

## Tapping the Wisdom of our Seniors... Canton Senior Center



### Training-plan-innovation-team-

**Community-Led Projects:** Empower residents to lead and participate in innovation projects that directly benefit their neighborhoods, such as community problem-solving, local arts programs, or technology hubs.

### Initial Plan: Starting in Sept. 2024

1. Agreement that an initial team will be created at the Canton Senior Center to implement an Innovation Senior Process. BILL/DIANE **7/2024**
2. Send out a request to members looking for people who want to work on making things better in the community... **Tapping the Wisdom of the seniors** BILL/DIANE **9/2024**
3. Review & select team members BILL/DIANE **10/2024**
4. Have first membership meeting and discuss Charter of the team ALL TEAM**10/2024**
- 5.

### Building the team:

1. Getting to know each other
2. Questioning exercise
3. Group discussion Discuss with each other- what it means to be:
  - Creative
  - Curious
  - Open-mindedness

- Persistence
- Listening Team guideline/norms Discuss teams versus groups.

**Remind seniors of the difference between a group and a team.**

A team relies on each member's commitment to one another's success, has a well-defined purpose, and uses the combined resources of the team to produce a better product.

Early in the project, all team members should be able to answer the following five questions:

1. What do I bring to the team?
2. What are our commitments to one another?
3. What differences exist between us?
4. How will we operate?
5. How will we know we are succeeding?

**Out-reach Program:**

Find seniors with communication skills to create documents to reach out to non-profits for support and funding.



## 11 Commandments for Teamwork

1. Work to build trust.
2. Help everyone win!
3. Show everyone respect.
4. Make decisions based on consensus.
5. Be engaged.
6. Confront issues right away.
7. Get to know each other.
8. Keep expectations visible and clear.
9. Eliminate Toxic Teammates
10. Work hard and have fun
11. Believe in yourself

WWW.LEANSTRATEGIESINTERNATIONAL.COM

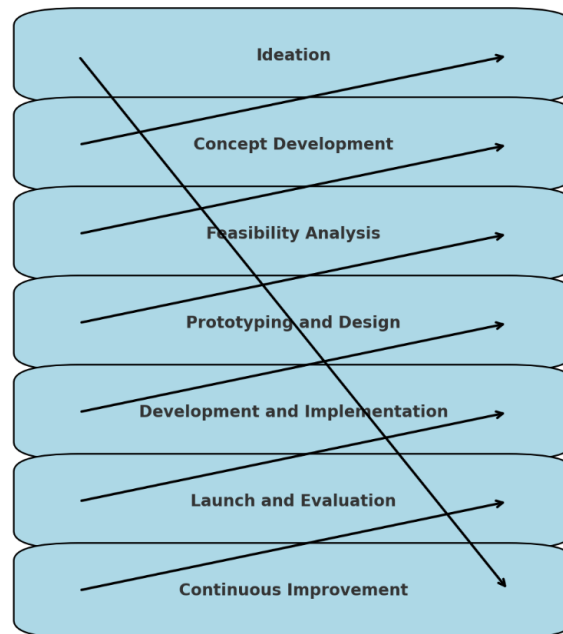
### Outcomes:

**Recognition Programs:** Establish programs to recognize and reward innovative ideas and projects that make a positive impact on the community.

**Storytelling:** Share stories of local innovation successes through newsletters, social media, and community meetings to inspire and build pride among residents.

**Problem Solving... Innovation process**  
<http://www.integratingengineering.org/design.html>

### Innovation Process Diagram




**Requirements documentation** plays a crucial role in the innovation process by providing a clear and structured foundation upon which innovative ideas can be developed, assessed, and implemented. Here's how it fits into the various stages of the innovation process:

#### 1. Ideation Stage

- **Capturing Ideas:** In the initial stage, brainstorming and idea generation sessions produce numerous potential innovations. Requirements documentation helps capture these ideas systematically.
- **Defining Objectives:** It helps in defining the specific objectives and goals that the innovation seeks to achieve, ensuring clarity and alignment with broader strategic goals.

#### 2. Concept Development Stage

- **Detailed Descriptions:** Requirements documentation is used to provide detailed descriptions of the proposed concepts. This includes functional requirements (what the innovation must do) and non-functional requirements (how it must perform).

- 
- **Stakeholder Input:** It gathers input from various stakeholders, including customers, team members, and other relevant parties, ensuring that all perspectives are considered in the concept development.

### 3. Feasibility Analysis Stage

- **Evaluating Feasibility:** The documentation serves as a reference for assessing the technical, financial, and operational feasibility of the proposed innovation.
- **Risk Assessment:** It helps identify potential risks and challenges, allowing for the development of mitigation strategies early in the process.

### 4. Prototyping and Design Stage

- **Guiding Design:** Requirements documentation provides a blueprint that guides the design and prototyping phases, ensuring that the innovation adheres to the specified requirements.
- **Iteration and Feedback:** It facilitates iterative development, where prototypes are tested and refined based on feedback, and requirements are updated as needed.

### 5. Development and Implementation Stage

- **Project Management:** It supports project management by providing a clear scope of work, timelines, and deliverables, helping to keep the project on track.
- **Quality Assurance:** Requirements documentation is essential for quality assurance, serving as a benchmark against which the final product or service is tested and validated.

### 6. Launch and Evaluation Stage

- **Documentation for Users:** It aids in creating user manuals, training materials, and other documentation necessary for the successful adoption and use of the innovation.
- **Post-Implementation Review:** After the launch, the documentation is used to conduct a post-implementation review, assessing whether the innovation meets the defined requirements and objectives.

## 7. Continuous Improvement Stage

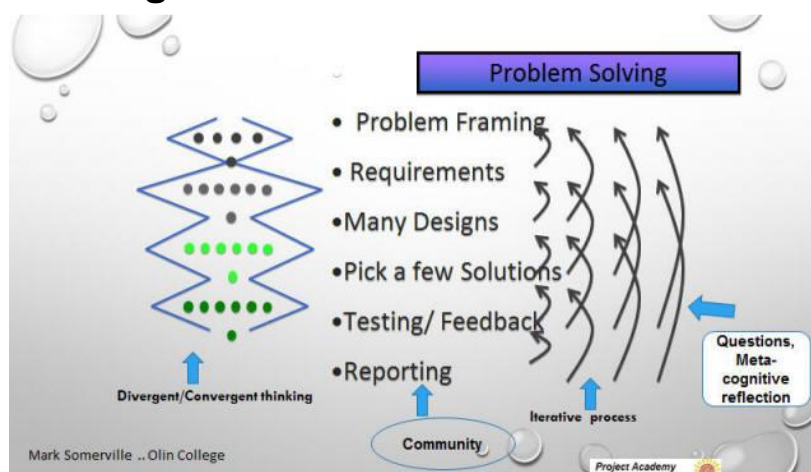
- **Feedback Loop:** Requirements documentation is updated based on user feedback and performance data, ensuring continuous improvement and adaptation of the innovation.
- **Knowledge Base:** It serves as a valuable knowledge base for future innovation projects, capturing lessons learned and best practices.

### Key Benefits of Requirements Documentation in the Innovation Process

- **Clarity and Focus:** Provides a clear focus on what the innovation is intended to achieve, reducing ambiguity and miscommunication.
- **Alignment with Goals:** Ensures alignment with strategic goals and stakeholder needs.
- **Efficient Resource Utilization:** Helps in planning and allocating resources efficiently.
- **Risk Management:** Identifies and mitigates risks early in the process.
- **Quality Assurance:** Ensures that the final product or service meets the desired standards and requirements.
- **Documentation and Knowledge Sharing:** Facilitates documentation and knowledge sharing for future projects.

In summary, requirements documentation is integral to the innovation process as it provides structure, clarity, and a reference point throughout the various stages, ensuring that innovative ideas are developed systematically and effectively.

### Training Plan ... Tools



Where does problem solving phase happen in the innovation process?

ChatGPT

The problem-solving phase is integral to multiple stages of the innovation process. Here's how problem-solving fits into the different stages:

## 1. Ideation Stage

- **Identifying Problems:** The ideation stage often begins with identifying problems or unmet needs. This is the first step in problem-solving, where the focus is on understanding what issues need to be addressed.
- **Generating Solutions:** Brainstorming sessions aim to generate a wide range of potential solutions to the identified problems.

## 2. Concept Development Stage

- **Refining Ideas:** Problem-solving is critical during concept development as ideas are refined and detailed. This involves addressing any issues or gaps in the initial concepts.
- **Incorporating Feedback:** Stakeholder feedback often brings up new problems or concerns that need to be solved to improve the concepts.

## 3. Feasibility Analysis Stage

- **Technical Challenges:** Evaluating the feasibility of concepts often uncovers technical challenges. Problem-solving is used to determine how to overcome these challenges or find alternative approaches.
- **Risk Mitigation:** Identifying and mitigating risks involves problem-solving to develop strategies for managing potential issues.

## 4. Prototyping and Design Stage

- **Design Issues:** Creating prototypes and detailed designs frequently reveals practical issues that need to be resolved. This requires iterative problem-solving to refine the designs.
- **User Testing Feedback:** Testing prototypes with users can uncover problems that need solving to enhance usability and functionality.



## 5. Development and Implementation Stage

- **Development Hurdles:** During the actual development and implementation, technical or operational problems may arise. Problem-solving is essential to keep the project on track.
- **Project Management Issues:** Managing timelines, budgets, and resources often involves problem-solving to address any deviations from the plan.

## 6. Launch and Evaluation Stage

- **Market Reception:** After launch, real-world use might reveal problems that were not anticipated. Problem-solving is necessary to address these issues quickly.
- **Performance Issues:** Evaluating the innovation's performance can highlight areas that need improvement, requiring ongoing problem-solving.

## 7. Continuous Improvement Stage

- **Iterative Enhancements:** Continuous improvement relies on identifying problems from user feedback and performance data, then solving these problems to enhance the innovation.
- **Adapting to Changes:** As market conditions or user needs change, problem-solving is needed to adapt the innovation accordingly.

## Integration of Problem-Solving in the Innovation Process

Problem-solving is not confined to a single phase but is a continuous and iterative part of the entire innovation process. Here's a more detailed view of how it integrates across the stages:

### 1. Ideation

- **Problem Identification:** Recognize and clearly define the problem or opportunity.
- **Solution Brainstorming:** Generate a variety of potential solutions without immediate judgment.





## 2. *Concept Development*

- **Idea Refinement:** Analyze and refine the ideas to address the identified problem effectively.
- **Feedback Integration:** Solve any issues brought up through stakeholder feedback.

## 3. *Feasibility Analysis*

- **Technical Problem-Solving:** Determine the technical feasibility and solve any technical challenges.
- **Risk Management:** Identify risks and solve potential problems that could hinder feasibility.

## 4. *Prototyping and Design*

- **Iterative Testing:** Build and test prototypes to uncover and solve design issues.
- **User Experience:** Solve problems related to user experience and functionality.

## 5. *Development and Implementation*

- **Development Issues:** Solve problems related to coding, manufacturing, or other development processes.
- **Project Constraints:** Address problems related to time, budget, and resource constraints.

## 6. *Launch and Evaluation*

- **Market Problems:** Solve problems based on market feedback and performance metrics.
- **Operational Issues:** Solve any operational problems that arise during launch.

## 7. *Continuous Improvement*

- **Feedback Loop:** Continuously solve problems identified through feedback and performance analysis.
- **Adaptation:** Solve problems related to changing market conditions or evolving user needs.

In summary, problem-solving is a continuous thread that runs through all stages of the innovation process, ensuring that challenges are addressed promptly and effectively to facilitate the successful development and implementation of innovative ideas.

<p><b>Examples of social issues...</b></p> <p><b>The team creates these</b></p> <p><b>Values...Respect, Trust, Listening</b></p>	<ul style="list-style-type: none"> <li>• How can we help younger adults prepare to be seniors?</li> <li>• How can we make things better by reporting news in town gov't?</li> <li>• How do we get our neighbors to support each other</li> <li>• How can we use the internet to improve our community for our safety &amp; communication.</li> <li>• What process can we develop to prevent disagreements turning into hateful conflicts?</li> <li>• How can we make it easier to interface with town gov't.</li> <li>• What would be our wisdom to pass on to our youth</li> <li>• What items can we do to make things better in Canton -Housing-shopping-transportation</li> </ul>
<p><b>Additional issues 7/4/2024</b></p>	<ul style="list-style-type: none"> <li>• How can we get more people to do voluntary activities</li> <li>• What health items should people do to stay healthy?</li> </ul>