

Thinking Clearly

By Kristen Cox



Photo by Pedro Lastra on Unsplash





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

Thinking > Choices > Actions > Results



Sifting Questions

A close-up photograph of a person's hands sifting white flour through a fine-mesh sieve into a wooden bowl. The flour is captured mid-air, creating a soft, white cloud that falls into the bowl below. The background is softly blurred, showing the person's hands and the bowl.

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

A family of four is sitting on a light-colored sofa in a bright, modern living room. A man with dark hair is on the left, a woman with long blonde hair is next to him, and a young child is sitting between them. On the right, a woman with dark hair is smiling and talking to the others. The room has large windows in the background, letting in natural light. The text 'Social Services' is overlaid in the center of the image.

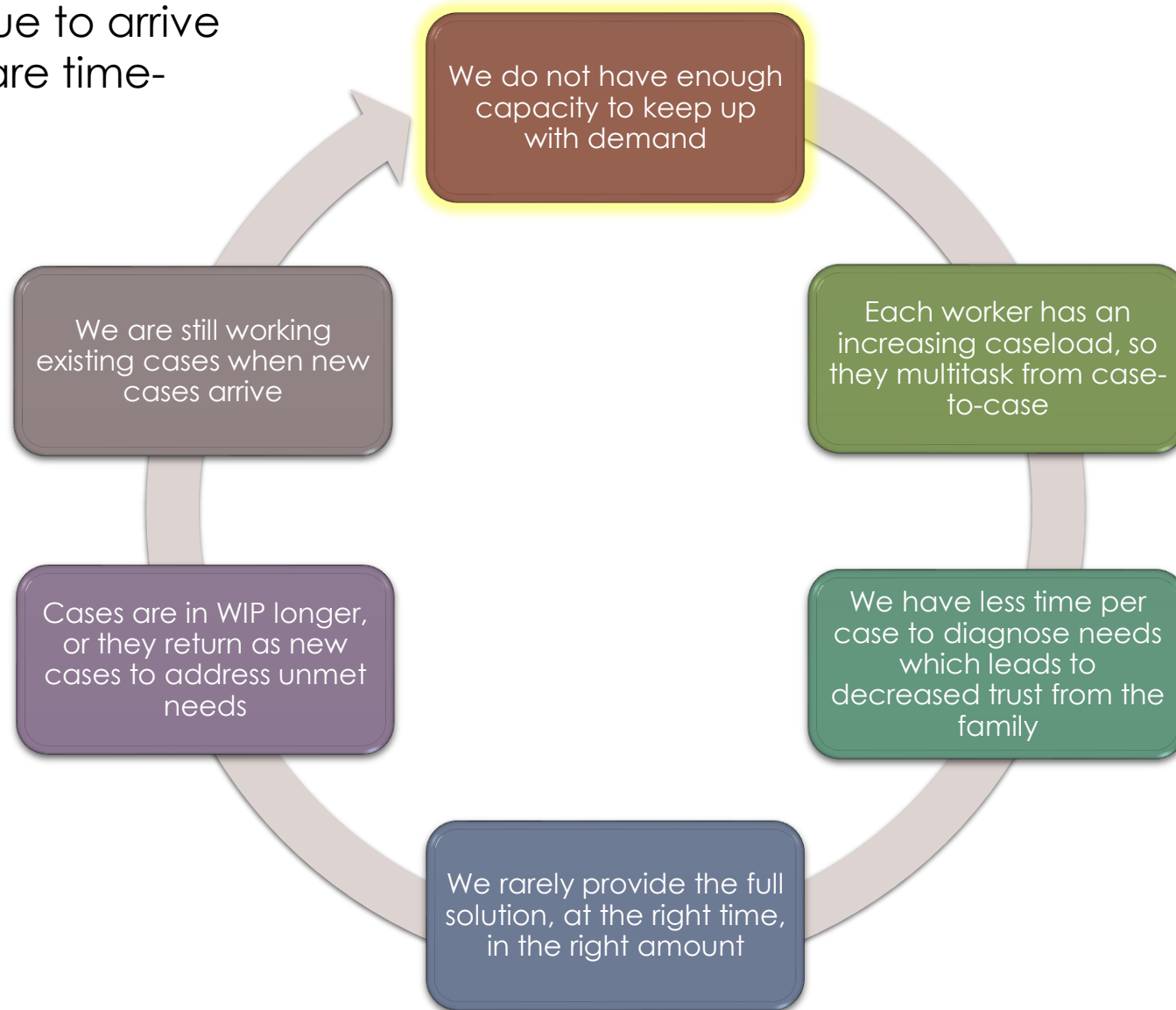
Social Services

A system in which a plan is developed to help people make progress in their lives and achieve specific outcomes

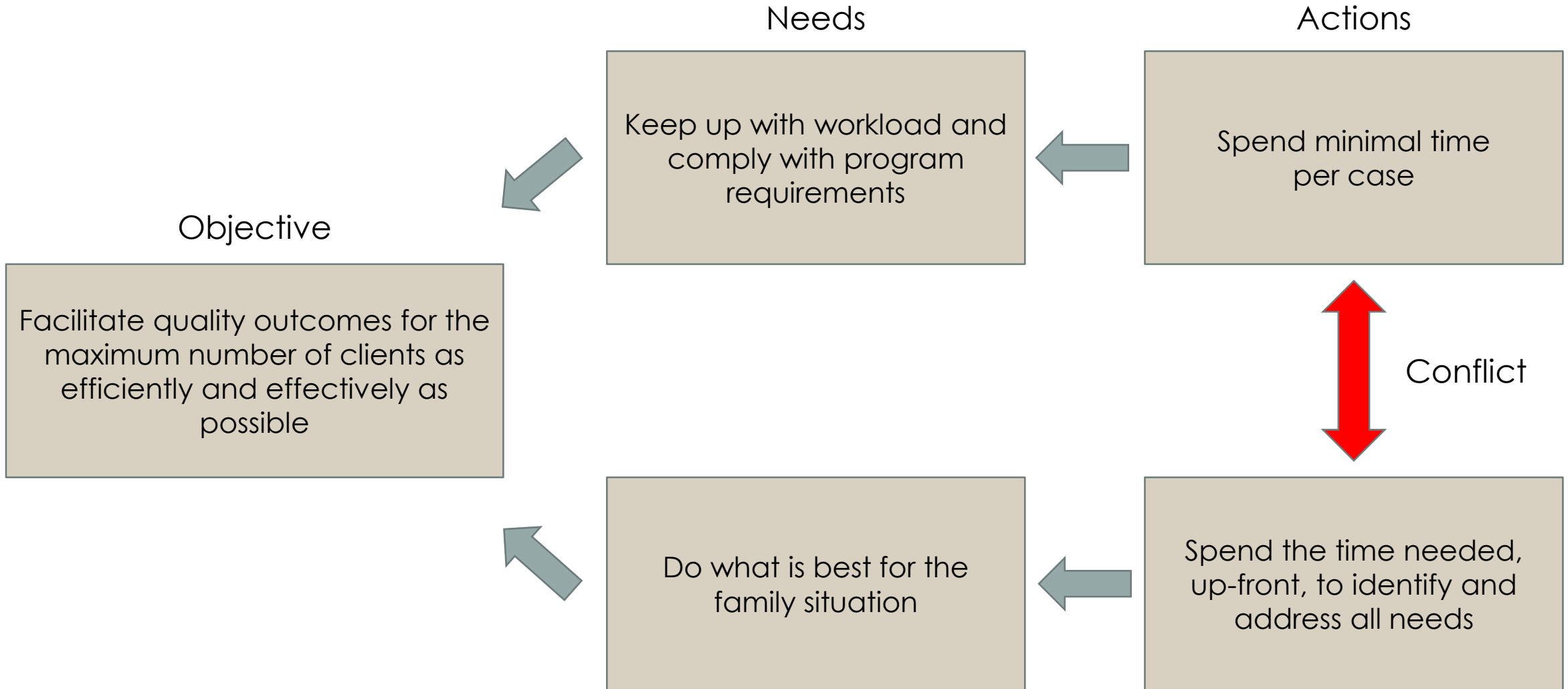
Facts of life:

- New cases continue to arrive
- Many new cases are time-sensitive

Vicious Cycle



Conflict Cloud



A hand holding a magnifying glass over a speedometer. The speedometer has markings for 60, 70, and 80. The magnifying glass is positioned over the 70 mark.

The Solution

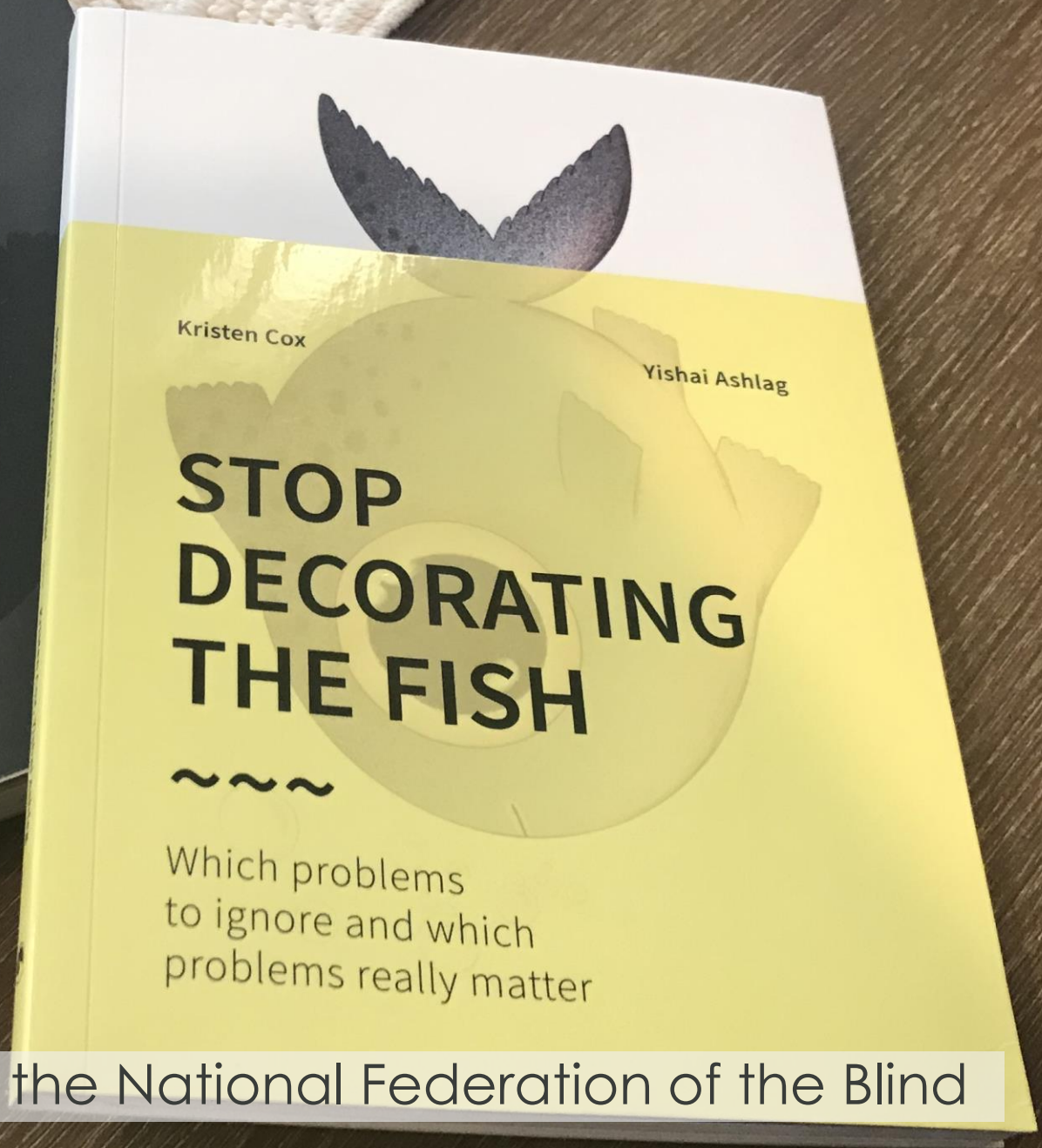
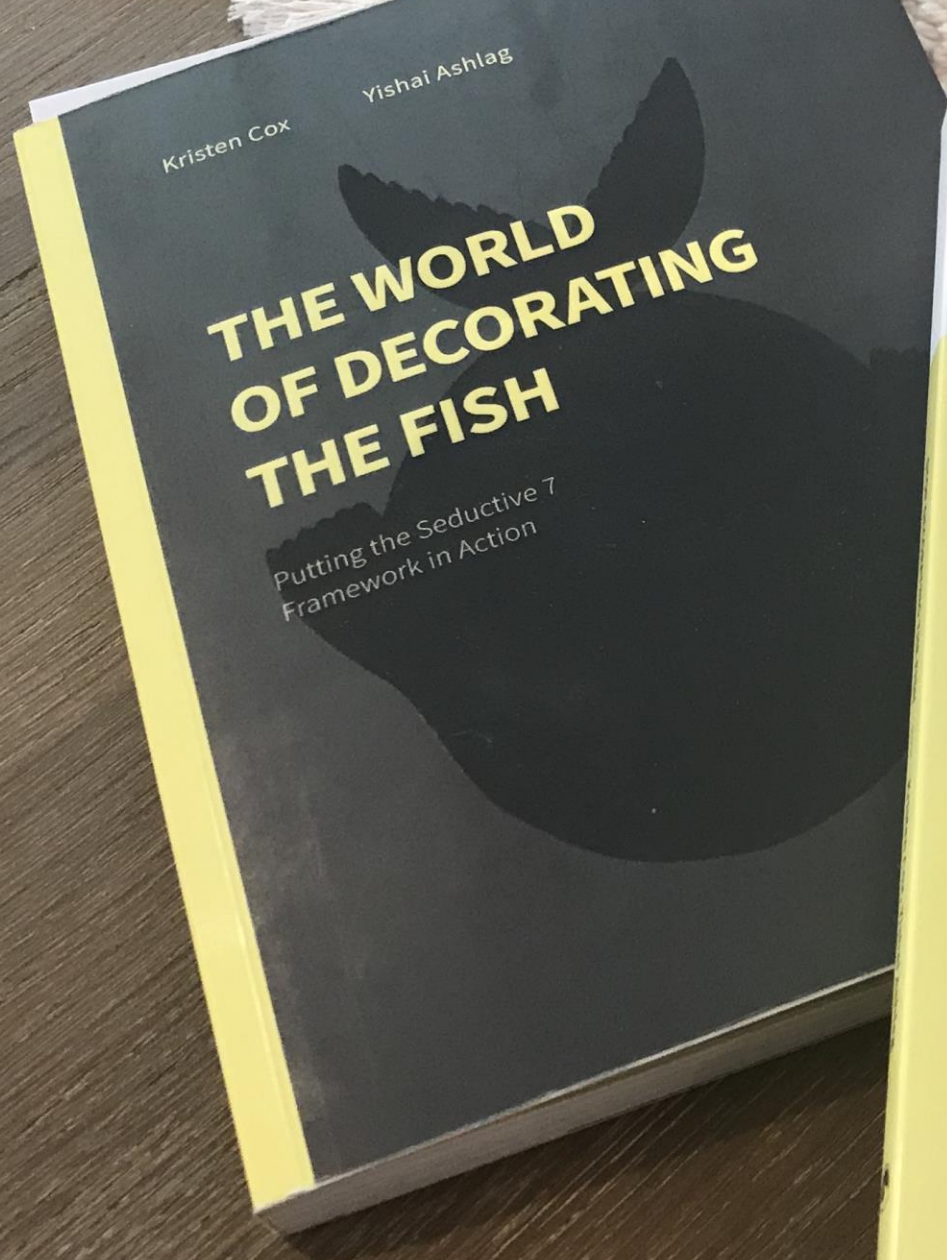
1. Implement operational strategies to generate capacity
2. Allocate this capacity to the most critical goal activity: quality work with individuals and families
3. Implement FITT
4. Implement Milestone Management
5. Synchronize services across programs

FITT Example

Concept	Example
FRONTLOADING (start ASAP)	Develop workout plan ASAP
INTENSITY (the degree, depth, or concentration)	Daily for 60-minutes
TIME (the duration, length, or timing)	One month
TYPE (the nature, content, or substance)	Cardio: elliptical; Strength: push-ups



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All proceeds go directly to the National Federation of the Blind



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