

# The Mindset of an Effective Big Room

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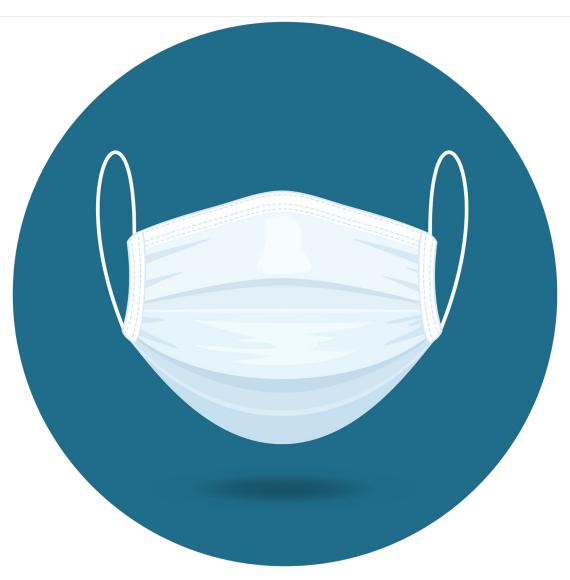
Lindsay Rosti, JE Dunn Construction

LEARN BY DOING FROM THOSE WHO DO

Tuesday, October 19, 2021

Health precautions to keep everyone as safe as possible at Congress:

- Wear masks at all times in indoor events.
- Complete your daily health screening on your phone and bring it with you when you enter the center each day.
- Practice social distancing to the extent possible. Seating at plenary sessions is structured to help with this.
- If you feel ill at any time, please leave the conference and return to your room/consult a physician as necessary.
- Ultimately, our collective health and safety at Congress is up to all of us. Thanks for your support!



#### LCI Course:

The Mindset of an Effective Big Room 4 CEU

Sign the sign-in sheet for credit



## Learning Objectives



Define the meaning of a Big Room, and understand the purpose and benefits of implementing the approach to improving project outcomes.



Understand the characteristics and behaviours of a Big Room Team including aspects of effective facilitation.



Identify the venue types for hosting a Big Room, and discover the key elements for tailoring the space to support collaborative activities.



Gain insights into how the Big Room approach supports knowledge sharing and enhanced collaboration.

## Rules of Engagement



This is a safe zone



**Everyone has equal status** 



Speak up and share your ideas



(S) Actively listen to others



One conversation at a time



Use E.L.M.O.



Silence phones



✓ Be focused and engaged



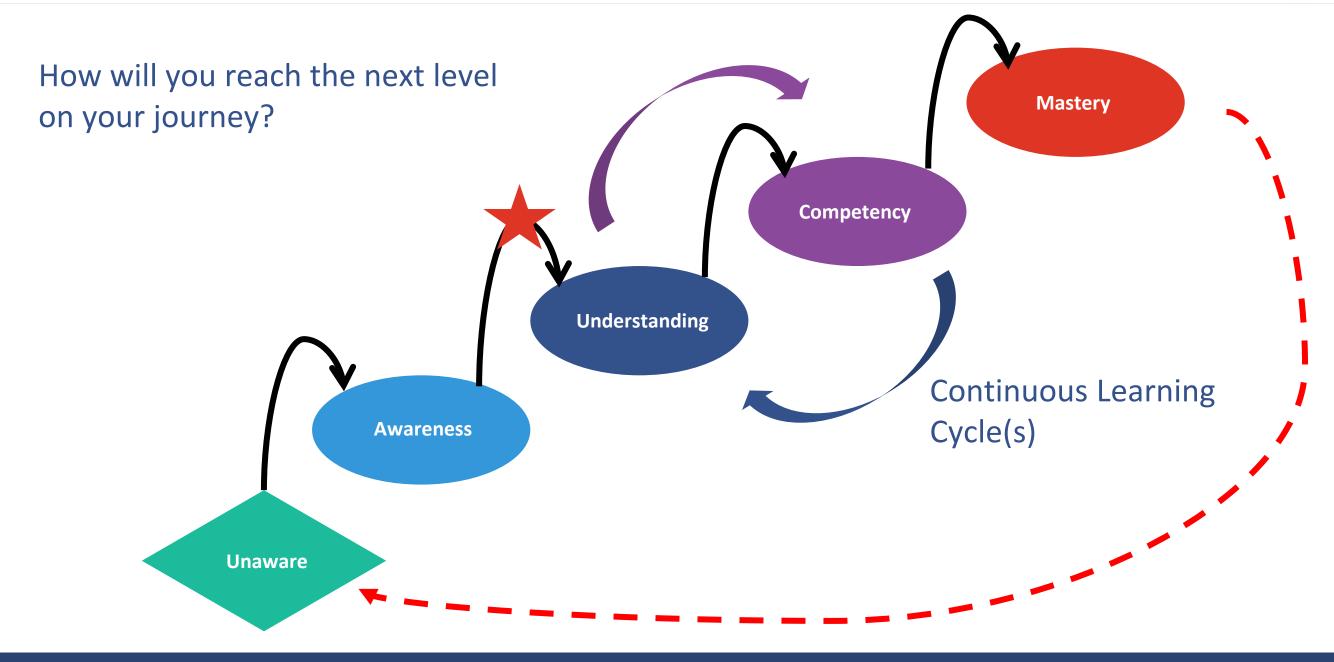
Stay on time



Have fun!



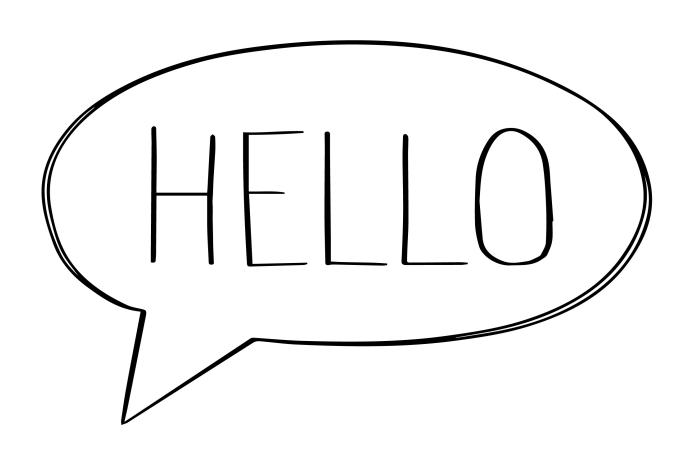
## Lean Journey to Mastery



## Today's Process

- We will facilitate discussions in small and large groups.
  - Small groups will report back to the large group.
- If you have Big Room experience, great! But prior experience is not necessary.
  - You will be able to think logically about the topics to be discussed.
- We will take "Live Notes" on the screen or a flip pad to capture your ideas.
  - You will receive these Notes by email after the Congress.
  - LCI is compiling ideas from each Big Room training session so the entire community can continuously learn.

## WHAT IS YOUR ACTUAL SUPERPOWER? ..... and how do you use it?



#### Six Tenets of Lean

- 1 Respect for people
- Optimize the Whole
- 3 Generate Value
- 4 Eliminate Waste
- Focus on Flow
- 6 Continuous Improvement



10

## Big Room - Definition

**Big Room** refers to a project approach of bringing key individuals together to speed communication and decision-making, and to reduce siloed thinking or approaches.

At its core, the Big Room is a scheduled and recurring event.

It brings key stakeholders together to collaborate, plan, update, solicit resources, invite feedback, demonstrate accountability, make decisions, schedule events and compare the project's current state to the published goals or Conditions of Satisfaction.



11

## Big Room - Definition

- A mindset of intense focus on advancing work
- Is instrumental in cross-functional team collaboration
- Refers to the collaborative behavior of a team and the work they are producing
- Visually displays all information needed to guide the team



## Co-located or Dispersed

Teams can either be *co-located* or *dispersed* in their set-up.

Co-located: Members of the team are located in the same physical location allowing for face-to-face continuous collaboration.

 Co-located teams schedule Big Room sessions to come together with a focused agenda.



Example of a co-located team.

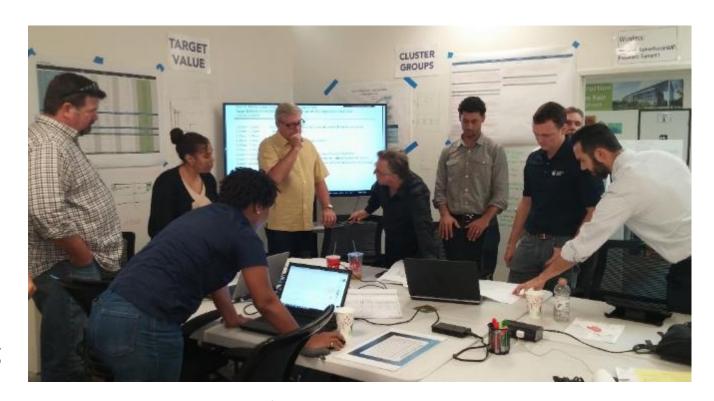
### Dispersed

Dispersed: Members of the team are located at their respective company site locations.

Face-to-face collaboration may continuously happen within their organization but does not happen with the broader team.

Dispersed Teams can employ differing approaches to the Big Room Session:

- Recurring in-person sessions
   The Big Room team meets in person on a scheduled recurring basis.
- Hybrid sessions
   Combination of in-person and virtual sessions.



Example of dispersed team in a Big Room session.

## Big Room Example



**Visual Information** 

Multi-Discipline Team

Collaborative Seating Arrangement

Name Cards

Personality Assessment Results

## Big Room Example

Small Group Collaboration

Visual Information

Collaborative Seating Arrangement



Multi-Discipline Team

## Big Room Example



17

## Big Room Examples



## Can you have a Big Room on-site?



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## How does the Big Room fit into the Lean design and construction approach?



Discuss as a whole group.
(10 minutes)



Take Live Notes.

### Purpose

#### The purpose of a Big Room is to:

- Support cross-functional high-performing teams in advancing work.
- Add value by driving down overall project costs.
- Facilitate rapid advancement of work in a short time frame.
- Enhance collaborative brain power of the team.

Big Room is a commitment to a project, the team, and to working together!



Example of a small project Big Room

#### Benefits

#### A Big Room benefits the project by:

- Improving collaboration through greater team interaction.
- Allowing team members to support each other and align themselves with the goals of the project.
- Breaking down the silo mentality within the project.
- Leading to improved project outcomes.



Example of a Big Room

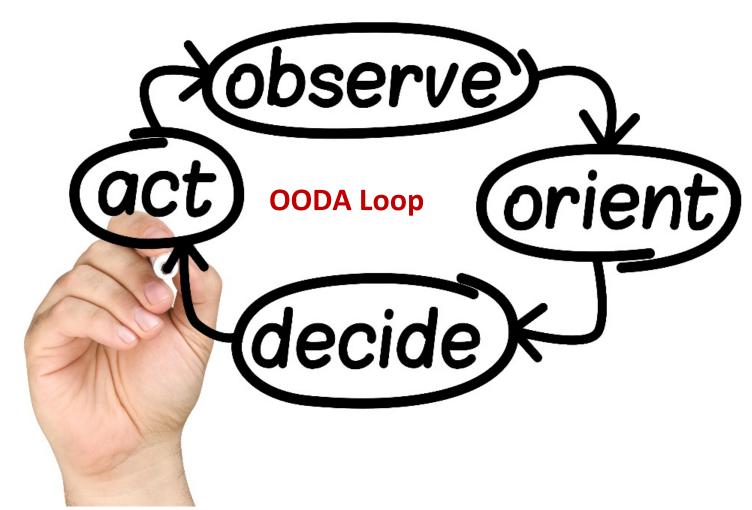
22

#### Add the Core:

The Big Room is a space for the team to gather that supports a team in:

- Seeing the situation (Observe).
- Grasping the situation (Orient).
- Making aligned decisions (Decide).
- Taking Action (Act).

The *OODA Loop* is the cycle of Observe-Orient-Decide-Act, developed by military strategist and US Air Force Colonel John Boyd. It is often applied to understanding commercial operation and learning processes.



## Big Room Implementation

#### When:

- As early in the project as possible.
- The frequency must support the work at hand.
- Teams must continuously evaluate the frequency and duration of sessions.

#### Who:

 Participants will change overtime as the project advances.



24

## Big Room Implementation



## Keys to Peer Facilitation

We are about to begin a series of Small Group discussions in which most of you will have an opportunity to Peer Facilitate, so...

- Stay calm and neutral.
- Don't contribute instead ask questions.
  - If you wish to prompt a thought in the group, ask a leading question, like "Have you thought about ....?"
  - If you *must* make a point, hand "the pen" to another member to be the neutral facilitator, until you finish.
- Assure everyone speaks. Use "round robin" if needed.
- Watch the time.

## Why do we need to use a Big Room on projects?





Take Live Notes.

Discuss in small groups. (5 minutes)

- One person facilitate.
- Identify 3-4 reasons.
- One person take notes & report back.

Report back to whole group. (15 minutes) Don't repeat same idea.



### How would you structure or organize your Big Room?



Take Live Notes.

Discuss as a whole group. (10 minutes)

- Examples:
  - Team where everyone co-locates for several weeks/months.
  - Team where most meet 1 day a week.
     Long distance team members join by GoToMeeting.
  - Design/Build or IPD team where the Big Room includes a co-location and runs the entire project from conception to completion.
  - Others?

## Examples

#### Co-located:

Continuously located with continuous collaboration.

#### **Recurring:**

 Meet in person on regular scheduled recurring basis.

#### **Hybrid:**

 Combination of in-person and virtual.





## **Spatial Needs for Activities**

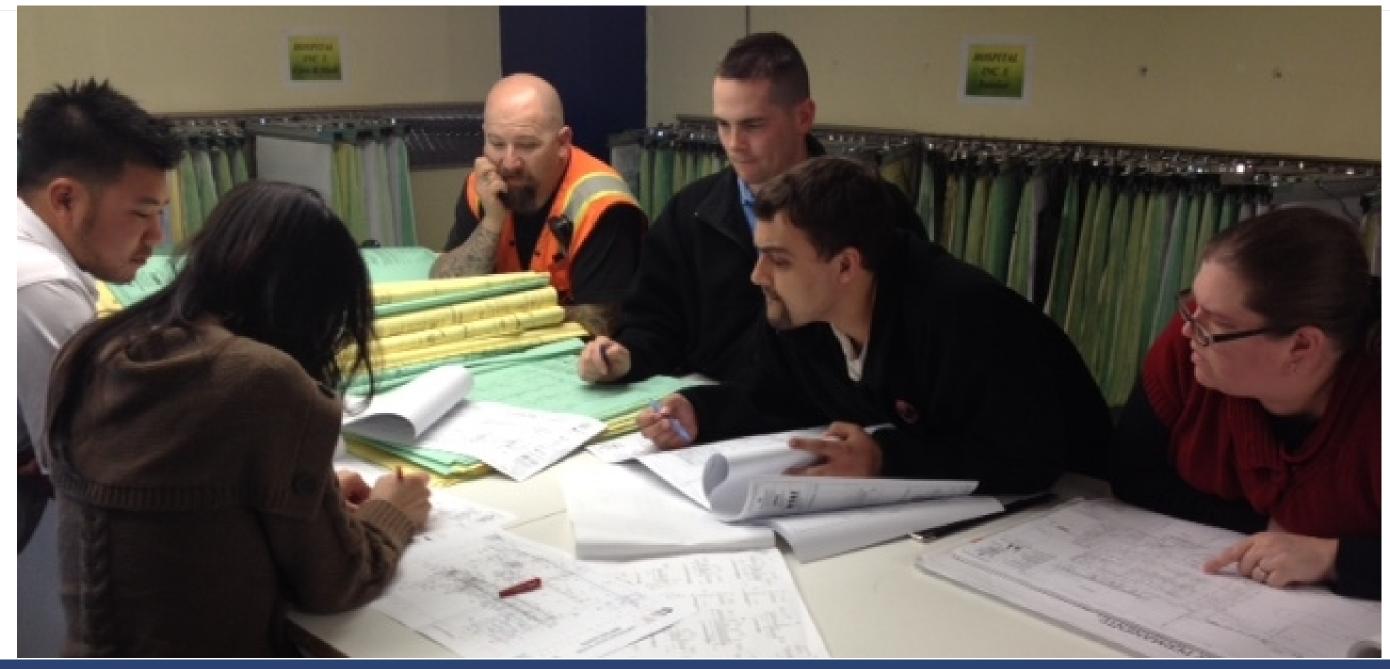
- Planning
- Learning
- Team-building
- Collaborative problem solving
- Target cost conversations

- Decision making
- Commitments
- Team health & assessments
- Ad hoc conversations
- Retrospectives
- What else?

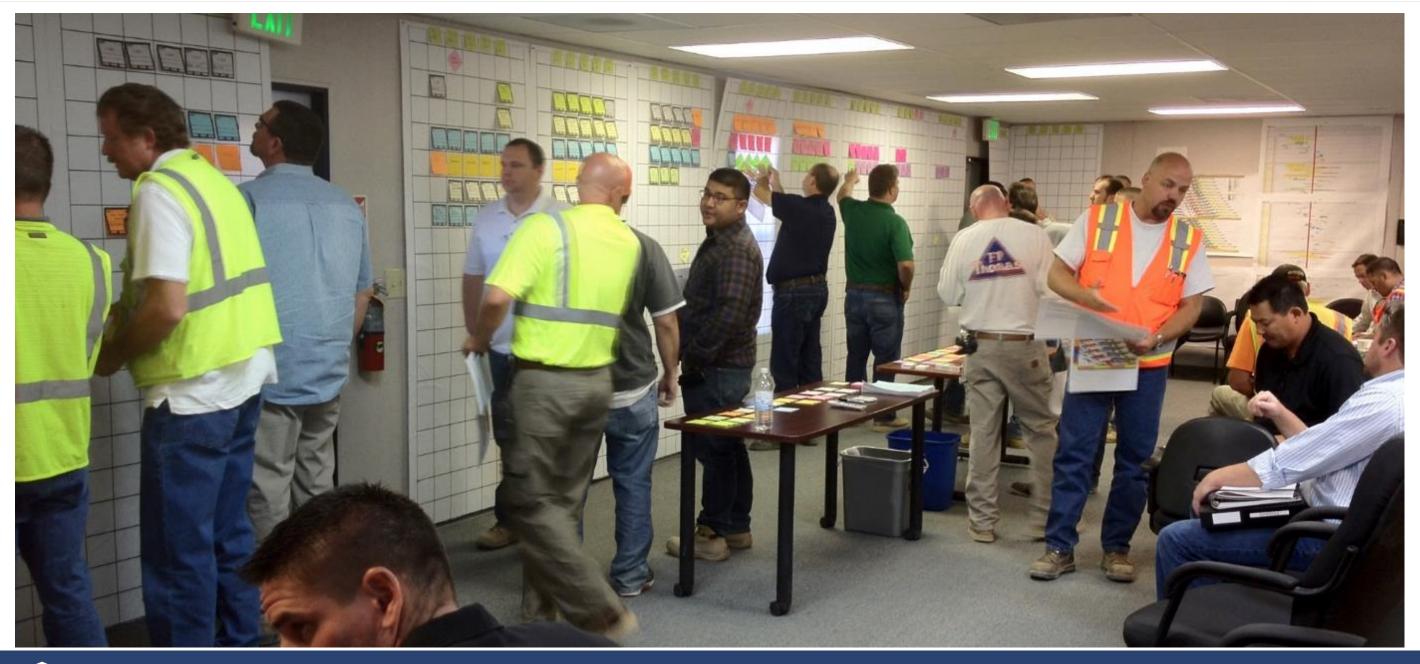




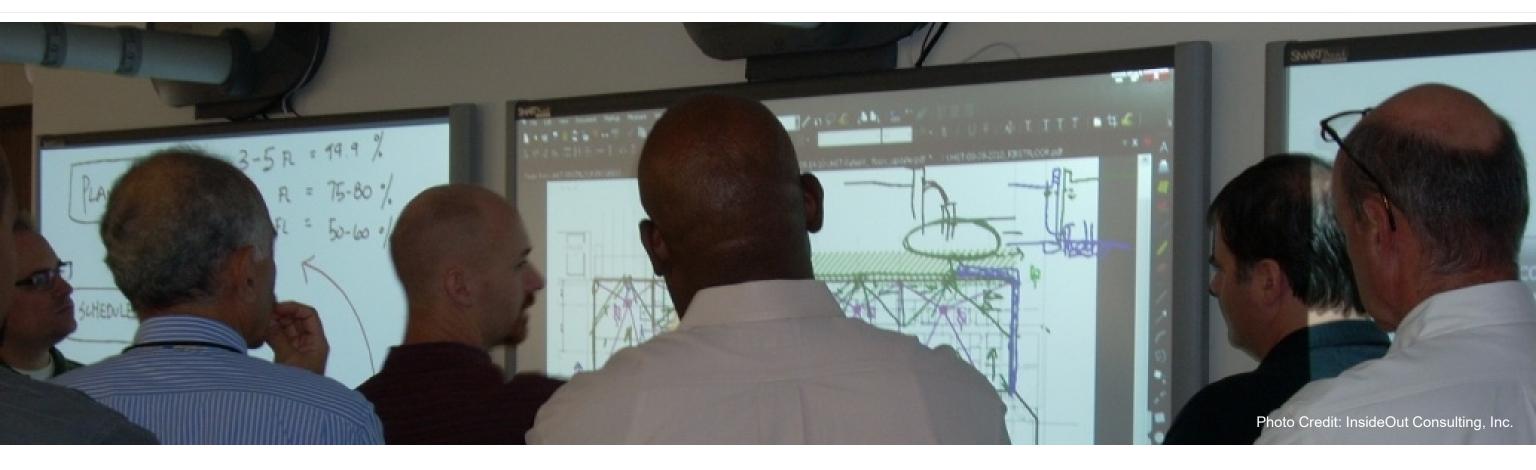
## Advancing the Work



## Advancing the Work



### Teams Interact to Problem Solve!



- Cross functional
- Visual management

- All perspectives
- Explore options

Gain alignment

34

## Setting up a Big Room

- Very large configurable room
- Several smaller conference rooms
- Cluster group work spaces
- Planning space (Last Planner System® weekly boards and phase pulls)
- Small private breakout spaces
- Spaces to celebrate
- "Collision spaces" like Kitchen/break room
- Visual information
- Needs to be re-designable as the team evolves





## What "real world" space challenges need to be overcome? How?



Discuss as a whole group. (10 minutes)



Take Live Notes.

## When we reconvene find the topic you want to work in for 30 minutes and sit there:

- 1. Desirable Behaviors
- 2. Effective Facilitation
- 3. What Could Go Wrong
  - 4. Learning
  - 5. Onboarding
  - 6. Technology
- 7. Meetings that Matter

BREAK – 15 minutes



## Small Focus Group Topics

- 1. Desirable Behaviors
- 2. Effective Facilitation
- 3. What Could Go Wrong
- 4. Learning
- 5. Onboarding
- 6. Technology
- 7. Meetings that Matter

#### Discuss in small groups. (30 minutes)

- One person facilitate make sure everyone talks.
- Use flip charts.
  - Two people take responsibility for planning the report out.
- Define the subject: what does it mean in the Big Room?
- Brainstorm topics and ideas.

#### Report out to whole group. (30 minutes)

- Wander from group to group . (5 minutes each)
- Take Live Notes.



# 1. Desirable Behaviors

### **Desirable Behaviors**

- Overcoming silos
- Leadership
- Conditions of Satisfaction (CoS)
- Respectful collaboration
- Maintaining enthusiasm
- Trust & respect
- Learning



Temecula Valley Hospital Big Room

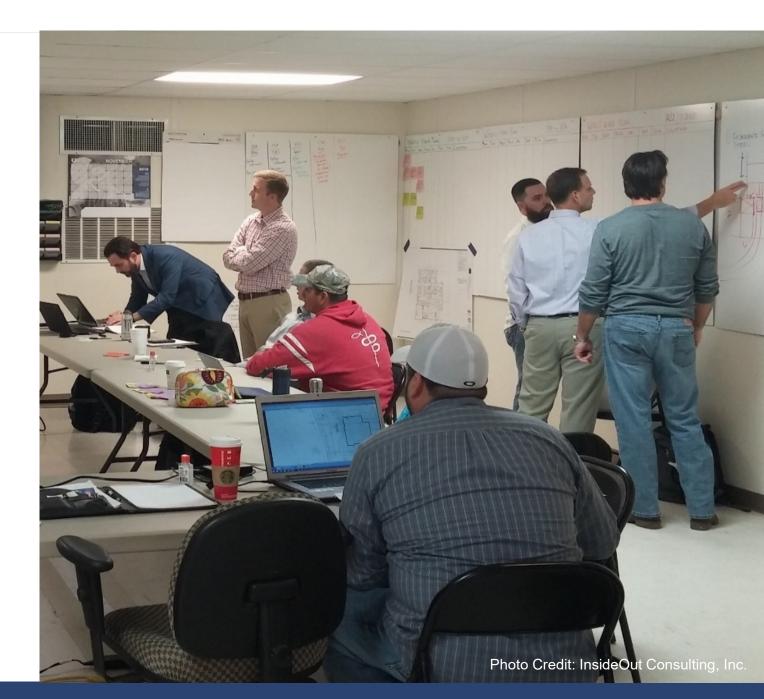
# The Big Room Mindset



- Fostering behaviors that lead to high levels of collaboration.
- Understanding the behaviors and activities of the environment.
- Establishing high-performing teams.

### Effective Leaders are:

- Bold
- Observant
- Channel positive team energy
- Distinguish strength and weaknesses of team members
- Motivational
- Take action



### Conditions of Satisfaction (CoS)

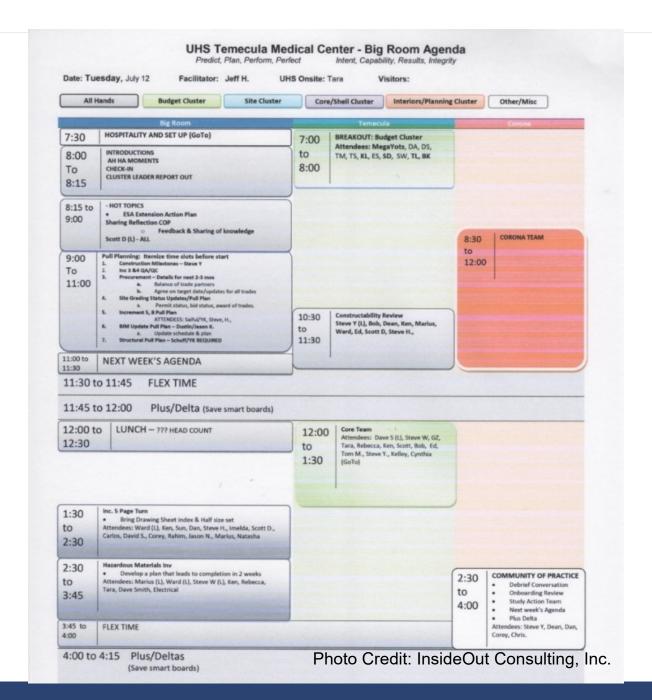
- The project CoS define what "success" means for the project.
- The CoS guide decision making throughout development and implementation of a project.
- Each CoS is a commitment, and all team members are responsible for delivering according to the CoS.



# 2. Effective Facilitation

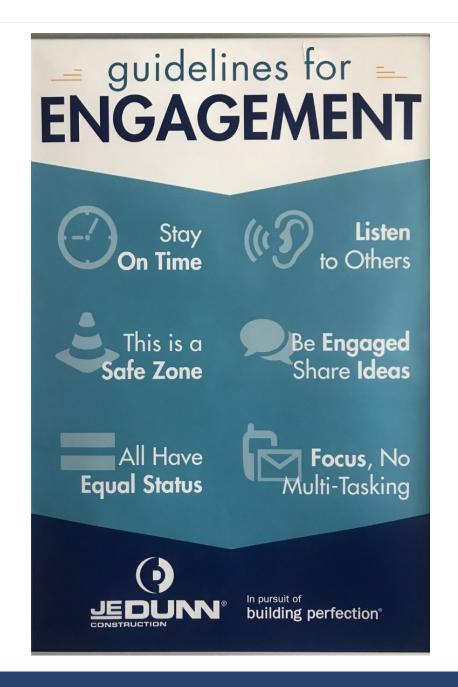
# Effective FROM THOSE WHO DO Facilitation Practices

- Collaboratively developed
- Clear
- Standardize where possible
- Visual controls
- Key participants
- Expected Outcomes
- Time keeper
- Scribe for live notes



# Meeting Rules of Engagement

- Safe zone
- No stripes
- Speak up
- Listen to others
- No side-bar conversations
- No cell phone use
- No multi-tasking
- Stay on time

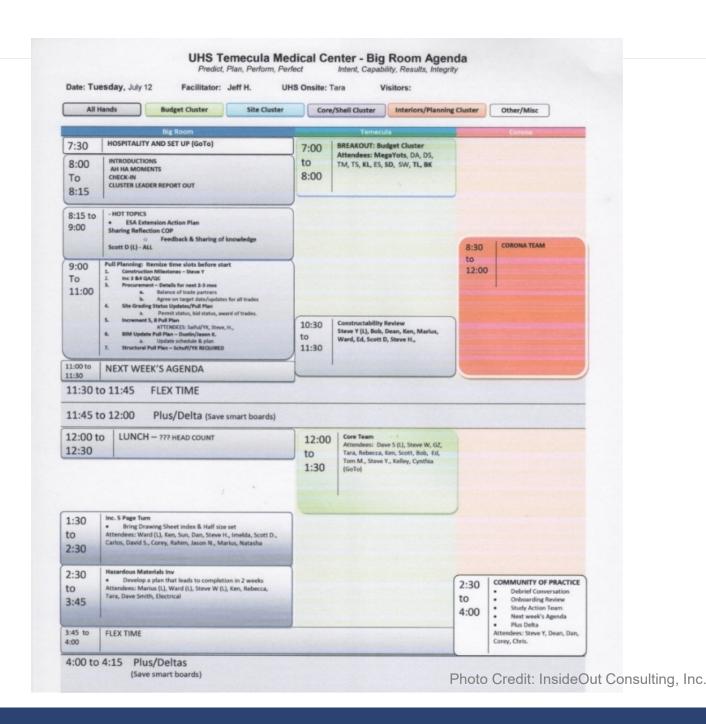


### Creating the Agenda Tips

 Develop together for next session before ending current session.

Determine frequency of Big Room sessions.

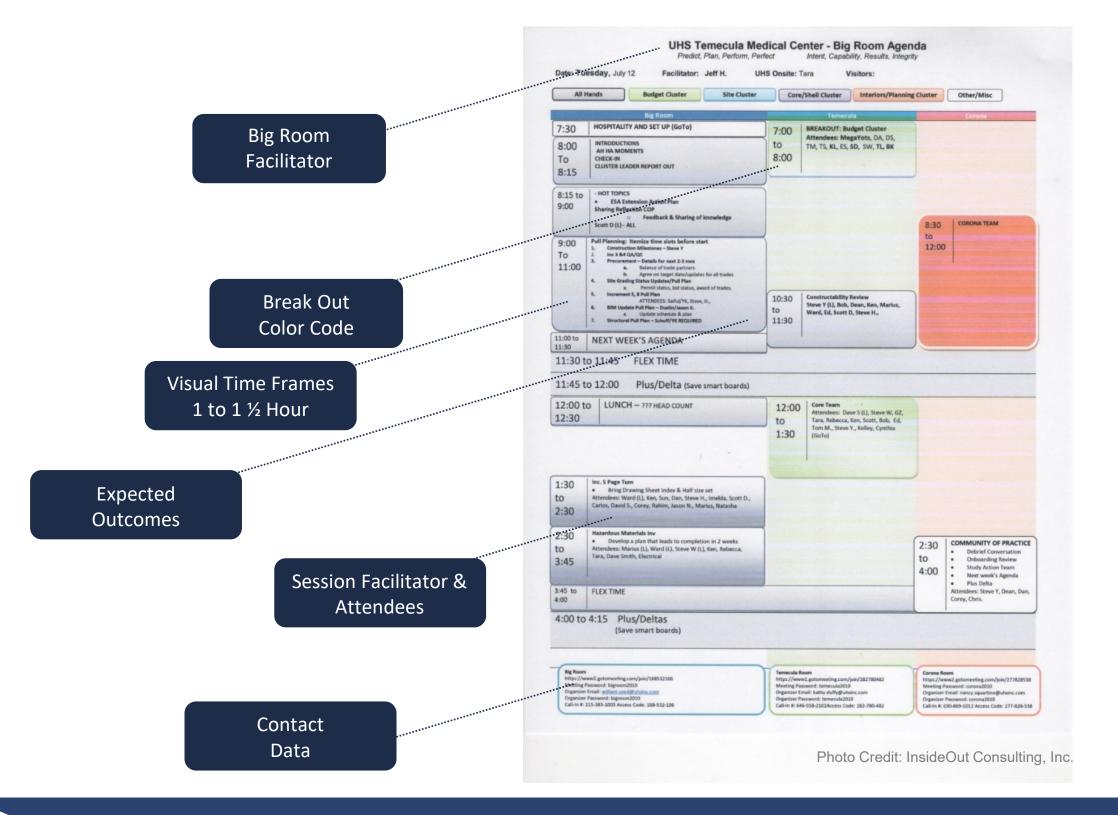
 Pull-plan informs breakout sessions/subjects.



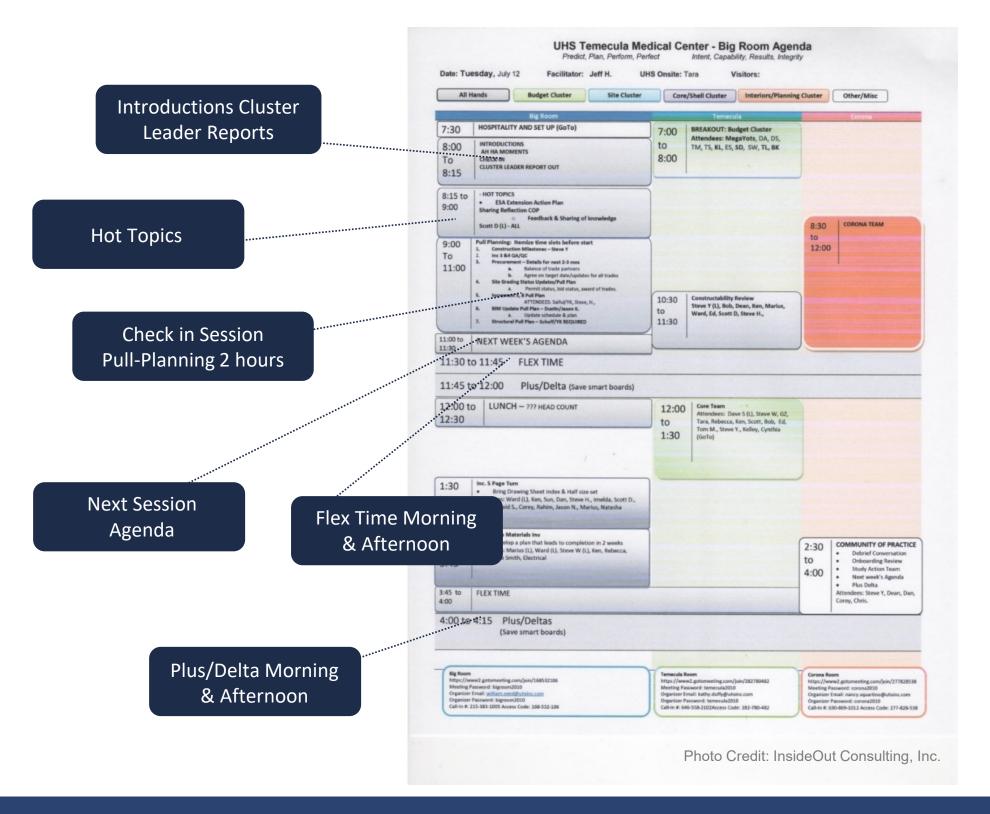
### Agenda Topic Tips

- Hot Topics
- Work Cluster Reports
- A3 Dashboards
- Commitment Log Progress
- Constraint Log
- Agenda for Next Session
- Last Planner<sup>®</sup> Planning
- Cluster Group Breakouts
- Learning Activity

Start Time	Duration	End Time	Topic	Leader	Attendees
1:00 p	5 min	1:05 p	Introductions, Agenda Review & Review Big Room Rules of Engagement	Facilitator	Project Team
1:05 p	5 min	1:10 p	Plus Delta Reflection from Last Meeting	Facilitator	Project Team
1:10 p	5 min	1:15 p	AH HA Moments	Facilitator	Project Team
1:15 p	5 min	1:20 p	Hot Topics (list only)	Facilitator	Project Team
1:20 p	15 min	1:35 p	FF&E Update Review	Nancy	Project Team
1:35 p	20 min	1:55 p	Civil Update	Rene	Project Team
1:55 p	15 min	2:20 p	Budget Update & Burn Rate	Keyan	Project Team
2:20 p	25 min	2:45p	Review Pull Plan/Work Register	Facilitator	Project Team
2:45p	30 min	3:15 p	Hot Topic Work Session	Facilitator	Project Team
3:15 p	20 min	3:35 p	Lean Learning	Facilitator	Project Team
3:35 p	10 min	3:45 p	Agenda for Next Meeting	, Facilitator	Project Team
3:45 p	10 min	3:55 p	Plus Delta		



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# Stay on Track



# ENOUGH LET'S MOVE ON



# 3. What could go wrong?

### Commonly Occurring Risks

- The team spirit diminishes and people gravitate to their silos and "us-them" thinking.
- Death by meetings we don't have time to do our work because we're always in meetings.
- Enthusiasm wanes, this becomes just another day.
- Meetings start late because of late arrivals.
- Leadership quits listening and becomes directive.
- Planners don't follow the plan, go rogue.

### Drift to Traditional....





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# 4. Learning

# **Learning Opportunities**

### **Simulations**



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### Reading/Discussion Groups



# Learning





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### Team Health & Assessments

- Teams need to assess how they are doing as they progress through a project.
  - Chemistry
  - Collaboration
  - Teamwork
  - Meeting Commitments
  - Innovation/Creativity
  - Target Value Delivery
  - Learning & Coaching
  - Excitement
  - Attitude/Fun
  - Building relationships
  - Transparency

### **Team Monthly Average Scores**

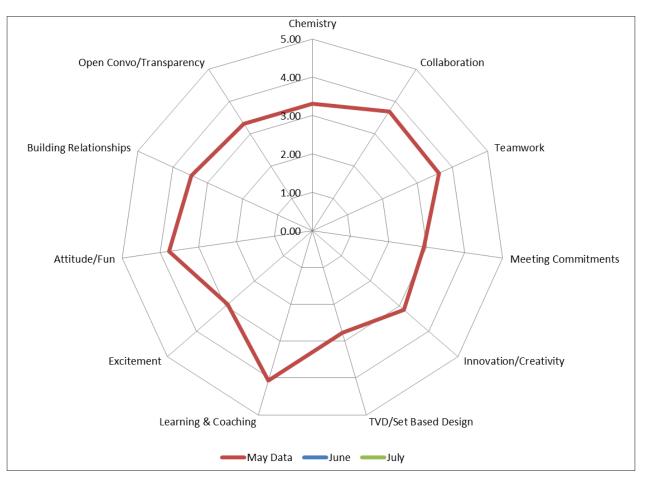


Photo Credit: UHS

### Retrospectives/Continuous Improvement

- Quick retrospective conducted at the end of every meeting.
- Regular occurring retrospective conducted at the completion of work cycles.
- Event-based retrospective conducted at the completion of major milestones.
- Impromptu when a breakdown is declared or other reason arises.



# Retrospective





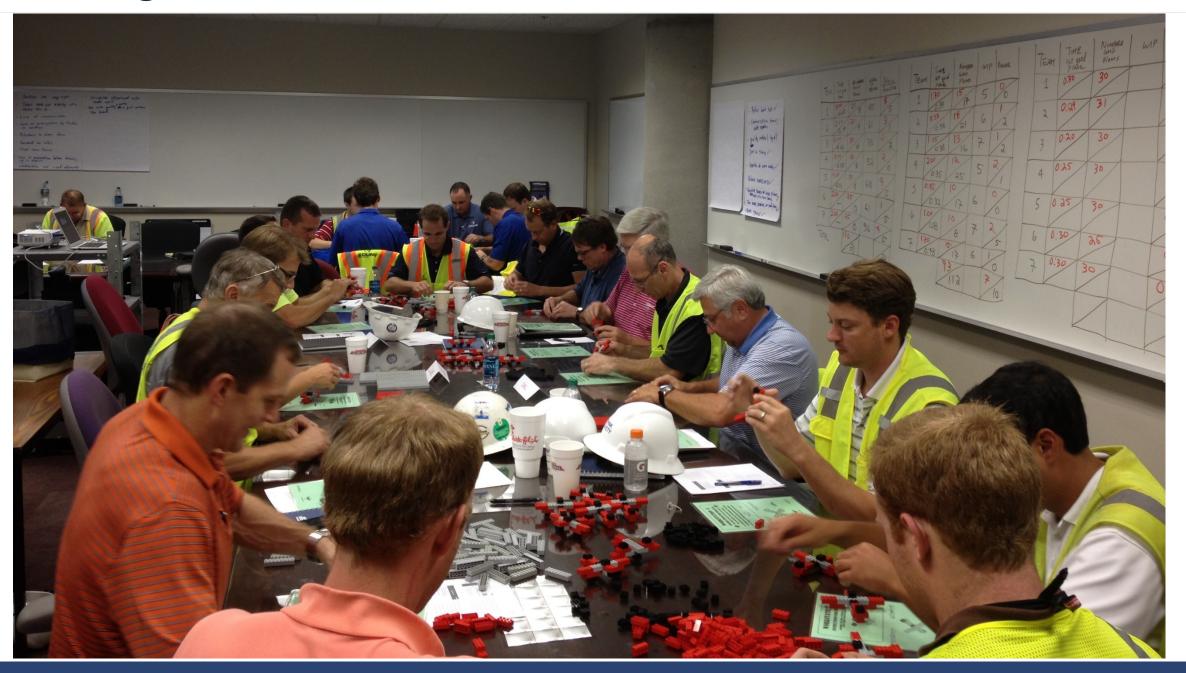
# 5. Onboarding

### **Onboarding Considerations**

- Who
- When
- How can you get them "up to speed" on:
  - Project status and milestones
  - Team culture
  - Expected/desired behaviors
  - Safety
  - How we plan and execute
  - What we expect when problems occur

Onboarding is not a one-time event; it is a continuous process where concepts and culture are always reinforced.

# Onboarding





# 6. Technology

### What technology support is needed?

- SMART type boards
- Video conferencing
  - Large group
  - Individual with remote team members
- White boards
- Internet / companies' connectivity limitations
- PM/Documentation Software
- Shared files vs. separate networks
- Printing & Plotting
- Projection



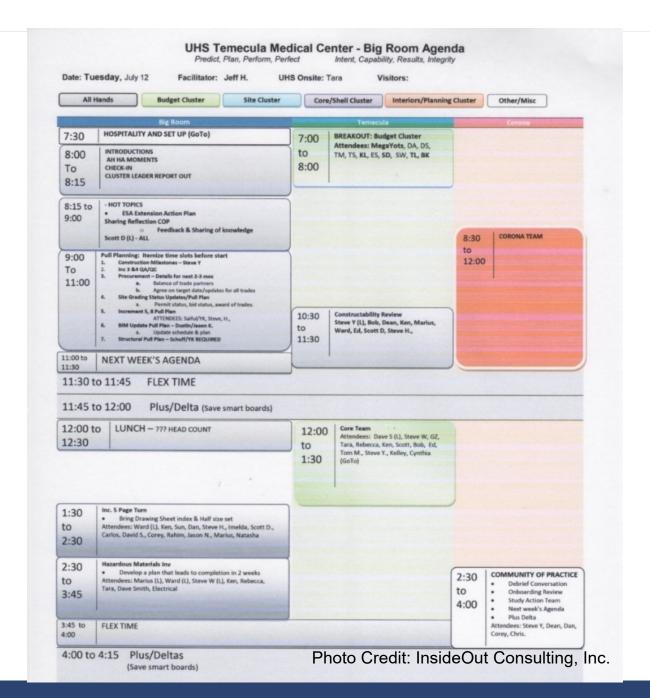




# 7. Meetings That Matter

### Effective Facilitation Practices

- Collaboratively developed
- Clear
- Standardize where possible
- Visual controls
- Key participants
- Expected Outcomes
- Time keeper
- Scribe for live notes



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# Planning

Planning has a Design Phase and a Construction Phase application

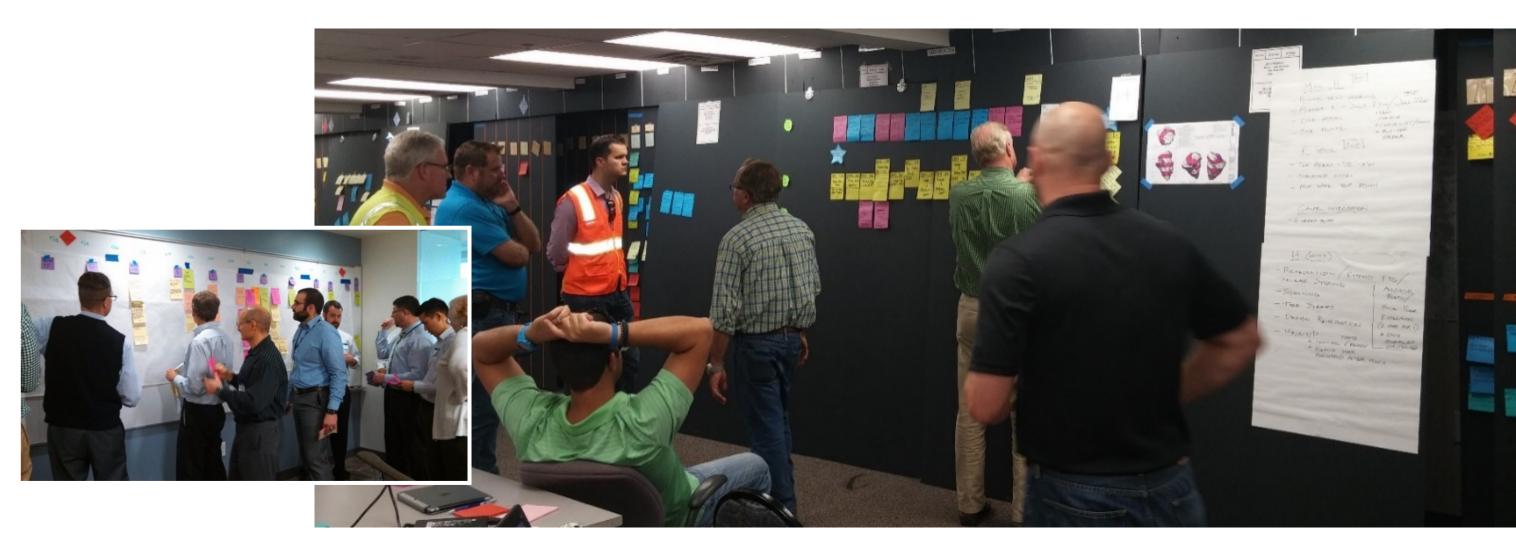


Photo Credits: InsideOut Consulting, Inc.

# Reporting

### A3 DASHBOARD



### **COMMITMENT LOG**

					LARRESCA VYTI CONSTRAINT											
SESSION INFO					COMMITMENT INFO						STATUS INFO					
AstoProp	Assing Assing				Lethy					Constraint Log			Dripbun	Dropdeser		
ID	Group	Swirnlane	Activity	Revision	Action Item	Start	Due	Duration (Days)	By (Individual)	Constraint	Responsible Individual	Resolution Need Date	Complete?	Cause of Delay		
AD-TC-013	AD	TC	13	2	Provide fountain basin layout	4/14/2014	4/29/2014	12	Greg M.							
AD-TC-033	AD	TC	33		Include foundations for lamp posts in the 60% set to VOA	4/22/2014	5/1/2014	8	Jaime							
D-TC-038	AD	TC	38		Deliver Springs' deck for B13 to VOA in 60% set	4/28/2014	5/6/2014	7	Jaime							
D-TC-047	AD	TC	47		Round 2 mockups- tile, veneer, specialty		6/2/2014	25	Brad M.							
D-TC-073	AD	TC	73		Round 2 mockups- veneer, specialty		6/2/2014	15	Brad M.							
D-TC-048	AD	TC	48		Deliver PDFs to VOA	5/19/2014	6/5/2014	13	JT.							
D-TC-049	AD	TC	49		Release Bluebeam set/drawings	4/10/2014		40	Alonso							
D-TC-068	AD	TC	68		Updated digital directories scope/size	5/27/2014		8	Jaime							
D-TC-078	AD	TC	78		Provide VOA with preferred pullbox locations		6/9/2014	20	Dave L.							
D-TC-086	AD	TC	86		Send Alonso ADE's drawing package PDF		6/11/2014	22	TI.							
AD-TC-083	AD	TC	83		Give VOA electrical Show lighting & mechanical PDFs	5/12/2014		23	Stu S.							
AD-TC-084	AD	TC	84		Give VOA reviewer distribution list	5/12/2014	6/12/2014	23	Stu S.							
AD-TC-084	AD	TC	76		Release Bluebeam set/drawings		6/13/2014	24	Alonso							
D-TC-077	AD	TC	77		Provide PDFs for 90% AD set	5/12/2014	6/13/2014	24	Andrew							
D-TC-080	AD	TC	80		Provide Civil 90% PDF to Alonso		6/13/2014	24	Mike C.							
D-TC-081	AD	TC	81		Distribution memo for Bluebeam with focus review questions	6/4/2014	6/13/2014	8	Bill P.							
D-TC-085	AD	TC	85		Expect Show lighting to CAD for Greg R.	5/12/2014	6/13/2014	24	Stu S.							
AD-TC-087	AD	TC	87		Provide drawings to VOA (Show audio, irrigation)	6/3/2014	6/13/2014	9	Brian B.							
D-TC-088	AD	тс	88		Provide drawings to VOA (Wifi & digital directory locations)	6/3/2014	6/13/2014	9	Brian B.							
O-TC-089	AD	TC	89		Provide comm. pullbox locations to Atkins	6/3/2014	6/16/2014	10	Andrew							
D-TC-090	AD	TC	90		Deliver CAD export of light post locations to Civil		6/16/2014	25	Greg R.							
D-TC-091	AD	TC	91		Provide corrdinates for pole mounted lights	5/12/2014	6/23/2014	30	Brian F.							
D-TC-092	AD	TC	92		Provide coordinates/spot elevations for comm. pull boxes	5/12/2014	6/23/2014	30	Brian F.							
D-TC-093	AD	TC	93		Clash detection substantially complete		6/25/2014	32	Josh							
D-TC-094	AD	TC	94		Release 100% TC AD drawings	5/12/2014	7/3/2014	38	Alonso							
D-TC-042	AD	TC	42		Final Show input- Audio	4/10/2014		-29802								
D-TC-043	AD	TC	43		Final Show input- Lighting	4/10/2014		-29802								
D-TC-044	AD	TC	44		Final Show input- Graphics	4/10/2014		-29802								
D-TC-045	AD	TC	45		Creative approval of landscape material	4/10/2014		-29802								
D-TC-050	AD	TC	50		Creative approval of hardscape material	4/10/2014		-29802								

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### **Decision Making**

- A3 thinking
  - collaborative document managed by a single champion.
- Choosing by Advantages (CBA)
  - a collaborative decision making system to help simplify, clarify and unify the decision making process.

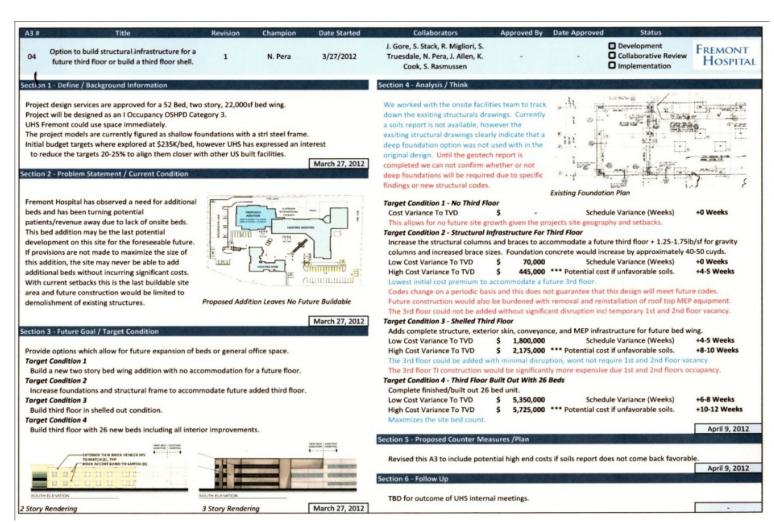


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# Target Value Tracking Activities

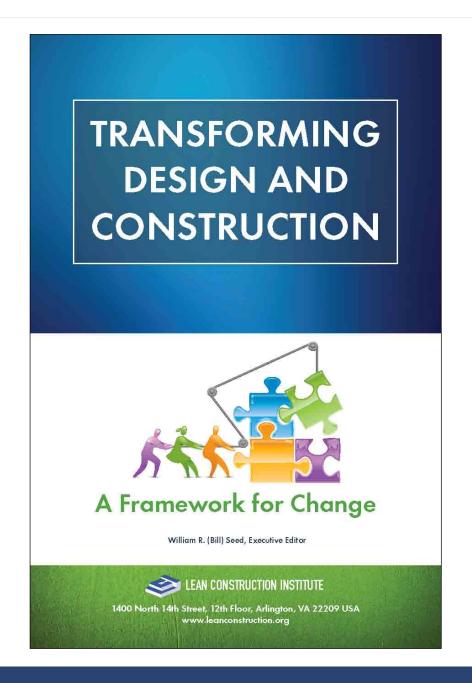
- Target Cost Tracking Transparency
- Risk Identification
  - Mitigation strategy
  - Cost
  - Rank
- Path Back Identification



Photo Credit: InsideOut Consulting, Inc.

# Kickoff Meeting Framework

- Design Vision
- Team Structure
- Team Culture



# When is the right time to implement the Big Room? When is too soon? When is too late?

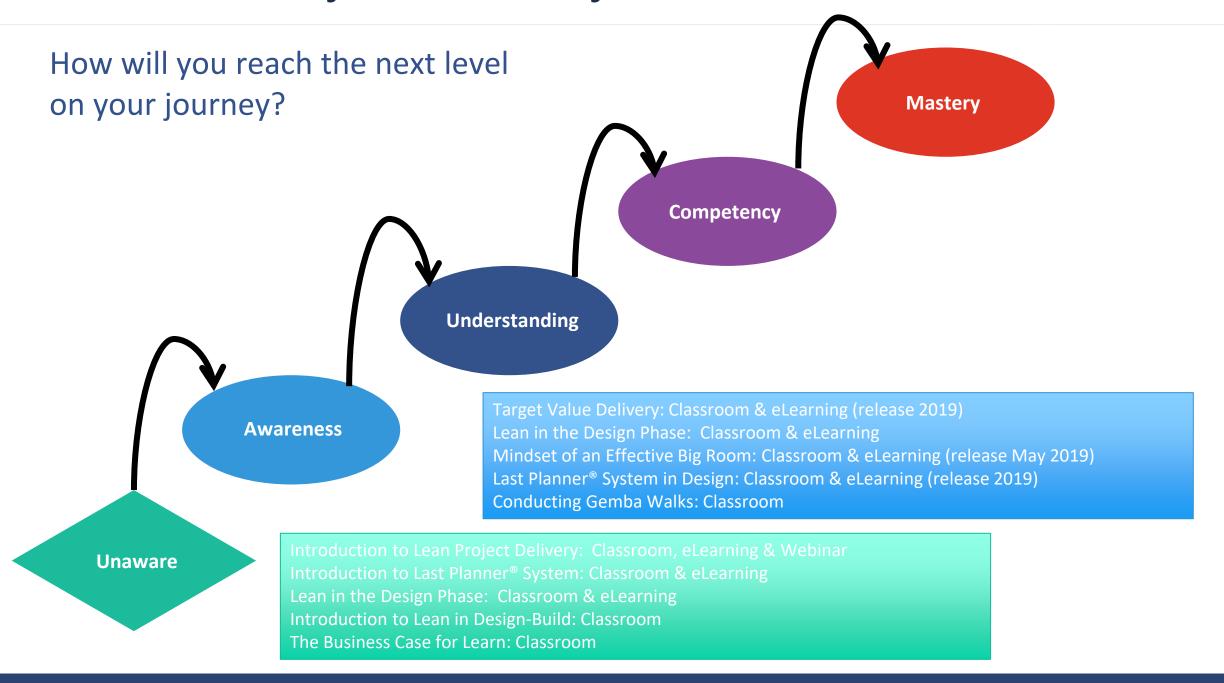


Discuss as a whole group. (10 minutes)



Take Live Notes.

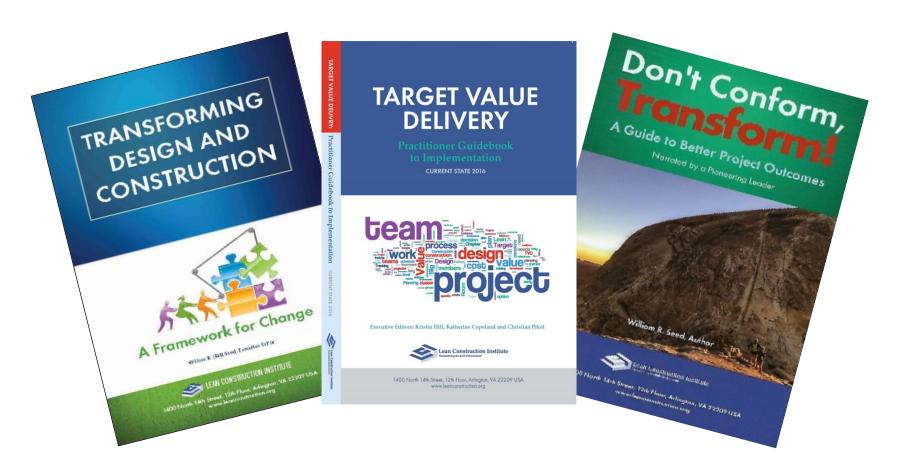
### Lean Journey to Mastery



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### More on Learning

### **Books:**



### **Events:**

- Local Community of Practice
- Congress (October)
- Design Forum (May)

Start learning now: www.LeanConstruction.org

### eLearning Courses

### Available now:

- Introduction to the Last Planner System®
- Introduction to Lean Project Delivery
- Lean in the Design Phase
- Effective Big Room
- Target Value Delivery







# Questions?



### Learning Objectives Review



Define the meaning of a Big Room, and understand the purpose and benefits of implementing the approach to improving project outcomes.



Understand the characteristics and behaviours of a Big Room Team including aspects of effective facilitation.



Identify the venue types for hosting a Big Room, and discover the key elements for tailoring the space to support collaborative activities.



Gain insights into how the Big Room approach supports knowledge sharing and enhanced collaboration.





In the spirit of continuous improvement, we would like to remind you to complete this session's survey! We look forward to receiving your feedback.



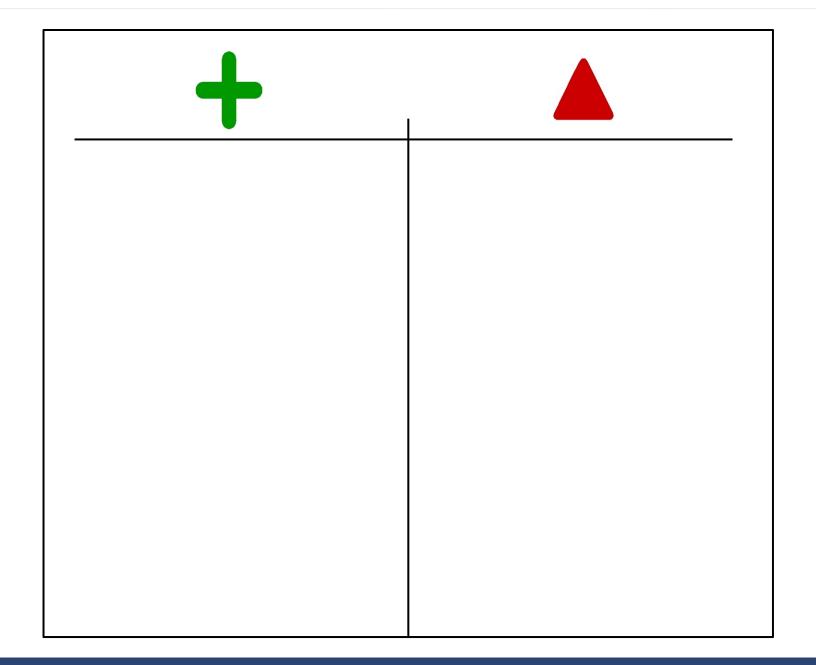
### Conduct Plus/Delta



Plus: What produced value during the session?



Delta: What could we change to improve the process or outcome?



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