

AFTER ACTION REPORT

TO: Patrick Lawton

FROM: Kristen Geiger

DATE: May 1, 2012

RE: After Action Report – PLAY LIKE A CHAMPION – FINANCE & GENERAL SERVICES

- Purpose
 - What did we set out to do? *The Finance & General Services Division held their “Play Like A Champion” day for the City’s program.*
 - What was supposed to happen? *The day was to provide a brief overview to the 25 participants of the services provided within the division*
 - Is there a process or procedure in place for this activity? *It was the first session held in the Division – developed with input from all staff, including those in the “Play Like A Champion” program.*
- Executive Summary
 - What actually happened? *The day was very busy and went well. Below is a chart summarizing the 18 evaluations we received from the 23 participants – 78% return rate.*

F&GS PLAY LIKE A CHAMPION - 4/25/12	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Facilitator(s) were prepared and knowledgeable in their subject matter	100%				
This Play Like A Champion (PLC) Day was beneficial to me	94%	6%			
The length of the session was timed appropriately	61%	6%	11%	17%	6%
I felt safe during Facility Services session	100%				
I felt safe during Fleet Services session	100%				
I learned at least 5 things I did not know during the PLC Day	94%	6%			
I would recommend this PLC session to others	94%	6%			
Overall, I was very satisfied with this PLC Day	94%	6%			
	0 - 20%	21% - 40%	41% - 60%	61% - 80%	81% - 100%
Knowledge Level of Finance & General Services before PLC Day	28%	39%	17%	11%	6%
Knowledge Level of Finance & General Services after PLC Day			11%	67%	22%

- What worked well that needs to be sustained? *We believe the format and activities worked well and should be maintained.*
- What did not work well and needs to be changed? *The timing of events was too tight and there was not any time for questions. We need two days where 2 of the four activities would be on one day and the other two activities would be on the next day.*
- Lessons Learned

- What can we do better next time? *Communicate, communicate, communicate!*
The day started at 8:00 am but many did not know until the agenda was emailed that the day was not scheduled to end until the evening with Court. As a result, many participants had to leave at or near 5:00 pm missing the court session. The following are comments from the 18 evaluations received.

COMMENTS:

Great Job!

Very Good, but a long day.

Overall "AAA"

Very good job.

Some of the areas needed more time, but everything we have done, has needed more days or time.

Could have had more time. Took in a lot of info in 8 hours.

Great Day a little time cramped but still great.

Needed more time for each department

I'm in Finance but there was a lot (Purchasing and Court) that I didn't know much about before today.

We need 2 days for all the stuff.

I was very impressed, all the employees were engaged in this program and I am very grateful that they learn about what they do. Great Job!!

Not the fault of F&GS but we needed the day to be two days. One little hitch could throw off the whole questions but that would've thrown us really off.

It would be helpful to have a checklist or flowchart handout (to keep) on the steps used for the practice

Please don't take anything away from today.

Class time too short.

Great Day!

- Action Items
 - Develop a list of the actions to fix specific needs – *See notebook on the Day.*
 - Timelines and responsibilities – *See notebook on the Day.*