You Shouldn't Have To Be An Engineer To Understand Your Process!

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November 16, 2006

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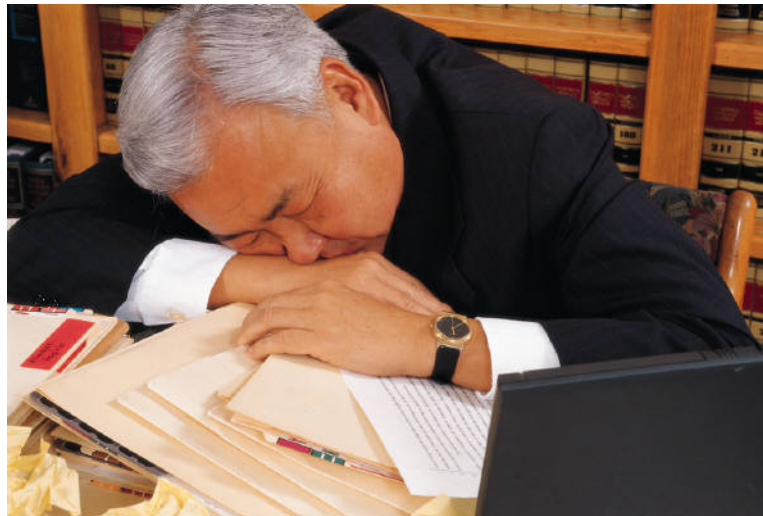Leticia C. Santillan

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Have you ever noticed how dry process is?

Process for the Sake of Process Helps No One!

# Processes are written to reflect the experience of the author

- Software Engineering led the process charge in the '80s
  - Used Flowcharts
  - CASE tools
  - "data repositories"
- Object-oriented influences in descriptions
  - Subroutine processes
  - Instantiations of process
- Threads of processes (function points)
- Written for the worst case scenario
- Processes written to stand alone not to integrate with each other
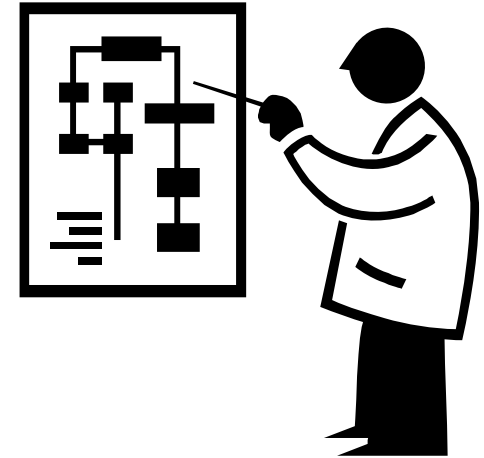
Have you ever seen a GenXer use a flow chart?

Evolution of Process

- Process is not just for software anymore

- More and more "softer skills" use process

- They are picking up our "bad" habits
  - E.g. A parking instruction that is 4 pages long
  - Directives that contradict training materials
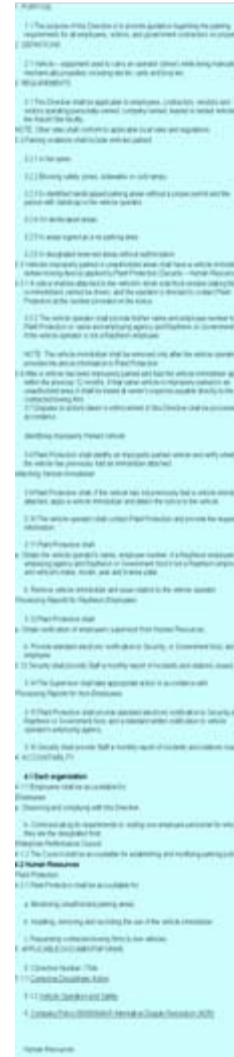
Who wants to read all this, anyway?

How do we see processes in real-life?

- One page fold out when you buy a computer

- Kneeboards for pilots

- Help bubbles onscreen

- The mysterious stranger that answers your questions in Final Fantasy or Second Life

- Help files

- FAQ's

- How your McDonalds order is completed

Are we confusing process requirements with what we really need?

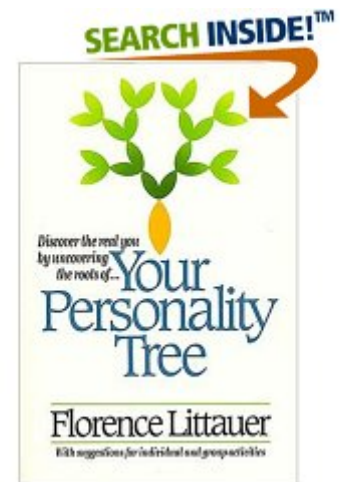# Many different types of people use our processes

- **Many Authors**
  - Carl Jung
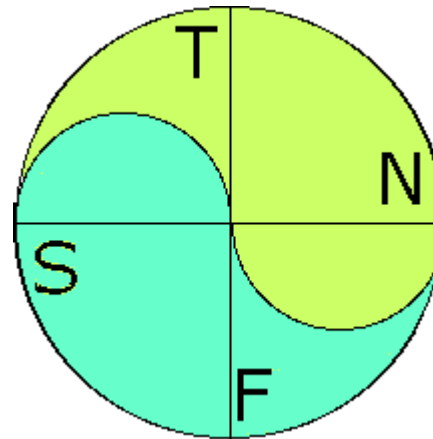   - Myers-Briggs
    - Florence Littauer
    - True colors

- **Different types**
  - Sensing
  - Thinking
  - Intuiting
  - Feeling

TRUE COLORS®

mbti

SEARCH INSIDE!™

Discover the real you by uncovering the roots of... Your Personality Tree

Florence Littauer

With suggestions for individual and group activities

We are not all the same; we all positively contribute to the cause

Processes need to be understood

- Issues with divergent understanding of processes results in classic interface failures and defects.

- The more types of people that work together on the team the more solutions they will come up with.

- Important to remember that Xer's and Millenniums have a different perspective than Boomers.
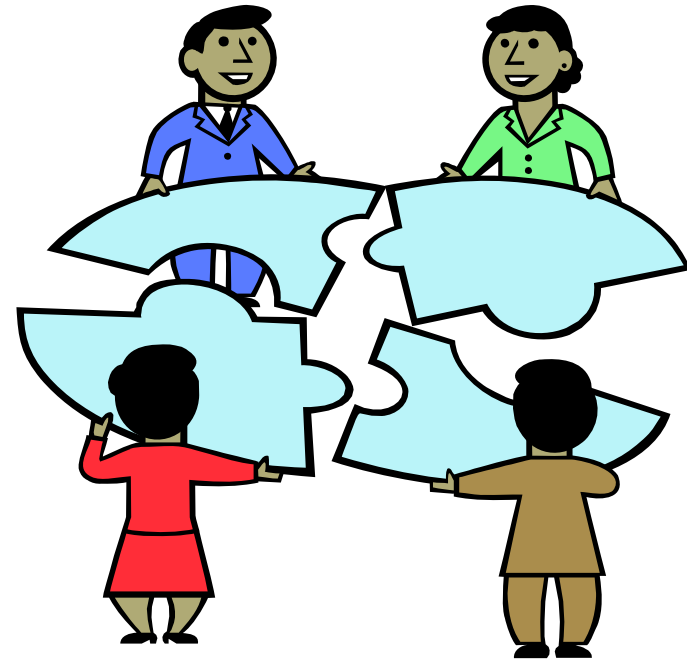
Can the new workforce use the process as it is written today?

Generational Diversity Who They Are

- Traditionalists: 1900-1945
  - Oldest and second smallest generation in the workforce
  - Experienced WWI and WWII, as well as the Great Depression
  - Faithful to an industry as well as an institution
  - Many are approaching retirement and are taking part time jobs
- Baby Boomers: 1946-1964
  - Largest generation in the work force
  - Raised in an era of extreme optimism, opportunity, and progress
  - Witnessed Vietnam and Watergate
  - Didn't learn to use computers until after they had entered into the workforce
  - Given credit for inventing the 60 hour work week
  - Team oriented, but highly competitive due to their large numbers
  - Are results driven but desire personal gratification
  - Tend to enjoy office politics, Workplace relationships are very important
  - Faithful to an industry

Does Generational Diversity Affect Process?

Generational Diversity Who They Are

- **Gen X'ers: 1965-1980**
  - Second largest generation in the workforce
  - Latch-key kids
  - Raised with TV's, microwaves, videocassette recorders, and personal computers
  - Grew up in a time of rising crime, drug use, and divorce rates of 40%
  - Need to know about the big picture, not just their piece
  - Technologically savvy and independent
  - Tend to dislike office politics, Seek a work/life balance
  - Every job is a stepping stone
  - Can be self-protective and skeptical
- **Millennials: 1981-1999**
  - Smallest generation in the workforce
  - Many are still in school, but some of the older millennials are entering the workforce
  - Never knew a time without computers
  - Parents could arrange their schedules around their kids' lives
  - Love technology and are extremely confident
  - Able to synthesize information and interpret what is important to them
  - View adults (elders) in their lives as people who will help them solve problems and will work in their best interest

How Can We Create Better Process for X'ers and Millennials

The Biggest Potential for Problems: X'ers and Boomers

- Ways for X'ers to better work with Boomers
  - Show respect- be receptive to learning from the experience they have
  - Choose face-to-face conversations- technology came late to them and can be impersonal
  - Give them your full attention
  - Play the game- "Baby boomers are diplomatic and particularly adept at navigating politically charged environments"
  - Learn the corporate history- X'ers may come in with great ideas that require change, but understand where the company has come from first
- Ways for Boomers to better work with X'ers
  - Get to the point- state objectives clearly
  - Use email- a well worded, concise message can be more convenient than a meeting
  - Give them space- X'ers are independent and can figure out the best way for themselves to get results
  - "Get over the notion of dues paying"- X'ers grew up with parents who worked 60 hour weeks and had high divorce rates. They want to put in their 40 and go home. Rate them on ability, not time worked.
  - Lighten up- be open minded to new ideas and different ways of doing things. It's okay if work is fun.

Working Together We Can Improve Our Process
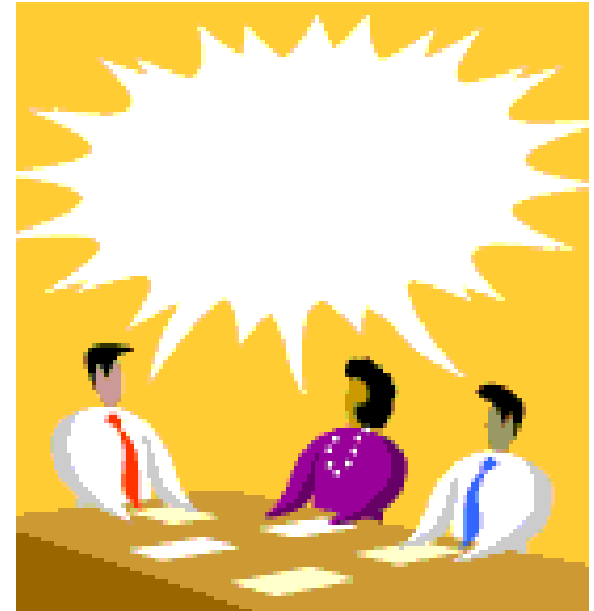
Learning Styles

- **Auditory-** Tend to prefer verbal instructions or talking about it with someone else. May become distracted by sounds or noises. Tends to forget faces but remember names or remember what you talked about. Prefers the telephone. Enjoys dialog and conversation.

- **Kinesthetic & Tactile-** Tend to gesture and use expressive movements. May become distracted by activity around them. They remember best what you did together. They prefer to jump right in and try it. Tend to ignore the directions and figure it out as they go along

- **Visual-** Tend to seek out pictures or diagrams. Look at directions and the picture. Tend to forget names but remember faces. Prefer direct, face-to-face, personal meetings. May become distracted by untidiness or movement

Which of these styles are your process written for?

Good Teams Need Well Rounded Process

- Robust teams include all types of learning styles

- As the Boomers retire can your new workforce use the process as it is written today?

- What is the impact on the company when processes are too complex for the new user?

- Verbose process is just wrong!!

True integrate teams need process that fits multiple styles

Things to Consider Creating Writing Process

- Processes need to be understood by all learning styles
- Processes are tools to help one do things better, not just literary volumes
- The more simple the process appears, the easier it is to follow
- Be open to teaching the process in many different ways
- Put your self in the users spot is it still the best process
- Go out of your own comfort zone to accommodate different styles.
- Have fun!!

Process that are deployed in more than one style are more effective

Questions??

Thank you for your participation

Presentation Outline

I. Introduction

II. How are processes captured

    a) SW wrote

    b) Flow Charts, Spaghetti, CASE Tools, Context Diagrams

III. Evolution of models

    a) Now looking at all types of disciplines/industries

    b) Don't understand well structured not well integrated

IV. Excerpt of IPO vs. Excerpt Securtiy/HR

V. Personality Types

    a) Process looks at 2 of 4 types

    b) Analytical and Action

    c) Blue and yellow have no idea what they are talking about

    d) Good team is well rounded all types of

VI. Take Aways

VII. Questions