



APRIL 2021**CSF STAFF 'BEFORE AND AFTER' STORIES FOR LANDES ASSOCIATES****TOM MENNERICK, PROGRAM OFFICER**

Prior to working with Les, we tended to issue-bounce, addressing policies and procedures reactively, as emerging situations dictated. Les helped us think about change and quality improvement proactively. With Les' help, we landed on a consistent approach to incremental change (improvement) that is much more intentional and organized. Thanks to our work with Les, we are more aware of the importance of incremental change and less self-conscious about planning big while working small.

JENNY LYNCH, PROGRAM OFFICER

Since the training, we have a set of common language to use when navigating difficult situations. I said to my boss the other day, "Let's remember to ask why would a reasonable rational person make that choice?" It's nice to have the framework in place to shortcut conversations like that.

TAMMIE CRUMBLE, PROGRAM OFFICER

Working with Les and his team helped identify ways to stay on task with targeted goals and to formally establish project management plans. Staying on task has become easier to accomplish due to the formality of the process and re-defining the role of the facilitator/team as they ensure we stay on task.

MEGHAN JENDUSA, DATA AND PERFORMANCE ANALYST

The learning sessions with Les Landes brings a favorite quote to mind, 'If you can see it, you can manage it'. These sessions provided the tools and structure to move from intention into doing.

KARYN SPORY, DIRECTOR OF COMMUNICATION

Many companies and organizations have issues and challenges that may seem too daunting to tackle, but after working with Les and utilizing the improvement tracking system and DEMI process, we've learned how small improvements can lead to big change.

EMILY KOENIG, EXECUTIVE DIRECTOR

Les Landes assisted our team effectively and efficiently in embedding continuous quality improvement into our culture. With his guidance and thoughtful approach, we came to understand change management as not simply a one-off activity or initiative, but rather how we could use the skills, knowledge and tools provided every day to make big and small improvements.