“TOC is about helping people think clearly, so they know where to focus.”
-Kristen Cox
Thinking > Choices > Actions > Results

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- Kristen Cox

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Sifting Questions

1. What is our goal and why?
2. What is blocking us from reaching our goal?
3. What should we stop doing?
4. How do we remove the limitation?
The Eight Work Environments

Projects
Social Services
Transactional
Regulatory
Policy

Resource Mgmt.
Marketing &
Research
Inventory &
Distribution
Social Services

A system in which a plan is developed to help people make progress in their lives and achieve specific outcomes.
Facts of life:
- New cases continue to arrive
- Many new cases are time-sensitive

We do not have enough capacity to keep up with demand

We are still working existing cases when new cases arrive

Each worker has an increasing caseload, so they multitask from case-to-case

Cases are in WIP longer, or they return as new cases to address unmet needs

We have less time per case to diagnose needs which leads to decreased trust from the family

We rarely provide the full solution, at the right time, in the right amount
Facilitate quality outcomes for the maximum number of clients as efficiently and effectively as possible.

Keep up with workload and comply with program requirements.

Do what is best for the family situation.

Spend minimal time per case.

Spend the time needed, up-front, to identify and address all needs.

Objective

Needs

Actions

Conflict

Conflict Cloud
The Solution

1. Implement operational strategies to generate capacity
2. Allocate this capacity to the most critical goal activity: quality work with individuals and families
3. Implement FITT
4. Implement Milestone Management
5. Synchronize services across programs
# FITT Example

<table>
<thead>
<tr>
<th>Concept</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>FRONTLOADING (start ASAP)</td>
<td>Develop workout plan ASAP</td>
</tr>
<tr>
<td>INTENSITY (the degree, depth, or concentration)</td>
<td>Daily for 60-minutes</td>
</tr>
<tr>
<td>TIME (the duration, length, or timing)</td>
<td>One month</td>
</tr>
<tr>
<td>TYPE (the nature, content, or substance)</td>
<td>Cardio: elliptical; Strength: push-ups</td>
</tr>
</tbody>
</table>
All proceeds go directly to the National Federation of the Blind
Thinking Clearly
By Kristen Cox

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