

LEAN LIVE CHAT ROOM



Communication is a continuous activity during any Lean improvement event. The Lean Live Chat Room is one way to help communicate and answer questions that may arise.

What is a Lean Live Chat Room?

It is a simple communication method that is similar to computer-based chat rooms. The Chat Room is posted where everyone can see and access it and helps facilitate open discussion creating conversation around the change.

What do you need?

- Poster board or flip chart paper
- Two different color sticky notes
- Markers



How Do You Build It?

- Find a location that is central to the staff or close to the change location
- Have the project team draw up or print graphics to create the Chat Room Board. The idea of graphics is to draw staff's attention to the communication
- Post brief instructions on the board
- Post one color stick notes and a pen or marker on the board
- Post an example question and answer on the board

How Does it Work

- Staff write a question on a sticky note and "stick it" to the board
- Someone from the lean project team answers the question on a different sticky note (choose a standard color) and "stick it" to the board behind the question
- The question may take a few back and forth responses to complete the communication, this is normal
- Make sure you create a standard time for answering questions to ensure they are responded to in a timely manner

This communication method helps the team connect with all the different shifts so everyone can participate.