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NOTES:

- AIA Must be informed of date and presenter PRIOR to advertising for participants to be able to get credit.
- Credit can be provided <u>only</u> for LCI Events

Contact Julia Shellhouse at Jshellhouse@leanconstruction.org



LCI Course:

The Mindset of an Effective Big Room 4 CEU

Sign the sign-in sheet for credit



JUNE 20-21, 2023

Learning Objectives





Define the meaning of a Big Room, and understand the purpose and benefits of implementing the approach to improving project outcomes.



Understand the characteristics and behaviours of a Big Room Team including aspects of effective facilitation.



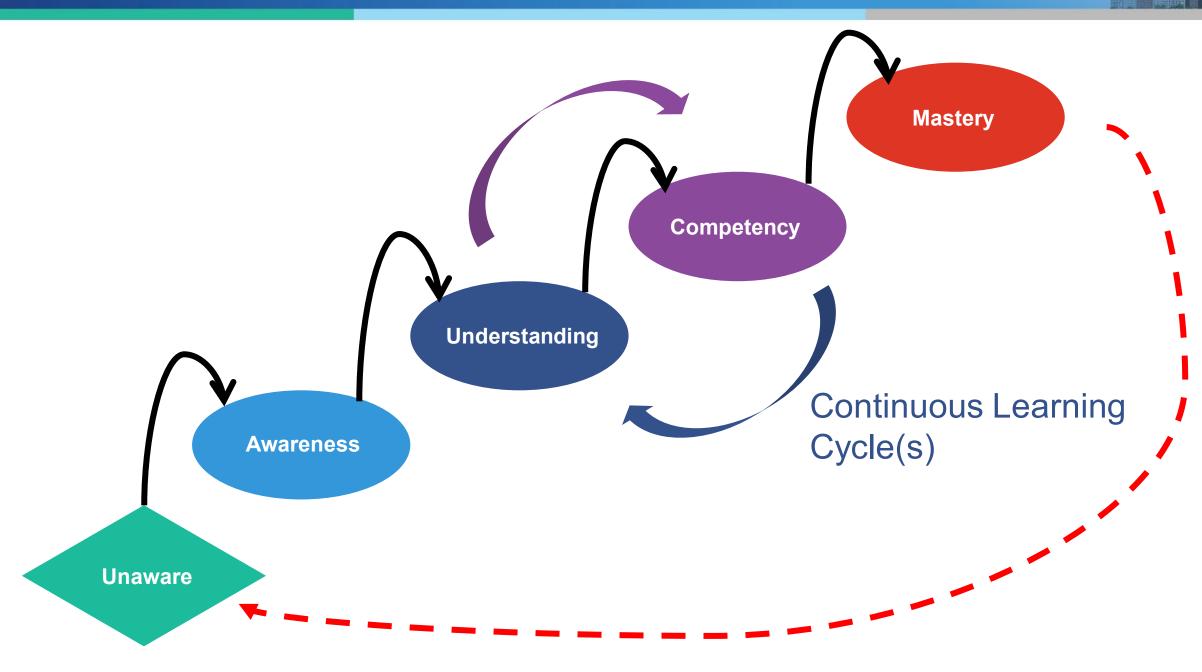
Identify the venue types for hosting a Big Room, and discover the key elements for tailoring the space to support collaborative activities.



Gain insights into how the Big Room approach supports knowledge sharing and enhanced collaboration.

Lean Journey to Mastery





Today's Process



- We will facilitate discussions in small and large groups.
 - Small groups will report back to the large group.
- If you have Big Room experience, great! But prior experience is not necessary.
 - You will be able to think logically about the topics to be discussed.
- We will take "Live Notes" on the screen or a flip pad to capture your ideas.
 - You will receive these Notes by email after the Congress.
 - LCI is compiling ideas from each Big Room training session so the entire community can continuously learn.



Rules of Engagement





This is a safe zone



Everyone has equal status



Speak up and share your ideas



Actively listen to others



One conversation at a time



Use E.L.M.O.



Silence phones



✓ Be focused and engaged



Stay on time



Have fun!

Stay on Track



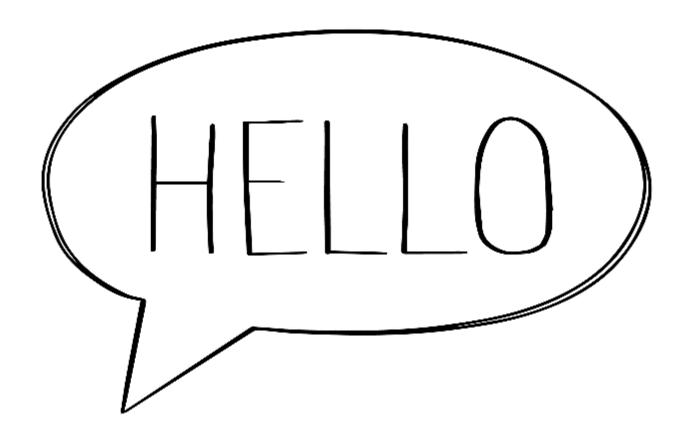




ENOUGH LET'S MOVE ON



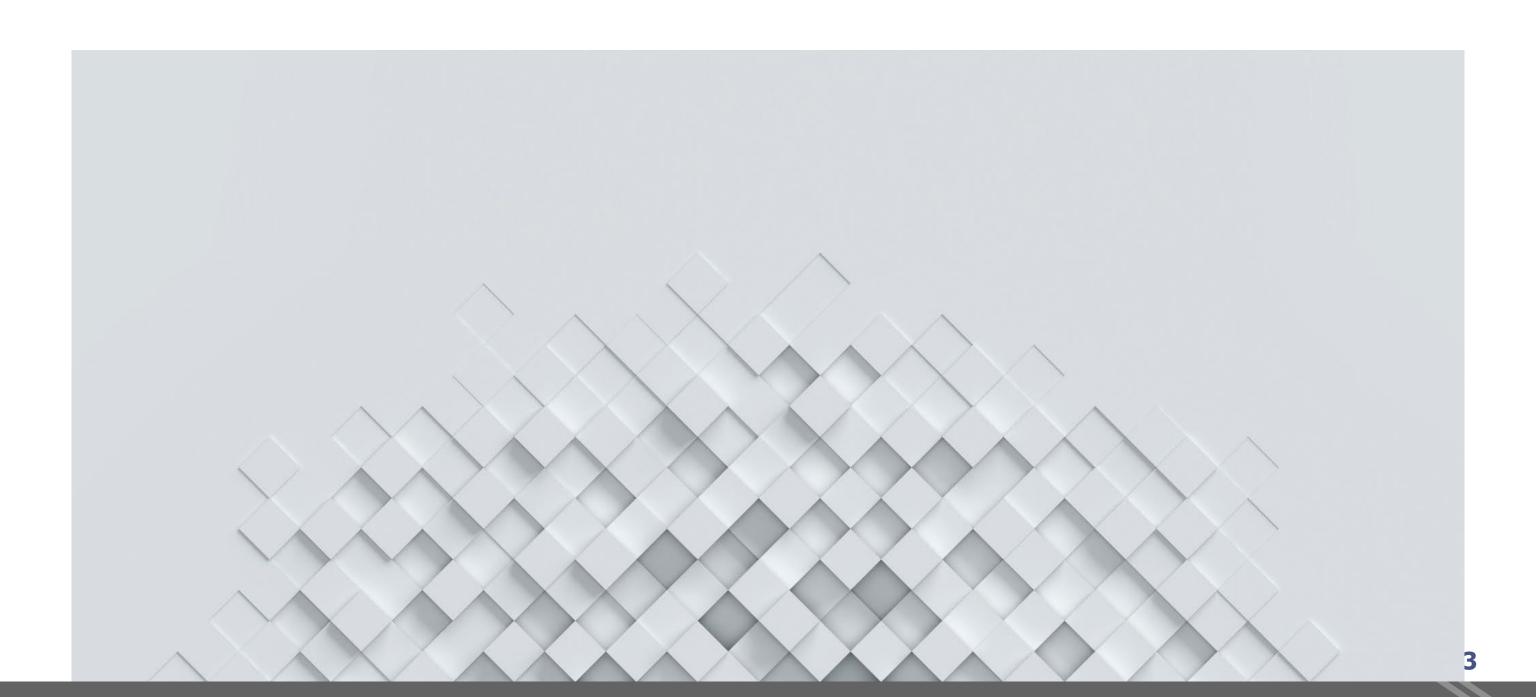
Name, company, role. What do you want to learn?





SILENT SQUARES







Silent Squares



- Objective: Everyone get a 6-inch square in front of you
 - You may not speak
 - You may offer pieces to others
 - You can receive, but you may not take or request pieces from another
 - No finger pointing, grabbing, groaning, grunting, etc
 - No cutting, tearing, folding the pieces
 - There is NO TALKING

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Silent Squares Learning Points



- It isn't about the individuals, but rather the group.
 - Individuals need to give something up to make it work for the group
- All players need to have a shared understanding of the entire project's successful outcome
- Collaboration is not only okay, but is required
- Challenge all assumptions for validity

Six Tenets of Lean



- Respect for people
- 2 Optimize the Whole
- 3 Generate Value
- 4 Eliminate Waste
- 5 Focus on Flow
- 6 Continuous Improvement





What is a Big Room?

Big Room - Definition



Big Room refers to a project approach of bringing key individuals together to speed communication and decision-making, and to reduce siloed thinking or approaches.

At its core, the Big Room is a scheduled and recurring event.

It brings key stakeholders together to collaborate, plan, update, solicit resources, invite feedback, demonstrate accountability, make decisions, schedule events and compare the project's current state to the published goals or Conditions of Satisfaction.



Big Room - Definition



- A mindset of intense focus on advancing work
- Is instrumental in *cross-functional* team collaboration
- Refers to the collaborative behavior of a team and the work they are producing
- Visually displays all information needed to guide the team



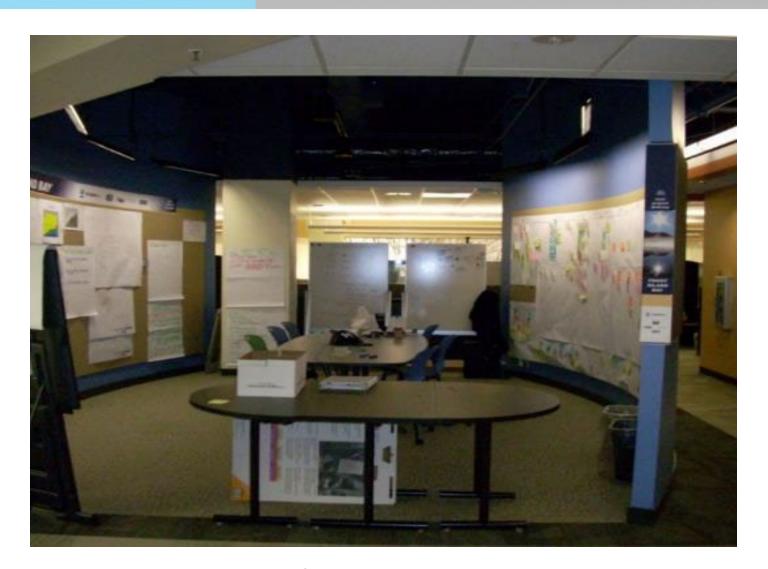
Purpose



The purpose of a Big Room is to:

- Support cross-functional high-performing teams in advancing work.
- Add value by driving down overall project costs.
- Facilitate rapid advancement of work in a short time frame.
- Enhance collaborative brain power of the team.

Big Room is a commitment to a project, the team, and to working together!



Example of a small project Big Room

Benefits



A Big Room benefits the project by:

- Improving collaboration through greater team interaction.
- Allowing team members to support each other and align themselves with the goals of the project.
- Breaking down the silo mentality within the project.
- Leading to improved project outcomes.



Example of a Big Room



What happens in the Big Room and how is it different than a conference room?

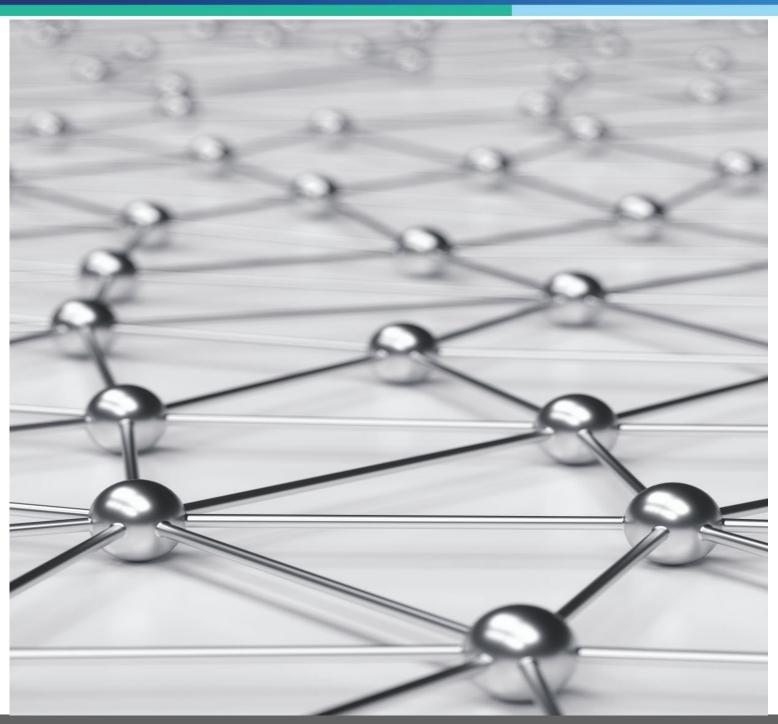
How is it different than an Owner / Architect / Contractor (OAC) meeting?



Discuss as a whole group. (10 minutes)

Big Room Implementation





A successful team in the big room focuses on the following areas:

- Culture-Mindsets & Behaviors
- Alignment of Goals & CoS
- Production-Visual Management



Big Room Implementation



- Adjust as needed
- Adjust at the pull of the project



- Learn & Align on the What
- Define your purpose & How

- Retrospectives
- Plus/Delta's



Core Big Room Group

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Teams Interact to Advance Work



It is

- Cross functional
- Visual management
- Includes all perspectives
- Explore Options
- Gains alignment
- Active Problem Solving
- Continuous Improvement
- Go & See

It is not

- Just a report out
- A one-sided conversation
- Just a room with posters
- Traditional behaviors
- Fire and forget
- Hiding behind a screen
- Multitasking
- Just showing up

Culture & Mindsets

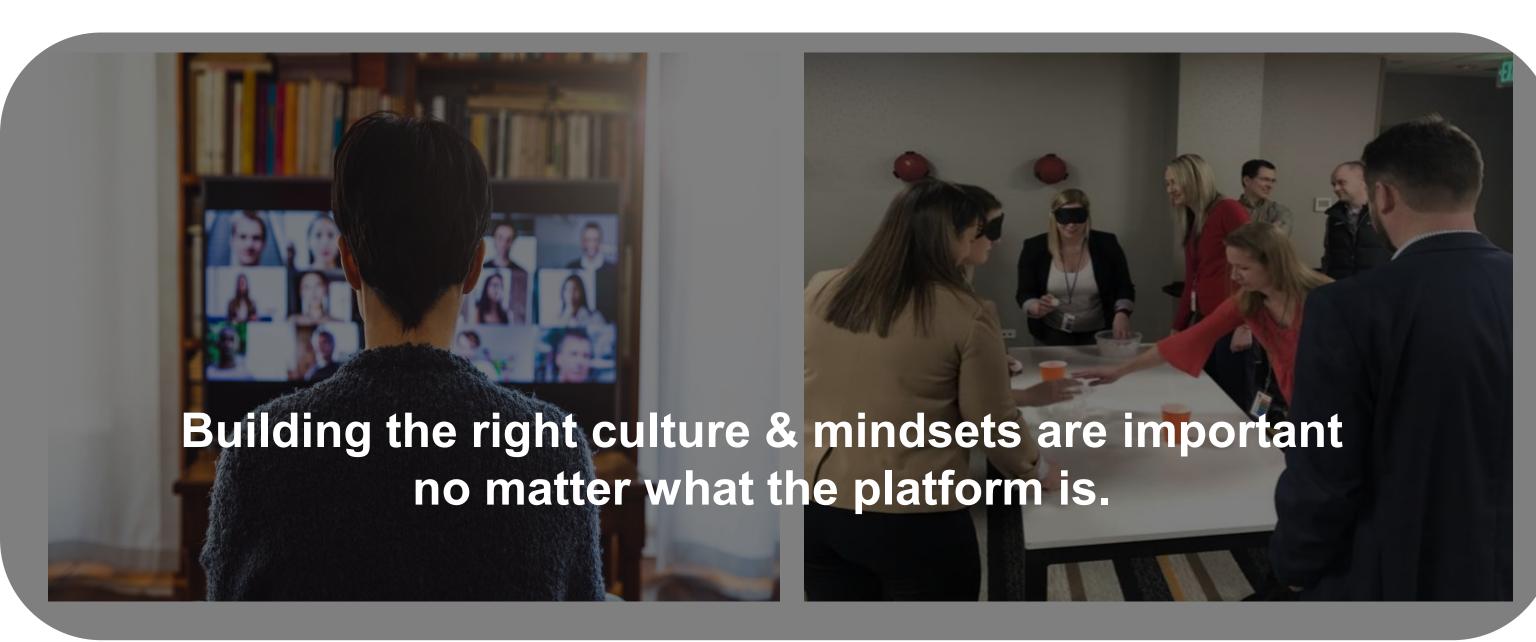




The Big Room is about fostering behaviors that lead to high levels of collaboration and thus to High Performing Teams.

Culture & Mindsets





What Is a Team?

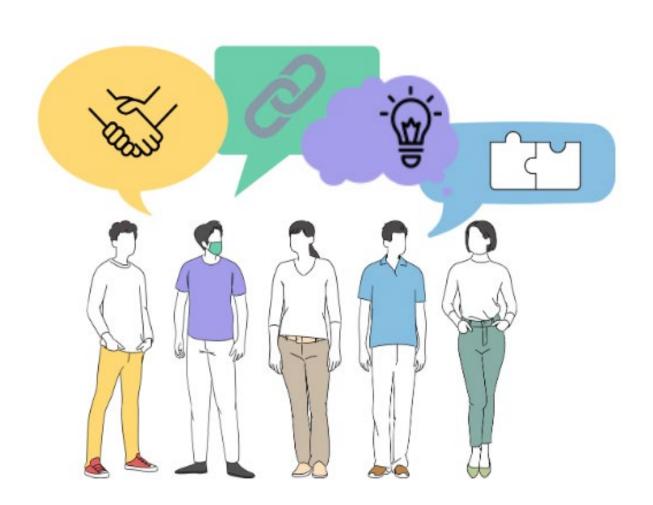


Think about the best team you have ever been a part of.

Use 1 word to describe what made it the best.

High Performing Teams





- United in Purpose
- Focus on delivering results
- Accountable & Committed
- Engage in healthy conflict and debate
- Actively build trust

High Performing Teams



- Is built on a strong foundation of trust
- Has a strong team culture of respect
- Focuses on delivering Conditions of Satisfaction
- Celebrates both small and large successes of the team and individuals
- Continuously improves
- Breaks down traditional silos

High performing teams are not built through a single team building session, they must be constantly nurtured, maintained and developed.





Rules of Engagement

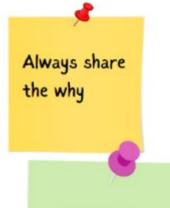


Fun

Celebrate successes weekly, small ones and big ones.

Trust

Actively
listen
to each other



Ask for help

when you need it

Communication & Conflict

Ask questions and don't assume

Speak up if
you see a
problem

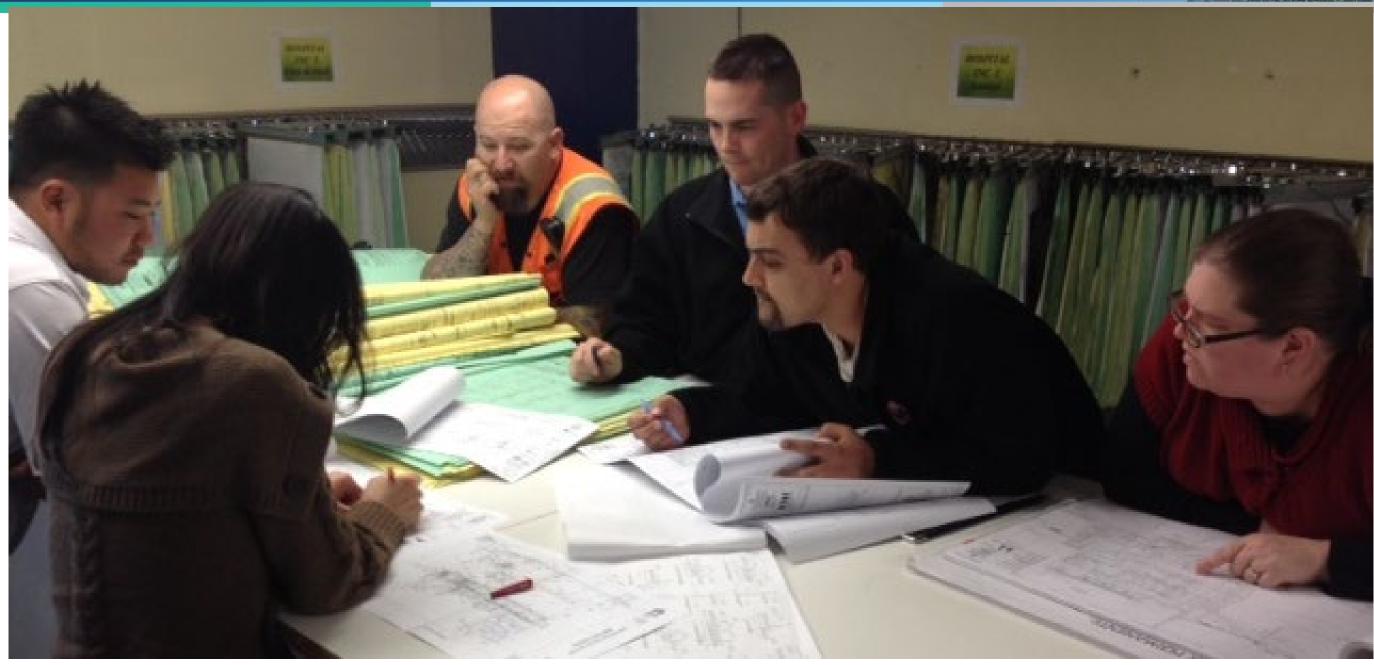
Focus on the process
not the person no blame

How will we engage as a team?

- Problem solving
- Communication & Conflict
- Accountability & commitment
- Life/work balance
- Trust
- Fun

Advancing the Work





Big Room Implementation



When:

- As early in the project as possible.
- The frequency must support the work at hand.
- Teams must continuously evaluate the frequency and duration of sessions.

Who:

 Participants will change overtime as the project advances.



How can you create a culture and a High Performing Team in a Big Room?



Discuss in small groups. (5 minutes)

- One person facilitate.
- Identify 3-4 reasons.
- One person take notes & report back.



Report back to whole group. (15 minutes) Don't repeat same idea.

Big Room Implementation



In-Person:

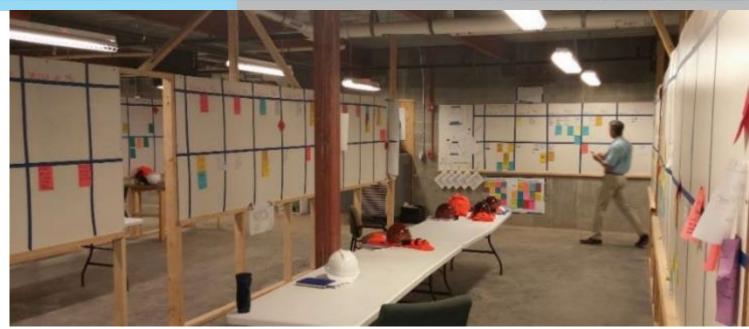
 Continuously co-located with continuous collaboration.

Virtual:

Fully remote.

Hybrid:

 Combination of in-person and virtual.





In Person Big Room Example





Visual Information

Multi-Discipline Team

Collaborative Seating Arrangement

Name Cards

Personality
Assessment Results

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In Person Big Room Example



Small Group Collaboration

Visual Information

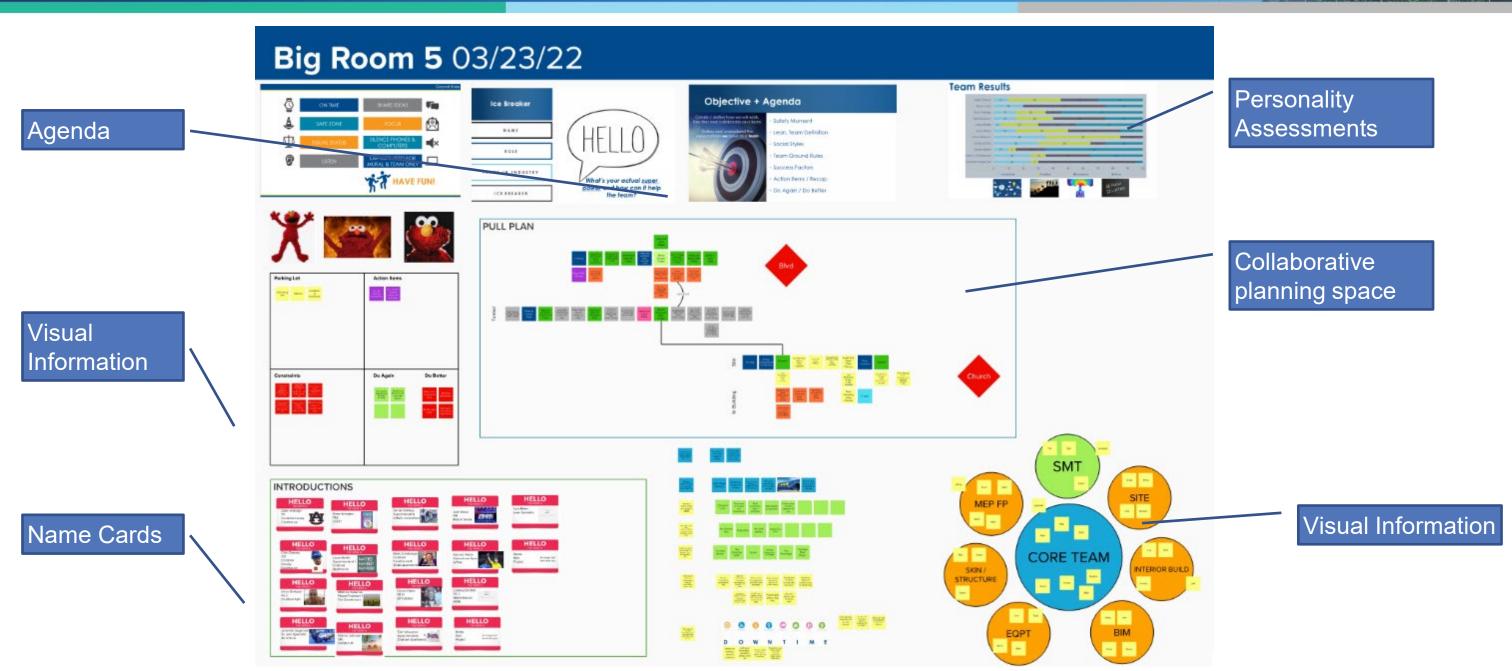
Collaborative Seating Arrangement



Multi-Discipline Team

Virtual Big Rooms





Hybrid Big Rooms



Hybrid Big Room Spaces include in person space along with virtual spaces.

- Engage those on the phone
- Camera's on
- Unmute
- Pause often
- Use breakout rooms
- Smaller intentional breakouts
- Collaboration spaces must meet both needs.



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Big Room Example





Big Room Implementation





Big Room Examples





Can you have a Big Room on-site?





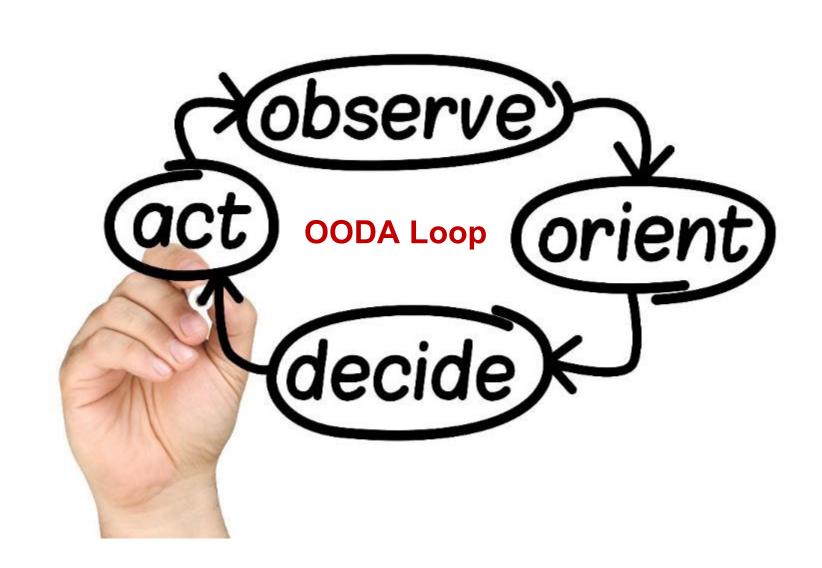
Add the Core:



The Big Room is a space for the team to gather that supports a team in:

- Seeing the situation (Observe).
- Grasping the situation (Orient).
- Making aligned decisions (Decide).
- Taking Action (Act).

The *OODA Loop* is the cycle of Observe-Orient-Decide-Act, developed by military strategist and US Air Force Colonel John Boyd. It is often applied to understanding commercial operation and learning processes.



Setting up a Big Room Space

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Construction
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Transforming Design and Construction

- Very large configurable room
- Several smaller conference rooms
- Cluster group workspaces
- Planning space (Last Planner System® weekly boards and phase pulls)
- Small private breakout spaces
- Spaces to celebrate
- "Collision spaces" like Kitchen/break room
- Visual information
- Needs to be re-designable as the team evolves





Spatial Needs for Activities



- Planning
- Learning
- Team-building
- Collaborative problem solving
- Target cost conversations

- Decision making
- Commitments
- Team health & assessments
- Ad hoc conversations
- Retrospectives
- What else?





How would you structure or organize your Big Room?



Discuss as a whole group. (10 minutes)



• Examples:

- Team where everyone co-locates for several weeks/months.
- Team where most meet 1 day a week.
 Long distance team members join by GoToMeeting/Teams/Zoom.
- Design/Build or IPD team where the Big Room includes a co-location and runs the entire project from conception to completion.
- Others?



Small Focus Group Topics

- 1. Desirable Behaviors
- 2. Onboarding
- 3. Effective Facilitation & Meetings
- 4. Learning
- 5. Technology
- 6. What Could Go Wrong

Discuss in small groups. (30 minutes)

- One person facilitate make sure everyone talks.
- Use flip charts.
 - Two people take responsibility for the report out.
- Define the subject: what does it mean in the Big Room?
- Brainstorm topics and ideas.

Report out to whole group. (30 minutes)

- Wander from group to group . (5 minutes each)
- Take Live Notes.



1. Desirable Behaviors

Desirable Behaviors



- Overcoming silos
- Leadership
- Conditions of Satisfaction (CoS)
- Respectful collaboration
- Maintaining enthusiasm
- Trust & respect
- Learning



Temecula Valley Hospital Big Room

The Big Room Mindset





- Fostering behaviors that lead to high levels of collaboration.
- Understanding the behaviors and activities of the environment.
- Establishing highperforming teams.

Effective Leaders are:



- Bold
- Observant
- Channel positive team energy
- Distinguish strength and weaknesses of team members
- Motivational
- Take action



Conditions of Satisfaction (CoS)



- The project CoS define what "success" means for the project.
- The CoS guide decision making throughout development and implementation of a project.
- Each CoS is a commitment, and all team members are responsible for delivering according to the CoS.

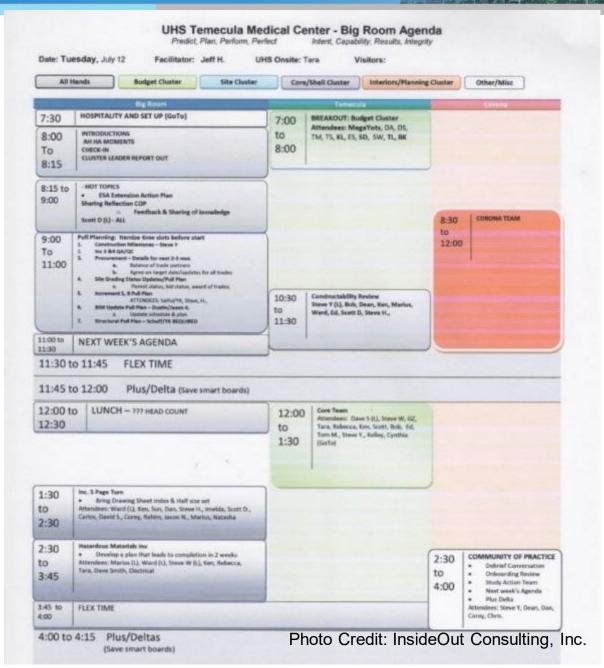


2. Effective Facilitation

Effective Facilitation Practices



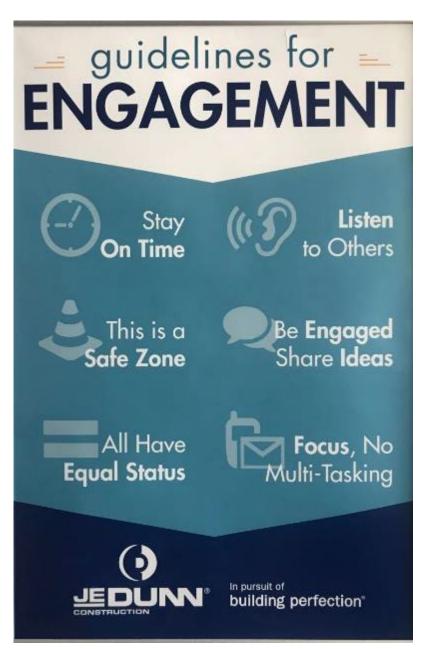
- Collaboratively developed
- Clear
- Standardize where possible
- Visual controls
- Key participants
- Expected Outcomes
- Time keeper
- Scribe for live notes



Meeting Rules of Engagement



- Safe zone
- No stripes
- Speak up
- Listen to others
- No side-bar conversations
- No cell phone use
- No multi-tasking
- Stay on time



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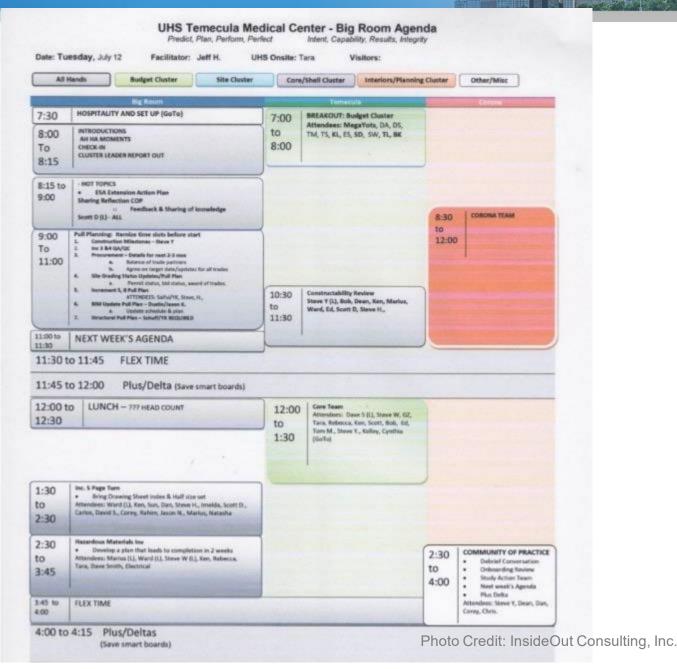
Creating the Agenda Tips



 Develop together for next session before ending current session.

Determine frequency of Big Room sessions.

 Pull-plan informs breakout sessions/subjects.

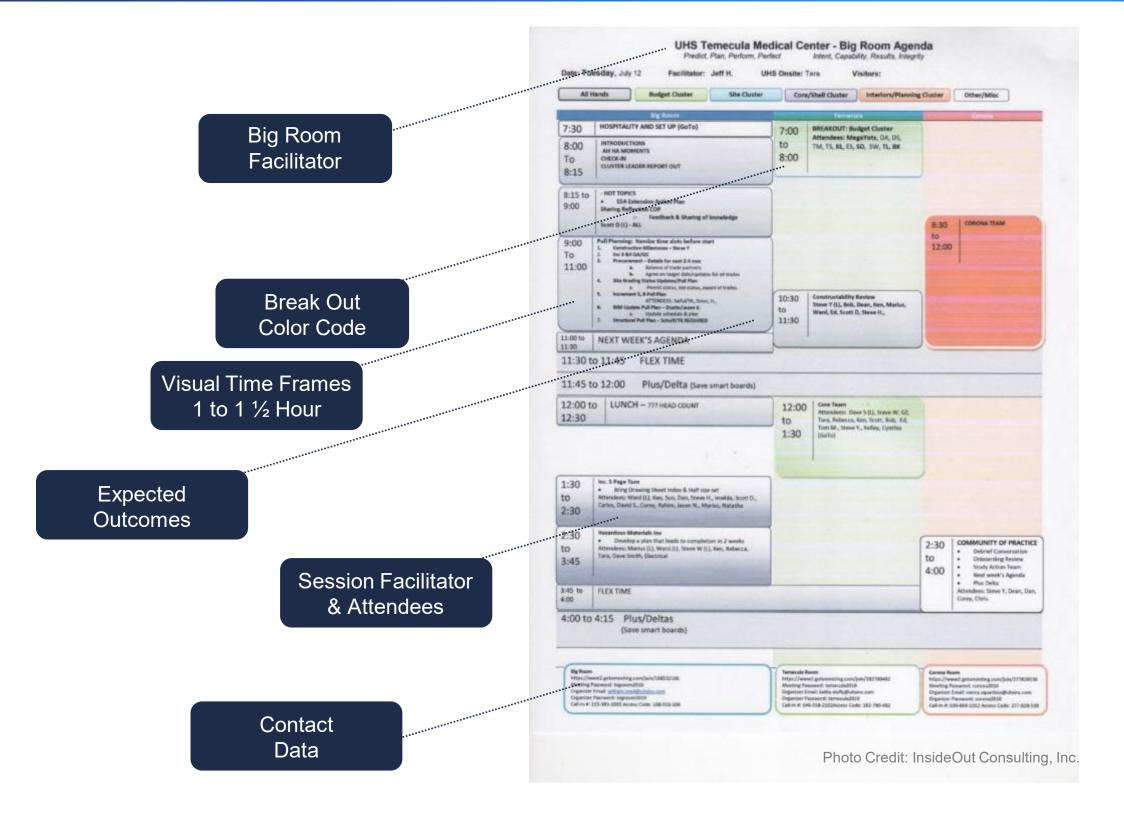


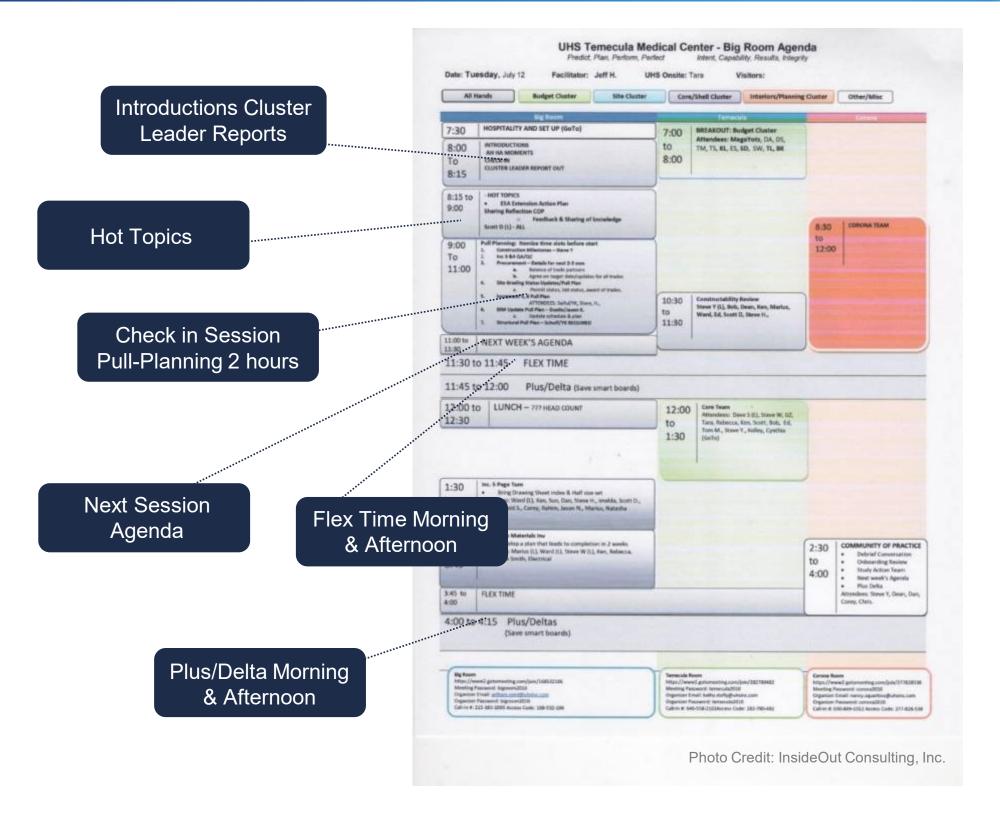




- Hot Topics
- Work Cluster Reports
- A3 Dashboards
- Commitment Log Progress
- Constraint Log
- Agenda for Next Session
- Last Planner[®] Planning
- Cluster Group Breakouts
- Learning Activity

Start Time	Duration	End Time	Topic	Leader	Attendees
1:00 p	5 min	1:05 p	Introductions, Agenda Review & Review Big Room Rules of Engagement	Facilitator	Project Team
1:05 p	5 min	1:10 p	Plus Delta Reflection from Last Meeting	Facilitator	Project Team
1:10 p	5 min	1:15 p	AH HA Moments	Facilitator	Project Team
1:15 p	5 min	1:20 p	Hot Topics (list only)	Facilitator	Project Team
1:20 p	15 min	1:35 p	FF&E Update Review	Nancy	Project Team
1:35 p	20 min	1:55 p	Civil Update	[*] Rene	Project Team
1:55 p	15 min	2:20 p	Budget Update & Burn Rate	Keyan	Project Team
2:20 p	25 min	2:45p	Review Pull Plan/Work Register	Facilitator	Project Team
2:45p	30 min	3:15 p	Hot Topic Work Session	Facilitator	Project Team
3:15 p	20 min	3:35 p	Lean Learning	Facilitator	Project Team
3:35 p	10 min	3:45 p	Agenda for Next Meeting	Facilitator	Project Team
3:45 p	10 min	3:55 p	Plus Delta		





Stay on Track





ENOUGH LET'S MOVE ON



3. What could go wrong?

Commonly Occurring Risks



The team spirit diminishes and people gravitate to their silos and "us-them" thinking.

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- Death by meetings we don't have time to do our work because we're always in meetings.
- Enthusiasm wanes, this becomes just another day.
- Meetings start late because of late arrivals.
- Leadership quits listening and becomes directive.
- Planners don't follow the plan, go rogue.

Drift to Traditional....









4. Learning

Learning Opportunities



Simulations



Photo Credits: InsideOut Consulting, Inc.

Reading/Discussion Groups



Learning







Team Health & Assessments



- Teams need to assess how they are doing as they progress through a project.
 - Chemistry
 - Collaboration
 - Teamwork
 - Meeting Commitments
 - Innovation/Creativity
 - Target Value Delivery
 - Learning & Coaching
 - Excitement
 - Attitude/Fun
 - Building relationships
 - Transparency

Team Monthly Average Scores

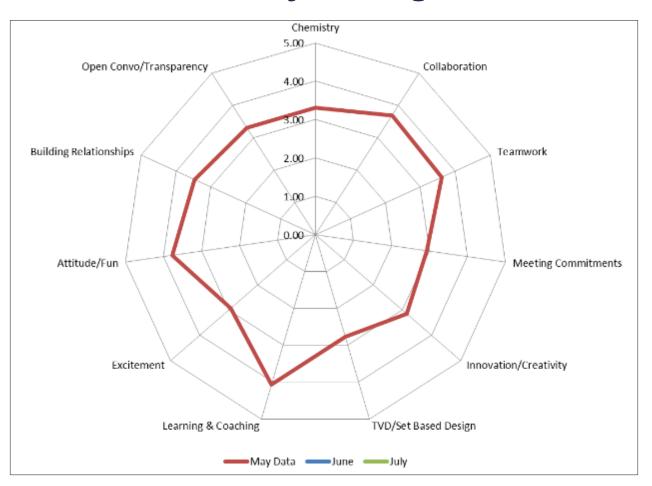


Photo Credit: UHS

Retrospectives/Continuous Improvement



- Quick retrospective conducted at the end of every meeting.
- Regular occurring retrospective conducted at the completion of work cycles.
- Event-based retrospective conducted at the completion of major milestones.
- Impromptu when a breakdown is declared or other reason arises.











5. Onboarding

Onboarding Considerations



- Who
- When
- How can you get them "up to speed" on:
 - Project status and milestones
 - Team culture
 - Expected/desired behaviors
 - Safety
 - How we plan and execute
 - What we expect when problems occur

Onboarding is not a one-time event; it is a continuous process where concepts and culture are always reinforced.



Onboarding





6. Technology

What technology support is needed?



- SMART type boards
- Video conferencing
 - Large group
 - Individual with remote team members
- White boards
- Internet / companies' connectivity limitations
- PM/Documentation Software
- Shared files vs. separate networks
- Printing & Plotting
- Projection





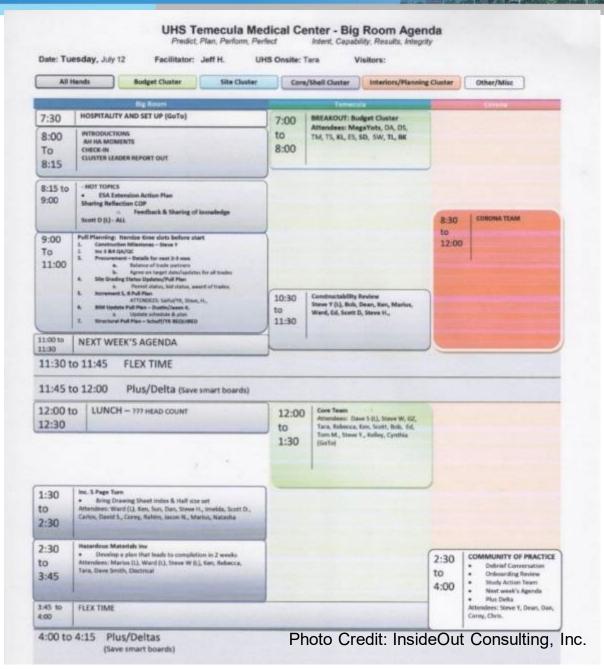


7. Meetings That Matter

Effective Facilitation Practices



- Collaboratively developed
- Clear
- Standardize where possible
- Visual controls
- Key participants
- Expected Outcomes
- Time keeper
- Scribe for live notes



Planning



Planning has a Design Phase and a Construction Phase application

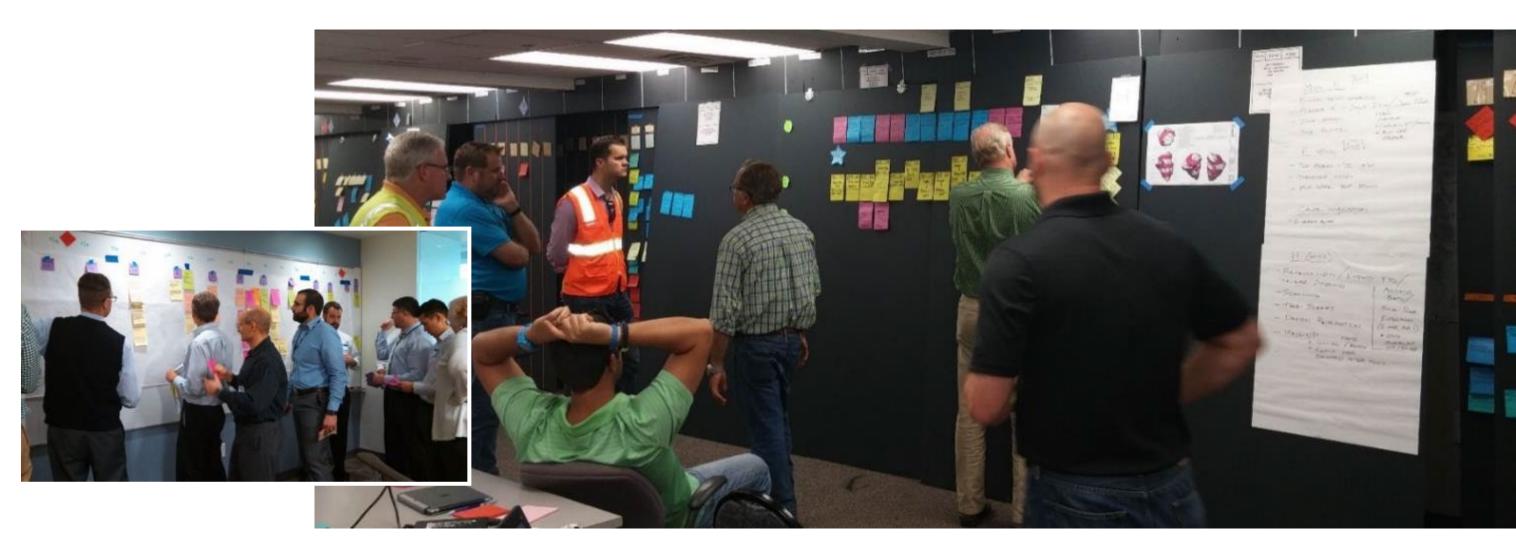
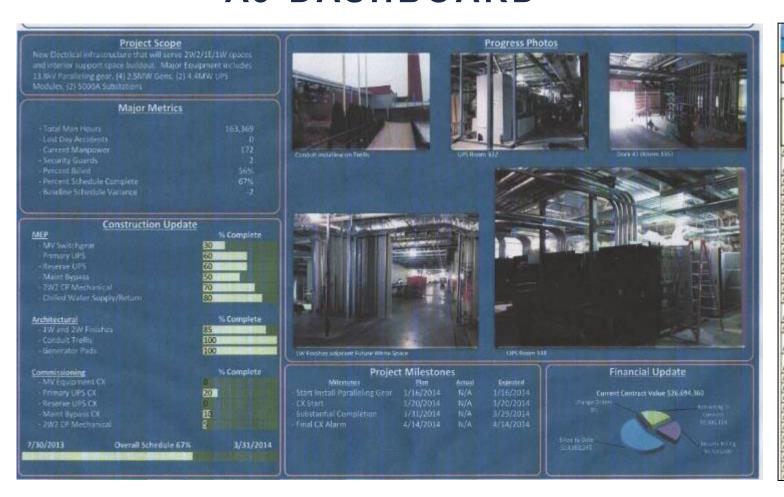


Photo Credits: InsideOut Consulting, Inc.

Reporting



A3 DASHBOARD



COMMITMENT LOG

BLUE - PERMANE, TO BE FREISG OUT TO ACHIEVE PVC															
SESSION INFO					COMMITMENT INFO						STATUS INFO				
bullius :		tonly			tering					Constraint Log			Nation (Spiller		
Ю	Greek	-	=	Revision	Action Item	Start	Due	Duration (Days)	By (Individual)	Constraint	Responsible Individual	Resolution Need Date	Complete?	Cause of Delay	
-TC-013	AD	70	13	1	Provide fourtain bean legout	4/14/2014	4/29/2014	12	Greg M.						
		TC			Include foundations for lamp posts in the 60% set to VOA	4/22/2014	5/1/2014		Jame						
TC-053	AD		33	_	Bulletin Bulletin Company State Company (State Company)	105055	5/6/2014	7	Jame						
TC-058	AD AD	TC	58 47		Deliver Springs' deck for B13 to VOA in 60% set	4/28/2014	6/2/2014	25	Brad M.						
TC-067 TC-073	AD AD	15	75		Round 2 mockups tile, veneer, specialty Round 2 mockups veneer, specialty		6/2/2014	15	Brad M.						
TC-048	AD	TC	48		Deliver PDFs to VOA		6/5/2014	13	1						
TC-ORB	AD	TC	49		Release Buebeam set/freeings		6/3/2014	40	Rionso						
TC-068	AD AD	10	68		Updated digital directories scroet/size	3/27/2014		1	Jame						
TC-CITS	AD	TC	78		Provide VOA with preferred pullbox locations		6/9/2014	20	Dave L.						
TC-CINE	AD	TC	16		Send Alonso ADE's drawing package POF	5/12/2014	6/11/2014	22	17						
TC-083	AD AD	TE	83		Give VOA electrical Show lighting & mechanical PDFs		6/12/2014	23	Stu S.						
TC-084	AD	TC	84		Give VOA reviewer distribution list		6/12/2014	23	Stu S						
TC-0376	AD	70	76		Release Bluebeam set/drawings		6/13/2014	24	Rienso						
TC-077	AD	TC	277		Provide PDFs for 90% AD set		6/13/2014	24	Andrew						
TC-080	AD	TC	80		Provide Civil 90% POF to Alonso	5/12/2014	6/13/2014	24	Mile C.			7			
TC-081	AD	10	81		Distribution memo for Bluebeam with focus review questions	6/4/2014	100000000000000000000000000000000000000	1	\$117						
rc-oan	AD	TC.	85		Expect Show lighting to CAD for Greg R.	5/12/2014	6/13/2014	24	Stu S:			J			
TC-087	AD	rc rc	87		Provide drawings to VOA (Show audio, irrigation)	6/3/2014		•	Bran B.						
TC-088	AD	TC	25		Provide drawings to VCA (Wiff & digital directory locations)	8/3/2014	6/13/2014		Brief B.						
TC-089	AD	TC	89		Provide comm. pullbox locations to Alkins	6/3/2014	6/16/2014	10	Andrew						
TC-090	AD	TC	90		Deliver CAD export of light post locations to Civil	5/12/2014		25	Greg 8.						
10-061	AD	TE	91		Provide correlinates for pole mounted lights	5/12/2014		30	Brian F.						
tc-092	AD	TE	92		Provide coordinates/spot elevations for comm. pull boxes	5/12/2014		90	Brian F.			-			
TC-093	AD	TC	93		Clash detection substantially complete	5/12/2014		52	Josh			-			
TC-094	AD	TC	94		Release 100% FC AD drawings	3/12/2014		18	Alonso						
TC-042	AD	TC	42		Final Show input: Audio	4/10/2014		-29802							
TC-043	AD	TC	43		Final Show input- Lighting	4/30/2014		-29802							
TC-044	AD.	TC	44		Final Show input- Graphics	4/10/2014		-29802							
TC-045	AD.	TC	45		Creative approval of landscape material	4/30/2014		-29802							
TC-050	AD	TC.	50		Creative approval of hardscape material	4/10/2014		-29802							

Photo Credits: InsideOut Consulting, Inc.

Decision Making



- A3 thinking
 - collaborative document managed by a single champion.
- Choosing by Advantages (CBA)
 - a collaborative decision making system to help simplify, clarify and unify the decision making process.

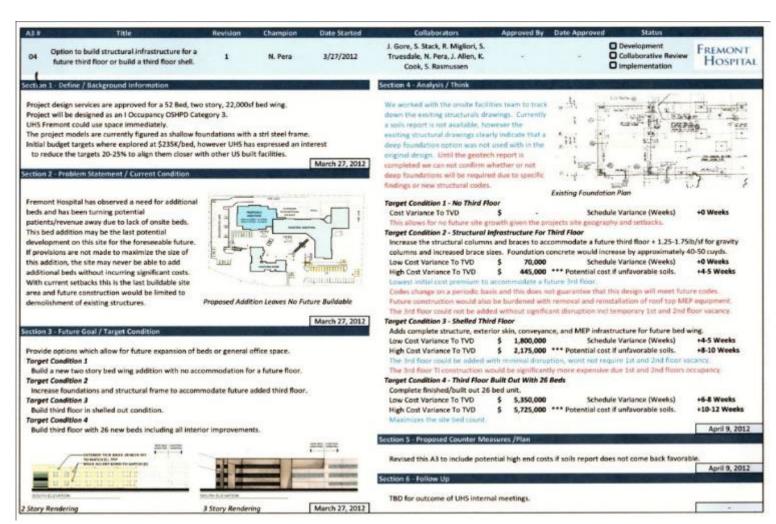


Photo Credit: InsideOut Consulting, Inc.

Target Value Tracking Activities



- Target Cost Tracking Transparency
- Risk Identification
 - Mitigation strategy
 - Cost
 - Rank
- Path Back Identification

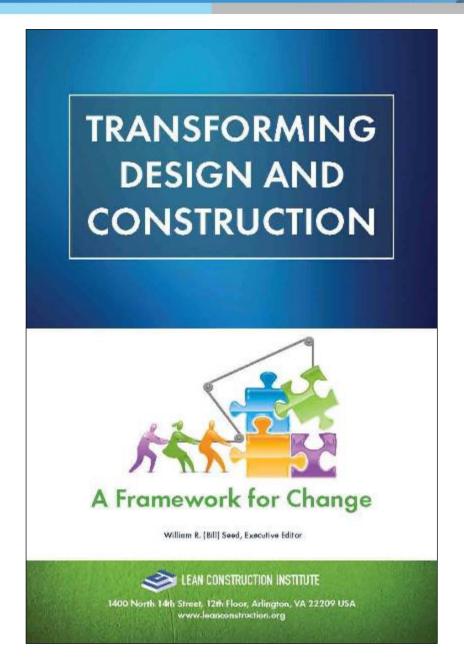


Photo Credit: InsideOut Consulting, Inc.

Kickoff Meeting Framework



- Design Vision
- Team Structure
- Team Culture





When is the right time to implement the Big Room? When is too soon? When is too late?

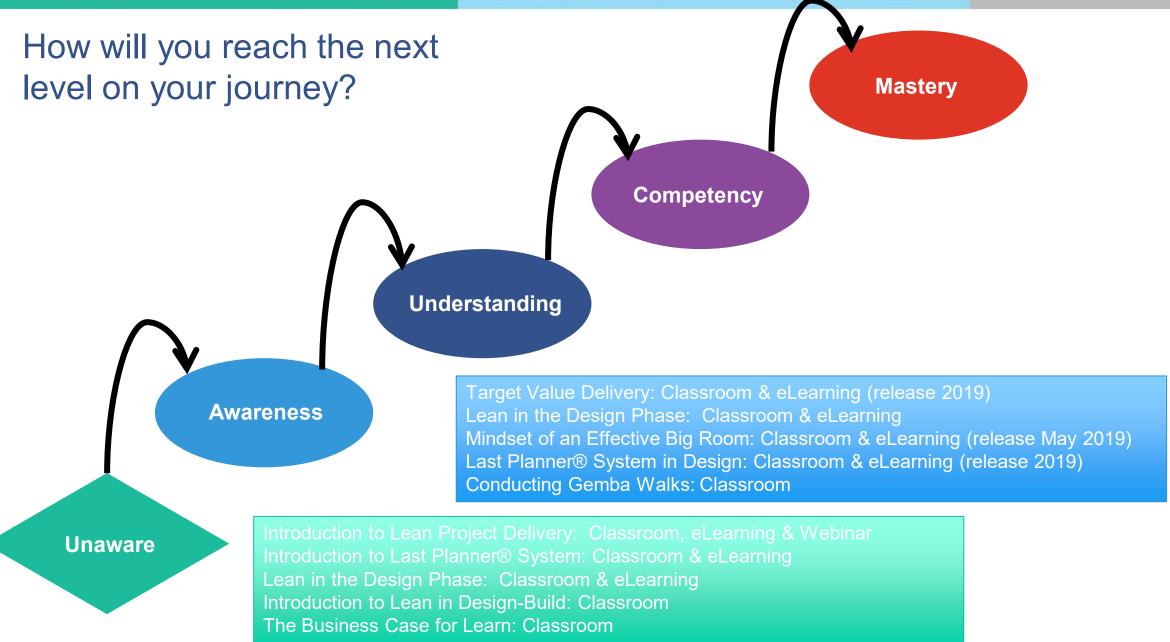
What is one thing you will do differently next week?



Discuss as a whole group. (10 minutes)







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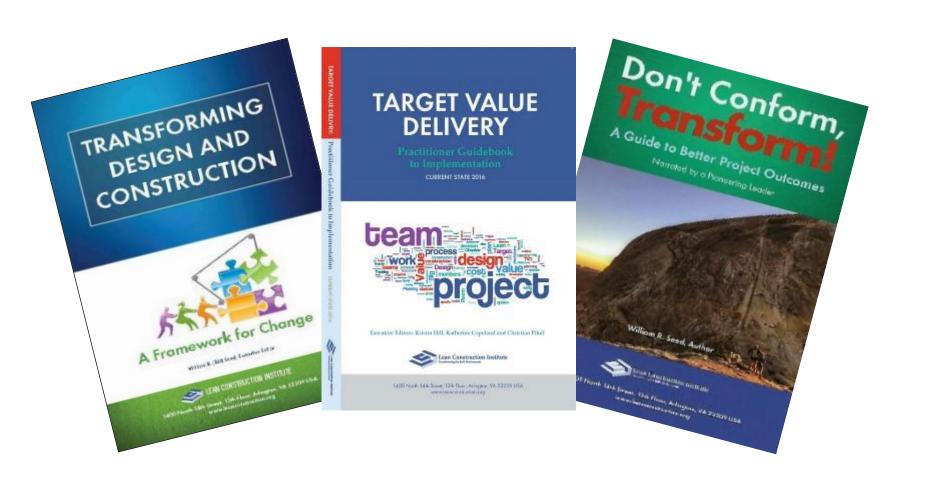
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More on Learning



Books:



Events:

- Local Community of Practice
- Congress (October)
- Design Forum (May)

Start learning now:

www.LeanConstruction.org

eLearning Courses



Available now:

- Introduction to the Last Planner System®
- Introduction to Lean Project Delivery
- Lean in the Design Phase
- Effective Big Room
- Target Value Delivery







Questions?



Learning Objectives Review





Define the meaning of a Big Room, and understand the purpose and benefits of implementing the approach to improving project outcomes.



Understand the characteristics and behaviours of a Big Room Team including aspects of effective facilitation.



Identify the venue types for hosting a Big Room, and discover the key elements for tailoring the space to support collaborative activities.



Gain insights into how the Big Room approach supports knowledge sharing and enhanced collaboration.

Conduct Plus/Delta

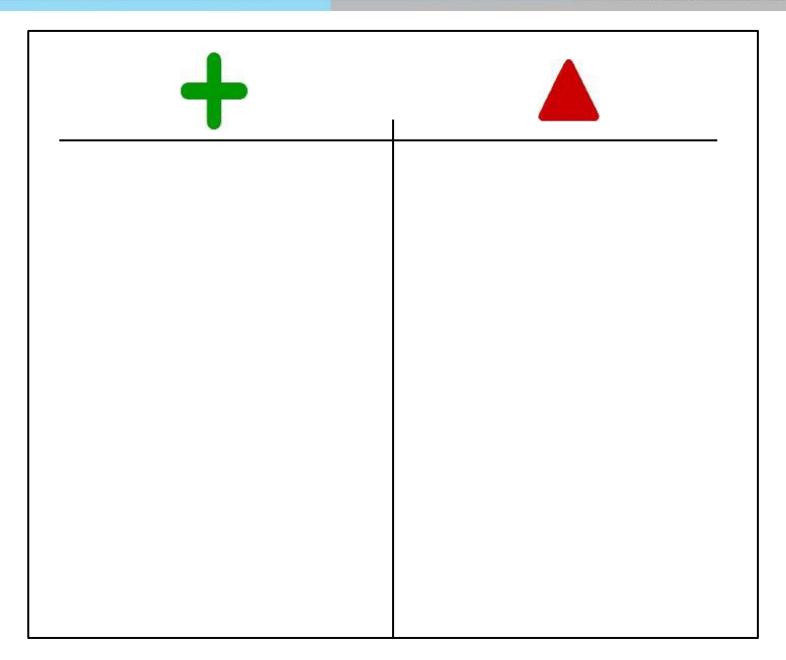




Plus: What produced value during the session?



Delta: What could we change to improve the process or outcome?



Contact Us





Contact Jeremiah Sugarman



Contact Tammy McConaughy



Contact Victoria Navarro

