
Run Chart	Visually represent data and monitor whether or not the long range average is changing	Free Run Chart Tool from Institute for Healthcare Improvement
Status Check Meetings	Evaluate progress towards the team's goals, identify successes and obstacles, and plan how to move forward	Achieve Global Developing Team Agility: Day-to-Day Tools, p.47
W3 Chart (What, When, Who Action Plan)	Simple planning chart for detailing the steps to be taken in a project or implementation plan	Achieve Global 10-minute Toolkit
Work Breakdown Structures	Develop a detailed list of all of the things that need to be delivered and the activities that need to be carried out to complete the project	Free Tutorialspont Web Resource
Quality Improvement Tools	Purpose	Resources
Benchmarking	Compare your performance with industry best practices	How to Use Benchmarking in Business from About.com
LEAN	Creates customer value through a process that systematically minimizes all forms of waste including: wasted capital (inventory), wasted material (scrap), wasted time (cycle time), wasted human effort (inefficiency, rework), wasted energy (energy inefficiency), and wasted environmental resources (pollution)	Free Moresteam Web Resource
Six Sigma	Manage process variations that cause defects and systematically work towards identifying, isolating, and eliminating variation or defects	Free Tutorial from Tutorialspoint
Statistical Process Control	Improve product quality by reducing process variation	Free Moresteam Web Resource
Strategic Customer/Stakeholder Value Analysis	Examine who are your customers and stakeholders, how they you and what they value; and what is happening in the larger environment	Commonwealth Centers for High Performance Orgs. Network - Module 7: V2P; Slides 18-23
Value Stream Mapping	Depict and improve the flow of inventory and information to see waste and plan to eliminate it	Free Web Resource from Matthew Lai Media Production