

# The Mindset of an Effective Big Room

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October 24, 2023

## Presenter Highlights



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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.

## Lean Journey to Mastery



Mastery Competency Competency **Building Loop** How will you reach Understanding the next level on your Continuous journey? Learning **Awareness Unaware** 

## 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.



## Rules of Engagement



This is a safe zone



Everyone has equal status



Speak up and share your ideas



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!

## Stay on Track



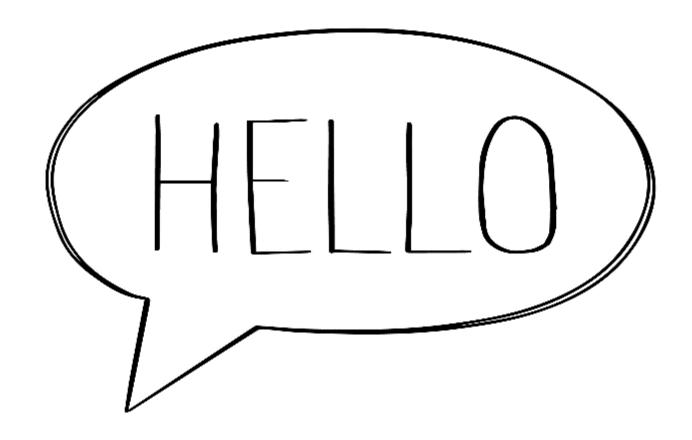


## ENOUGH LET'S MOVE ON

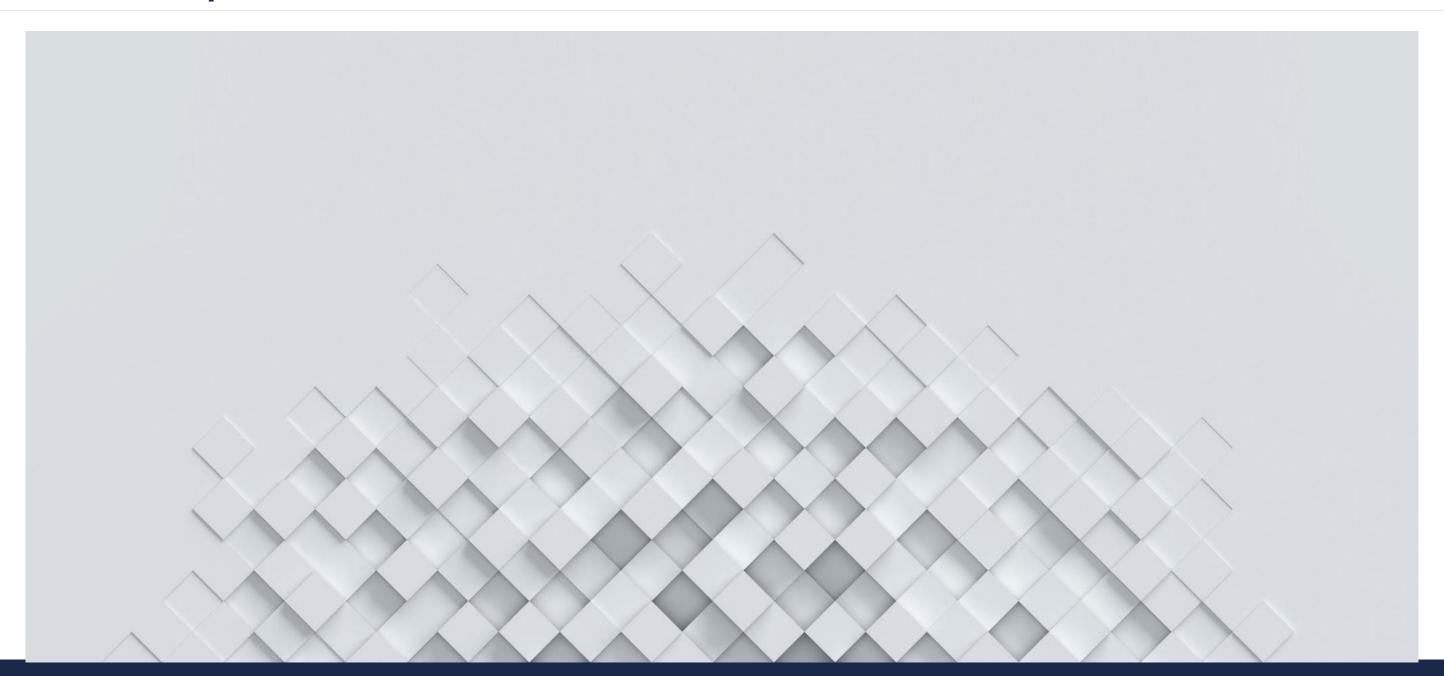


Learn About Each Other

- Name, company, role.
- What do you want to learn?



## Silent Squares



## Silent Squares

#### Objective:

- Everyone get a 6-inch square in front of you
- You may not speak
- You may offer pieces to others
- You can receive, but you may not take or request pieces from another
- No finger pointing, grabbing, groaning, grunting, etc
- No cutting, tearing, folding the pieces
- There is NO TALKING

## Silent Squares Learning Points

- It isn't about the individuals, but rather the group.
  - Individuals need to give something up to make it work for the group
- All players need to have a shared understanding of the entire project's successful outcome
- Collaboration is not only okay, but is required
- Challenge all assumptions for validity

#### Six Tenets of Lean



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





## What is a Big Room?

## Big Room - Definition



- Approach of bringing key individuals together to speed communication and decision-making, and to reduce siloed thinking or approaches.
- Scheduled and recurring event.
- 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 (CoS).



## 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



### 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's 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

#### Discussion



What happens in the Big Room and how is it different than a conference room?

How is it different than an Owner / Architect / Contractor (OAC) meeting?

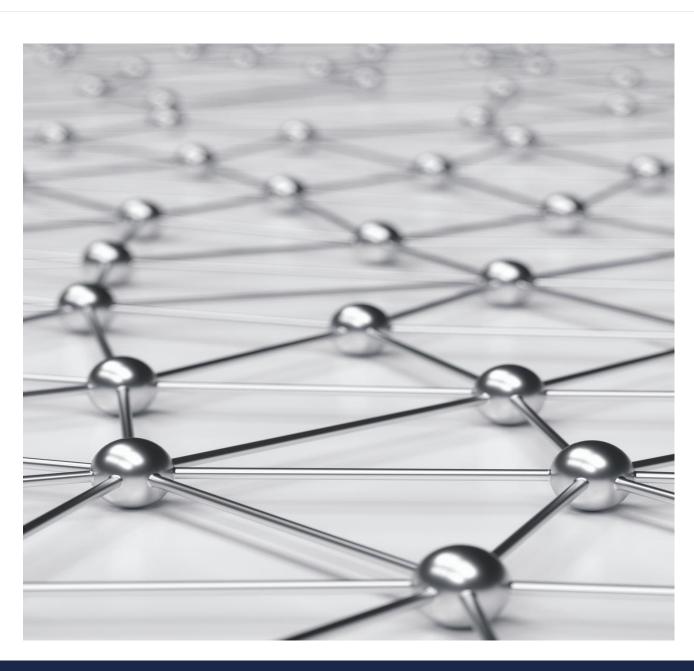


Discuss at your table then discuss as a whole group.

(10 minutes)

## Big Room Implementation





A successful team in the big room focuses on the following areas:

- Culture-Mindsets & Behaviors
- Alignment of Goals & CoS
- Production-Visual Management



## Big Room Implementation



- Adjust as needed
- Adjust at the pull of the project



- Learn & Align on the What
- Define your purpose & How

- Retrospectives
- Plus/Delta's



Implement Your Plan

Core Big Room Group

#### Teams Interact to Advance Work



#### It is .....

- Cross functional
- Visual management
- Includes all perspectives
- Explore Options
- Gains alignment
- Active Problem Solving
- Continuous Improvement
- Go & See

#### It is not .....

- Just a report out
- A one-sided conversation
- Just a room with posters
- Traditional behaviors
- Fire and forget
- Hiding behind a screen
- Multitasking
- Just showing up

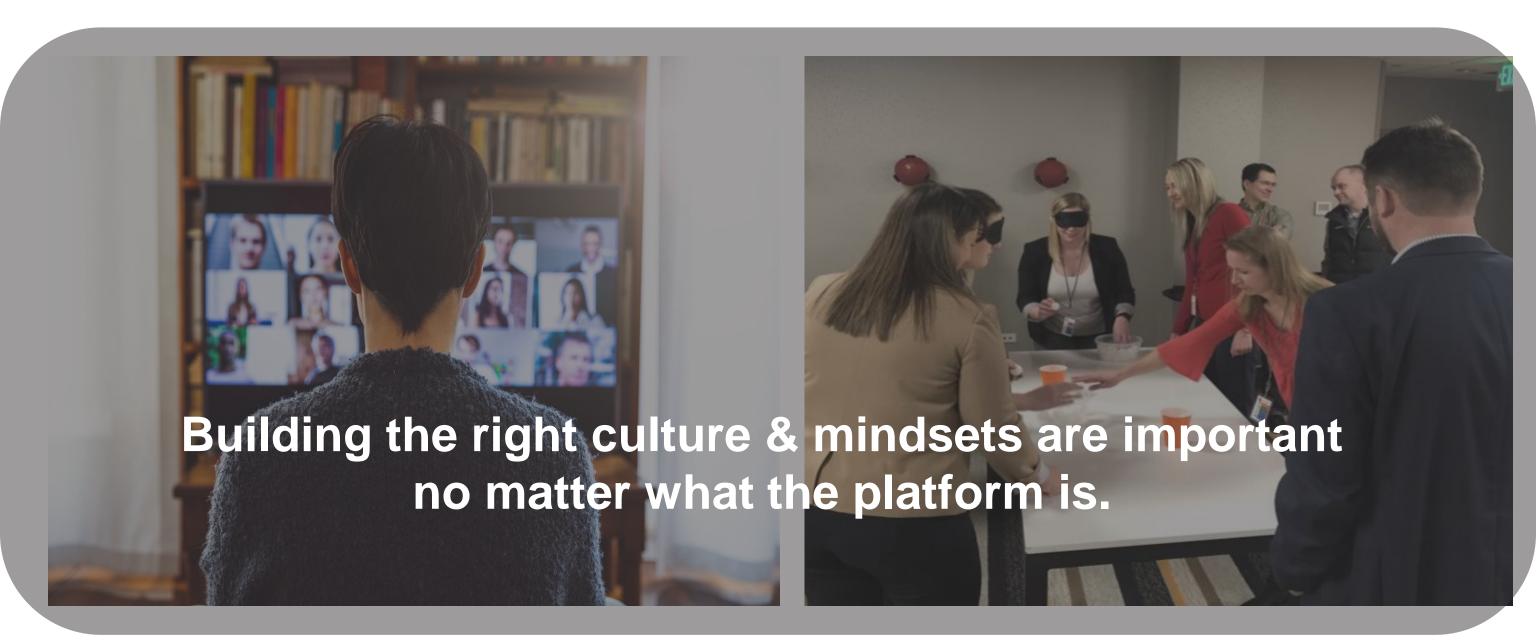




The Big Room is about fostering behaviors that lead to high levels of collaboration and thus to High Performing Teams.

#### Culture & Mindset





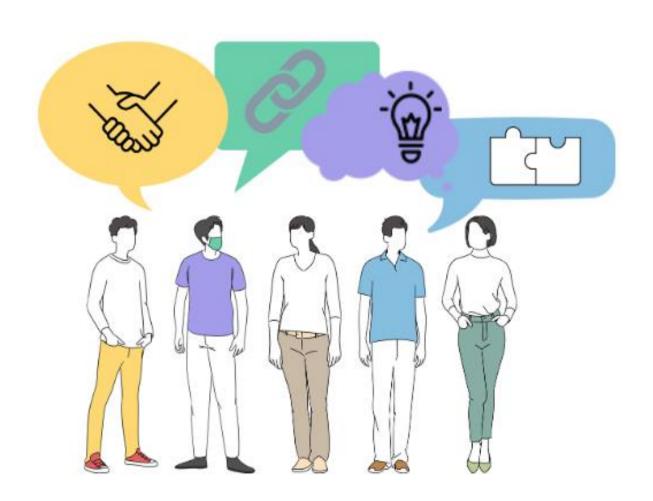
#### What Is a Team?



# Think about the best team you have ever been a part of.

Use 1 word to describe what made it the best.

## **High-Performing Teams**



- United in purpose
- Focus on delivering results
- Accountable & committed
- Engage in healthy conflict and debate
- Actively build trust

## High-Performing Teams

Strong foundation of trust

Culture of respect

Deliver on Conditions of Satisfaction

Celebrates both small and large successes of the team and individuals

Continuously improves

Breaks down traditional silos

High performing teams are not built through a single team building session, they must be constantly nurtured, maintained and developed.



## Building a High Performing Team



## How will we engage the team?

Rules of Engagement Problem solving Communication & Conflict Accountability & commitment Life/work balance Trust Fun

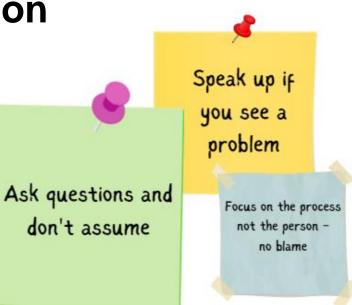
## Rules of Engagement



#### Fun

Celebrate successes weekly, small ones and big ones.

Communication & Conflict



## Trust

listen

to each other

Always share the why

Ask for help when you need it

### Discussion



## How can you create a culture and a High Performing Team in a Big Room?





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



Take Live Notes.

Report back to whole group. (5 minutes) Don't repeat same idea.

## Setting Up Your Big Room

# What factors determine your Big Room set up?

### Co-located or Dispersed

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Immersive Education Program

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.

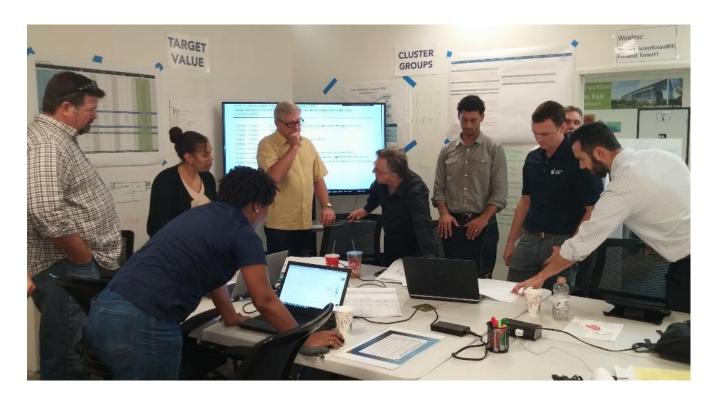
### Dispersed



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.

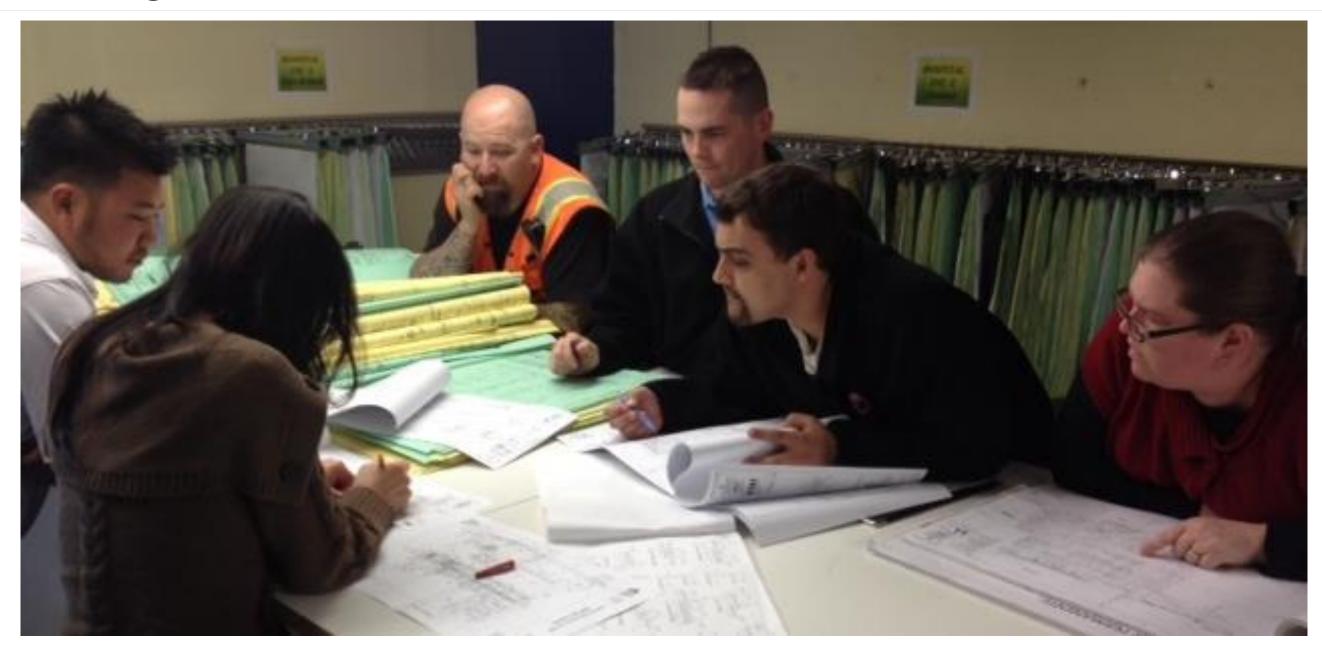
Dispersed Teams can employ differing approaches to the Big Room Session:

- 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.

## Advancing the Work



# Big Room Implementation

# Lean Construction Institute Immersive Education Program

### 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.

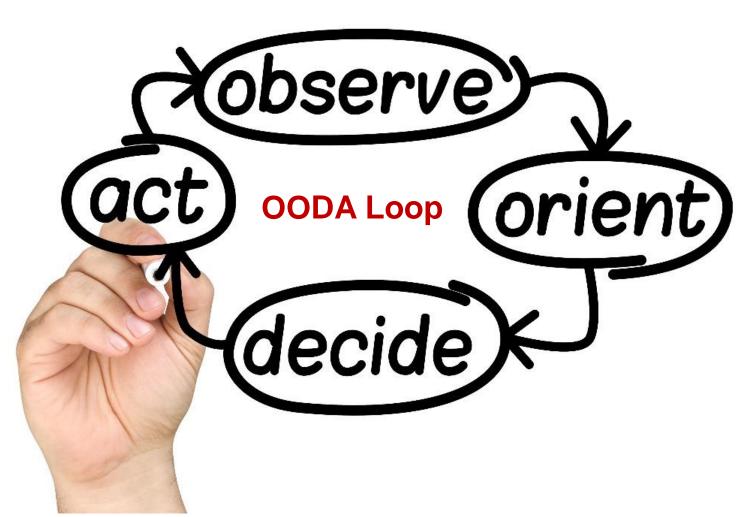


### Add the Core

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.



# Venue Types



### Co-located:

Continuously located with continuous collaboration.

### Recurring:

 Meet in person on regular scheduled recurring basis.

### Virtual:

Fully remote.

### Hybrid:

 Combination of in-person and virtual.





# Big Room Example





Visual Information

Multi-Discipline Team

Collaborative Seating Arrangement

Name Cards

Personality
Assessment Results

# Big Room Example

Small Group Collaboration

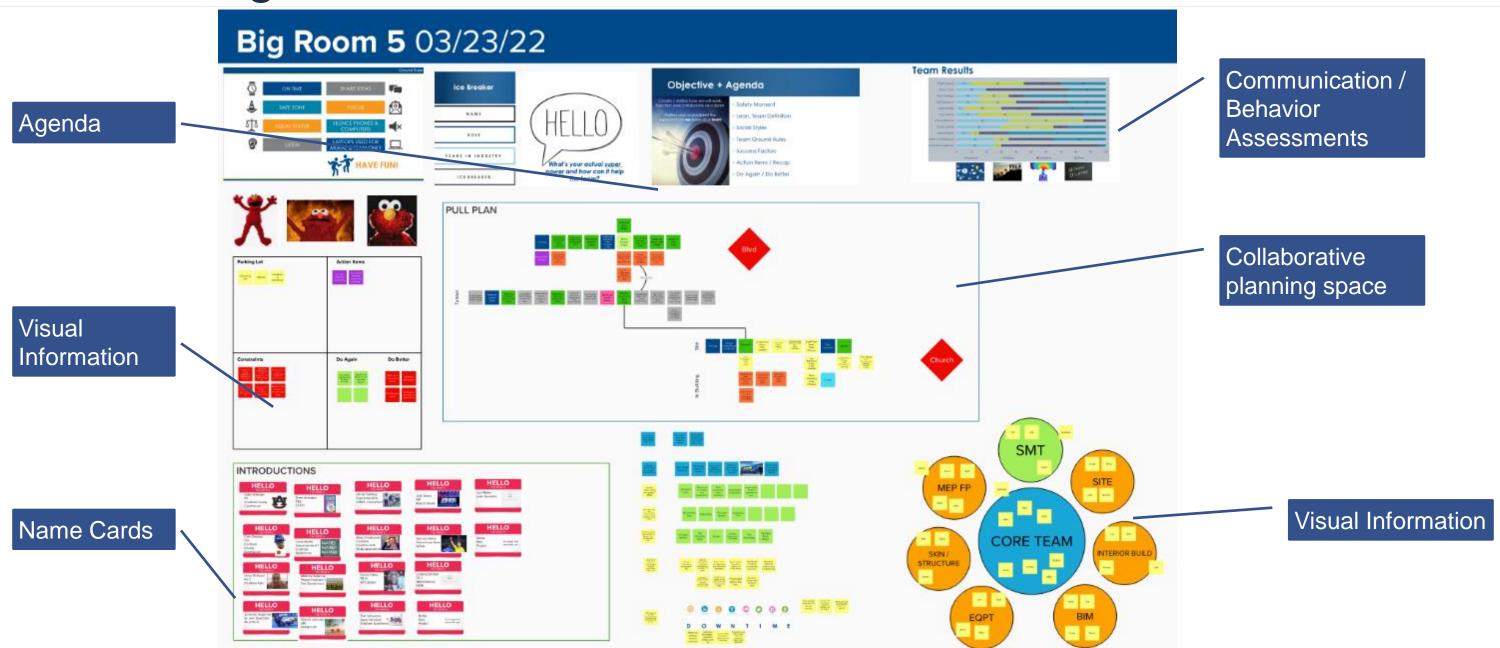
Visual Information

Collaborative Seating Arrangement



Multi-Discipline Team

# Virtual Big Room



# Hybrid Big Room

Hybrid Big Rooms include in person spaces along with virtual spaces.

- Engage those on the phone
- Camera's on
- Unmute
- Pause often
- Use breakout rooms
- Smaller intentional breakouts
- Collaboration spaces must meet both needs



### Discussion



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



Discuss as a whole group. (10 minutes)



Take Live Notes.

# 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







# 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?





# Big Room Example





# Big Room Examples





# Big Room Examples





# Big Room Example







# How would you structure or organize your Big Room?





### 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/Teams/Zoom.
- Design/Build or IPD team where the Big Room includes a co-location and runs the entire project from conception to completion.
- Others?



# 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 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



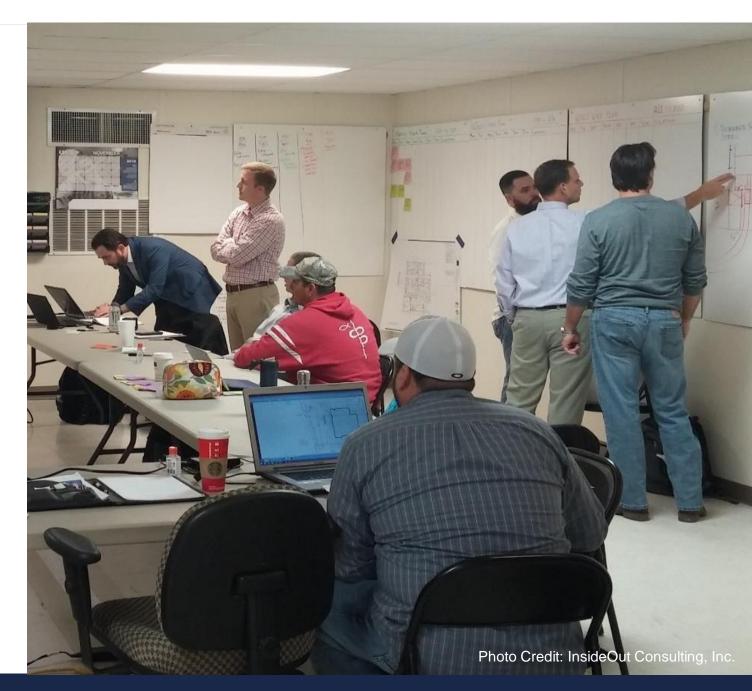


- Fostering behaviors that lead to high levels of collaboration.
- Understanding the behaviors and activities of the environment.
- Establishing highperforming teams.

### Effective Leaders are:

- Bold
- Observant
- Channel positive team energy
- Distinguish strength and weaknesses of team members
- Motivational
- Action takers



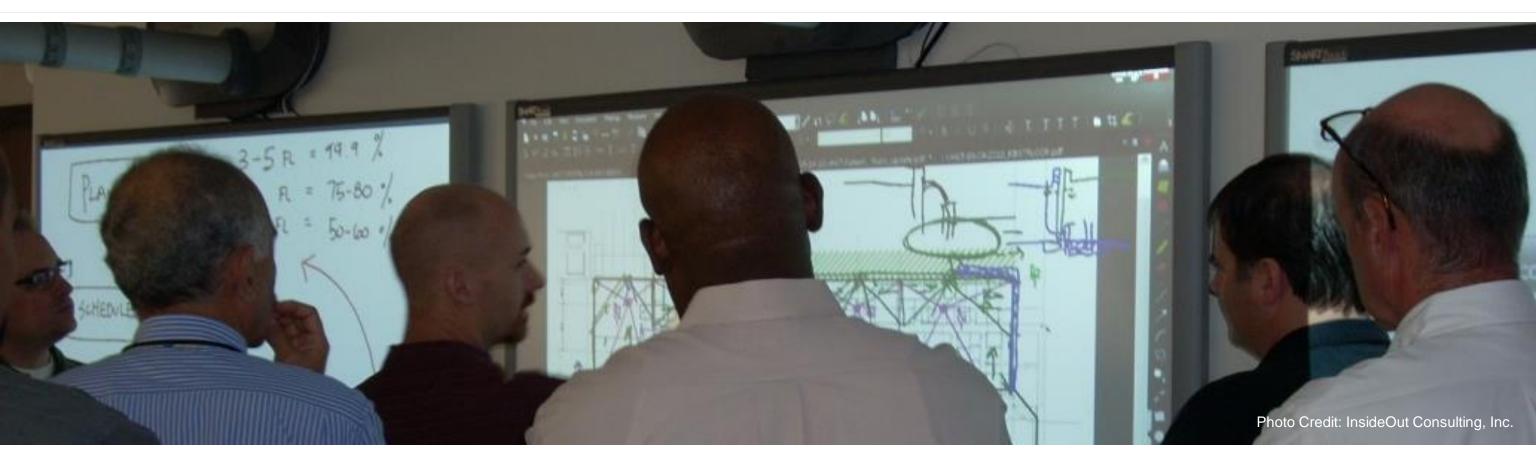


# Conditions of Satisfaction (CoS)

- 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.

### Teams Interact to Problem Solve!





- Cross functional
- Visual manifestation

- All perspectives
- Explore options

Gain alignment

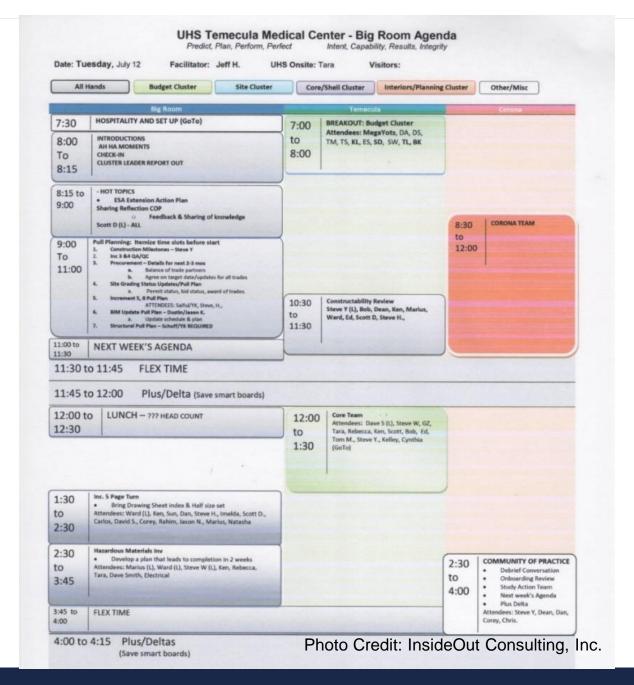


# 2. Effective Facilitation

### Effective Facilitation Practices

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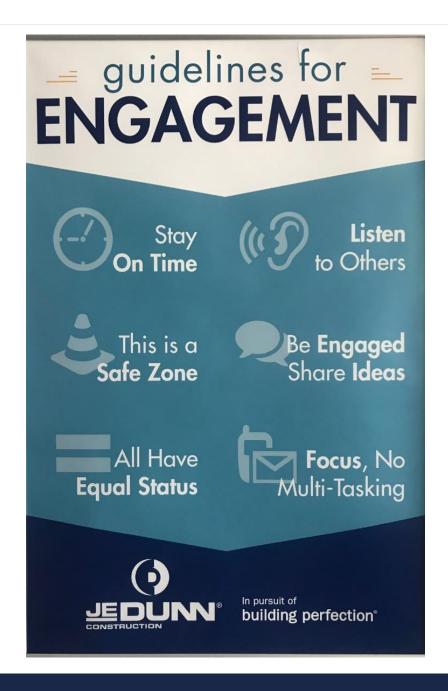
- Collaboratively developed
- Clear
- Standardize where possible
- Visual controls
- Key participants
- Expected Outcomes
- Timekeeper
- Scribe for live notes



# 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



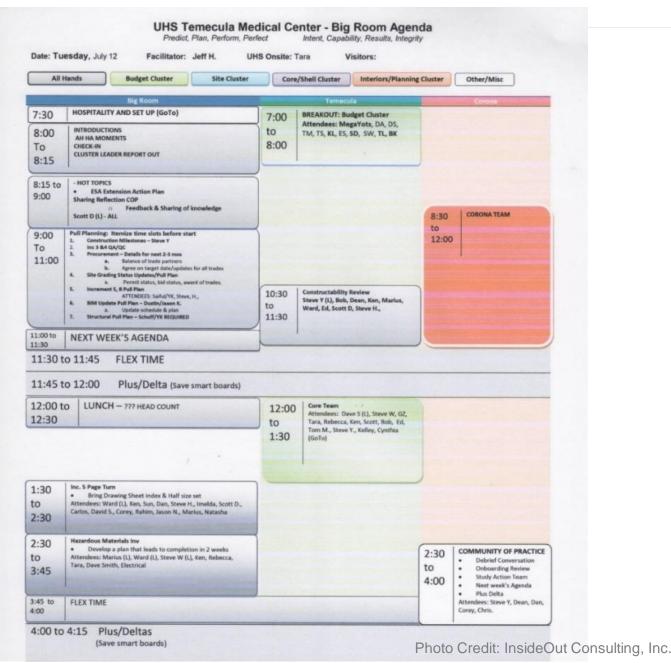
# Creating the Agenda Tips

 Develop together for next session before ending current session.

Determine frequency of Big Room sessions.

 Pull-plan informs breakout sessions/subjects.



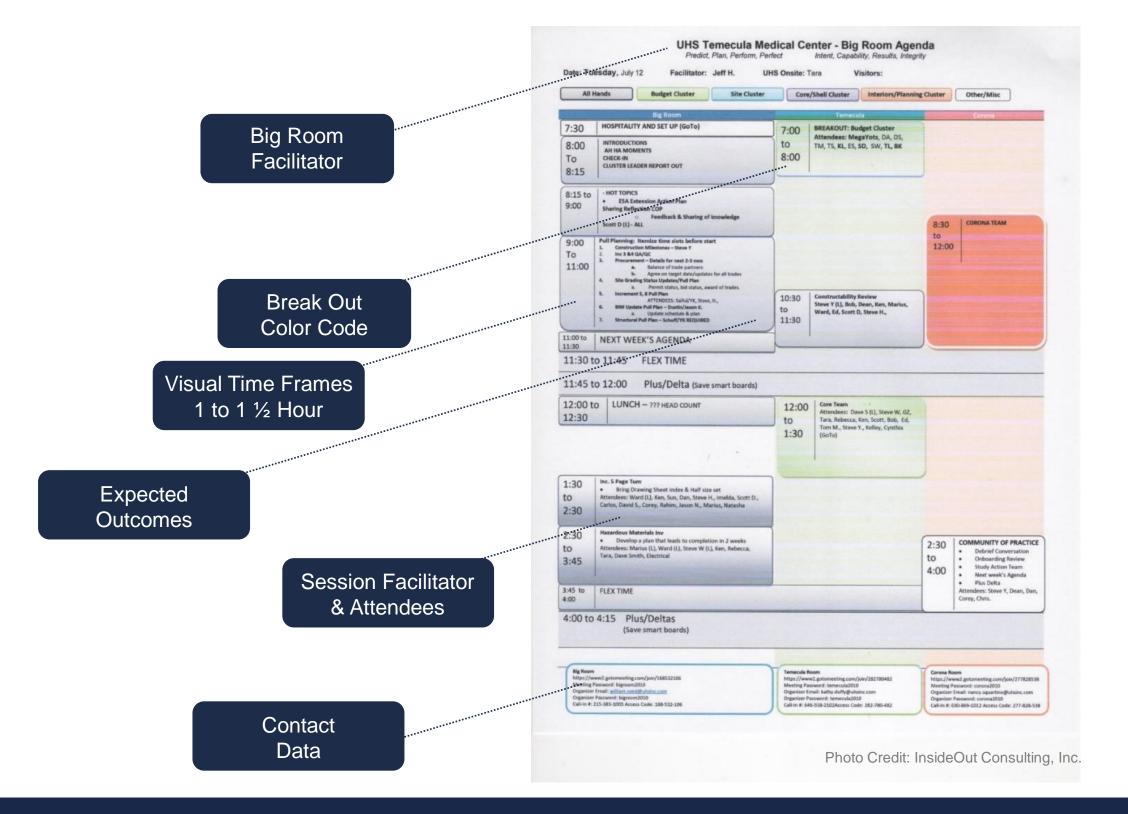


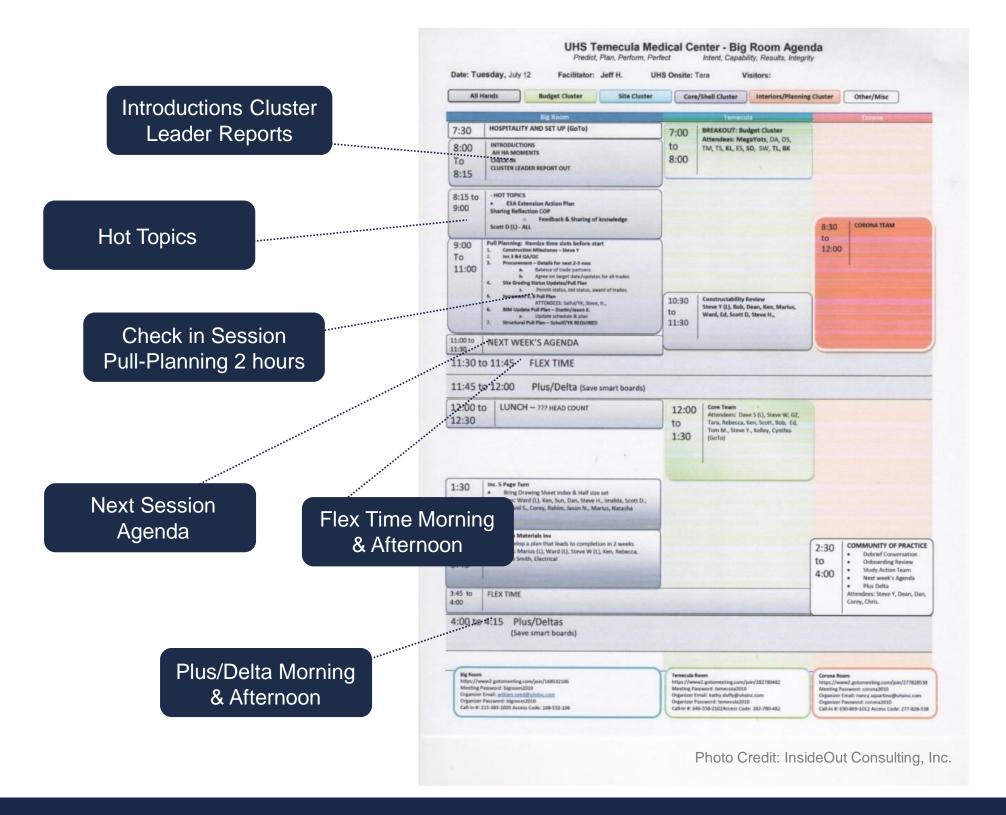
## Agenda Topic Tips

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



Start Time	Duration	End Time	Торіс	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		





# 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....









# 4. Learning

# **Learning Opportunities**

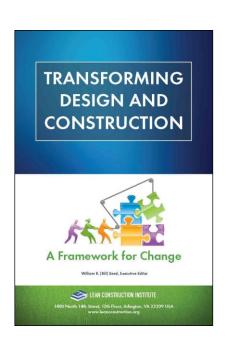


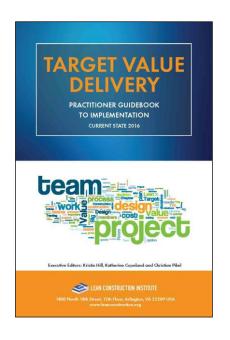
### **Simulations**

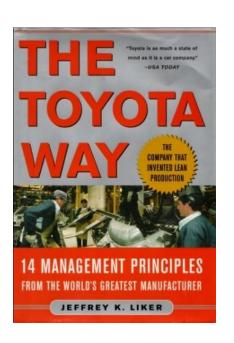


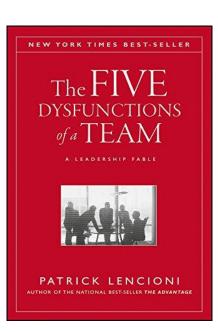
Photo Credits: InsideOut Consulting, Inc.

### Reading/Discussion Groups









# Learning







#### 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**

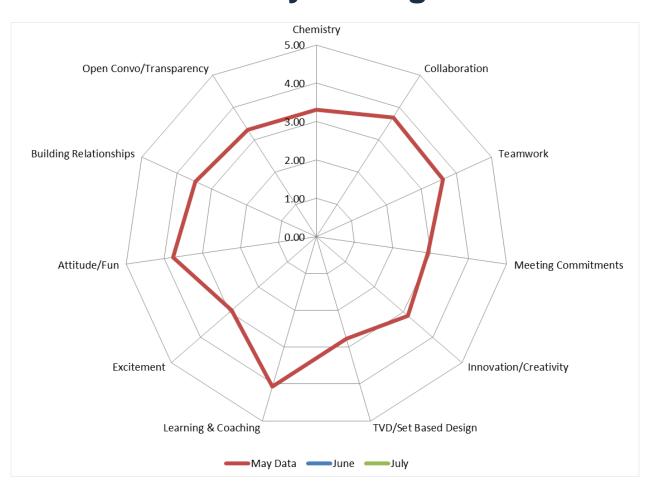


Photo Credit: UHS

#### 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
- Online collaboration tools
- PM/Documentation Software
- Shared file space
- Printing & Plotting
- Projection / Large TVs



# 7. Meetings that Matter

# Lean Construction Institute Immersive Education Program

# Kickoff Meeting Framework

- Training/Expectations setting
- Design Vision
- Team Structure
- Team Culture

## Planning



#### Planning has a Design Phase and a Construction Phase application

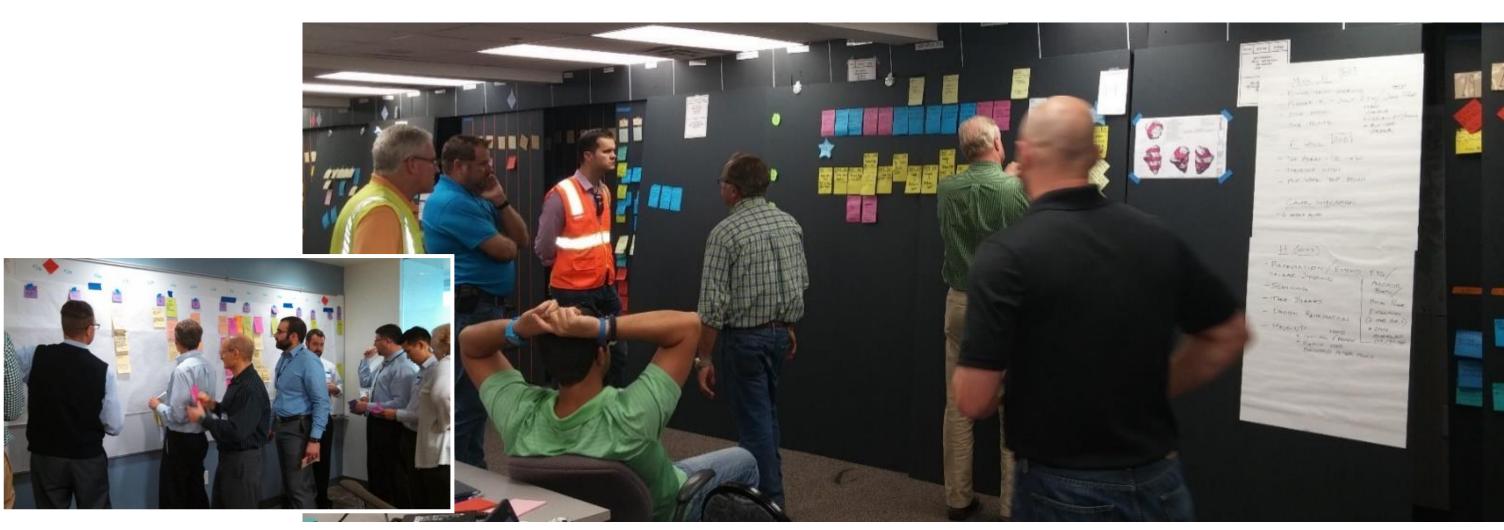


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### Reporting



#### A3 Dashboard



#### Commitment Log

		BE FILLED			The second second	1									
SESSION INFO					COMMITMENT INFO						STATUS INFO				
Asing Lasting					talka					Constraint Log			Nation	ar (Karles	
ID	Group	Swirriane	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	13		include foundations for lamp posts in the 60% set to VOA	4/22/2014	5/1/2014	1	Jaime						
AD-TC-038	AD	TC	38		Deliver Springs' deck for 813 to VOA in 60% set	4/28/2014	5/6/2014	2	Jaime						
AD-TC-047	AD	TC	47		Round 2 mackups- tile, veneer, specialty	4/28/2014		25	Brad M.			7			
AD-7C-073	AD	TC	73		Round 2 mockups- veneer, specialty	5/12/2014		15	Brad M.						
AD-TC-048	AD	TC	48		Deliver PDFs to VOA	5/19/2014		13	IT.						
AD-TC-049	AD	TC	49		Release Bluebeam set/drawings	4/10/2014		40	Alonso						
AD-TC-068	AO	TC	68		Updated digital directories scope/size	5/27/2014		1	Jaime	-					
AD-TC-078	AD	TC	78		Provide VOA with preferred pullbox locations		6/9/2014	20	Dave L.						
AD-TC-086	AD	TC	86		Send Alonso ADE's drawing package PDF		6/11/2014	22	IT						
AD-TC-083	AD	TC	83		Give VOA electrical Show lighting & mechanical PDFs	5/12/2014	6/12/2014	23	Stu S.		2				
AD-TC-084	AD	TC	84		Give VOA reviewer distribution list	5/12/2014		23	Stu 5						
AD-TC-076	AD	TC	76		Release Bluebeam set/drawings	5/12/2014	6/13/2014	24	Alonso						
AD-TC-077	AD	TC	77		Provide PDFs for 90% AD set	5/12/2014		24	Andrew						
AD-TC-080	AD	TC	80		Provide Civil 90% PDF to Alonso	5/12/2014	6/13/2014	24	Mike C.	-					
AD-TC-081	AD	тс	81		Distribution memo for Bluebeam with focus review questions	6/4/2014	6/13/2014		8ú P.						
AD-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	,	Brien B.						
AD-TC-088	AD	тс	88		Provide drawings to VOA (Wiff & digital directory locations)	6/3/2014	6/13/2014	9	Brien B.						
AD-TC-089	AD	TC	89		Provide comm. pullbox locations to Atkins	6/3/2014	6/16/2014	10	Andrew						
AD-TC-090	AD	TC	90		Deliver CAD export of light post locations to Civil	5/12/2014	6/16/2014	25	Greg R.						
AD-TC-091	AD	TC	91		Provide corrdinates for pole mounted lights		6/23/2014	30	Brian F.						
AD-TC-092	AD	TC	92		Provide coordinates/spot elevations for comm. pull boxes		6/23/2014	30	Brian F.						
AD-TC-093	AD	TC	93		Clash detection substantially complete		6/25/2014	32	Josh	2					
ND-1C-094	AD	TC	94		Release 100% TC AD drawings		7/3/2014	38	Alonso						
AD-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							
AD-TC-044	AD	TC	44		Final Show input- Graphics	4/10/2014		-29802							
AD-TC-045	AD	TC	45		Creative approval of landscape material	4/10/2014		-29802							
AD-TC-050	AD	TC	50		Creative approval of hardscape material	4/10/2014		-29802	100000000000000000000000000000000000000		-				

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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.



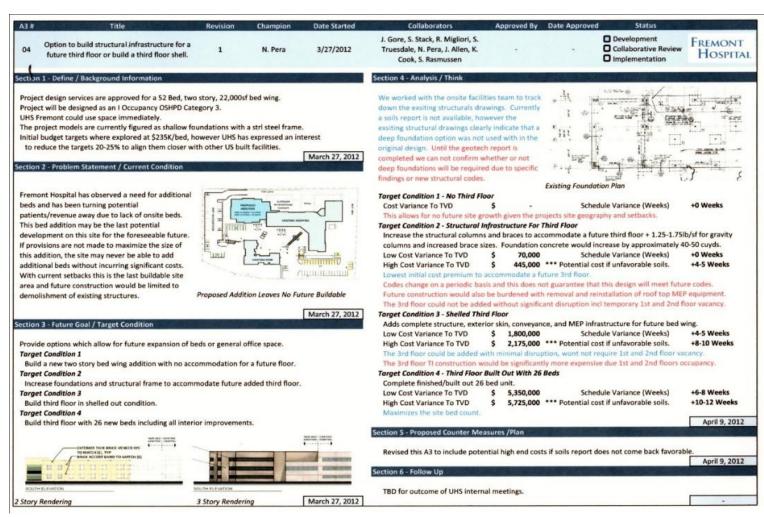


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## Target Value Tracking Activities



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



Photo Credit: InsideOut Consulting, Inc.



# 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.

#### 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.



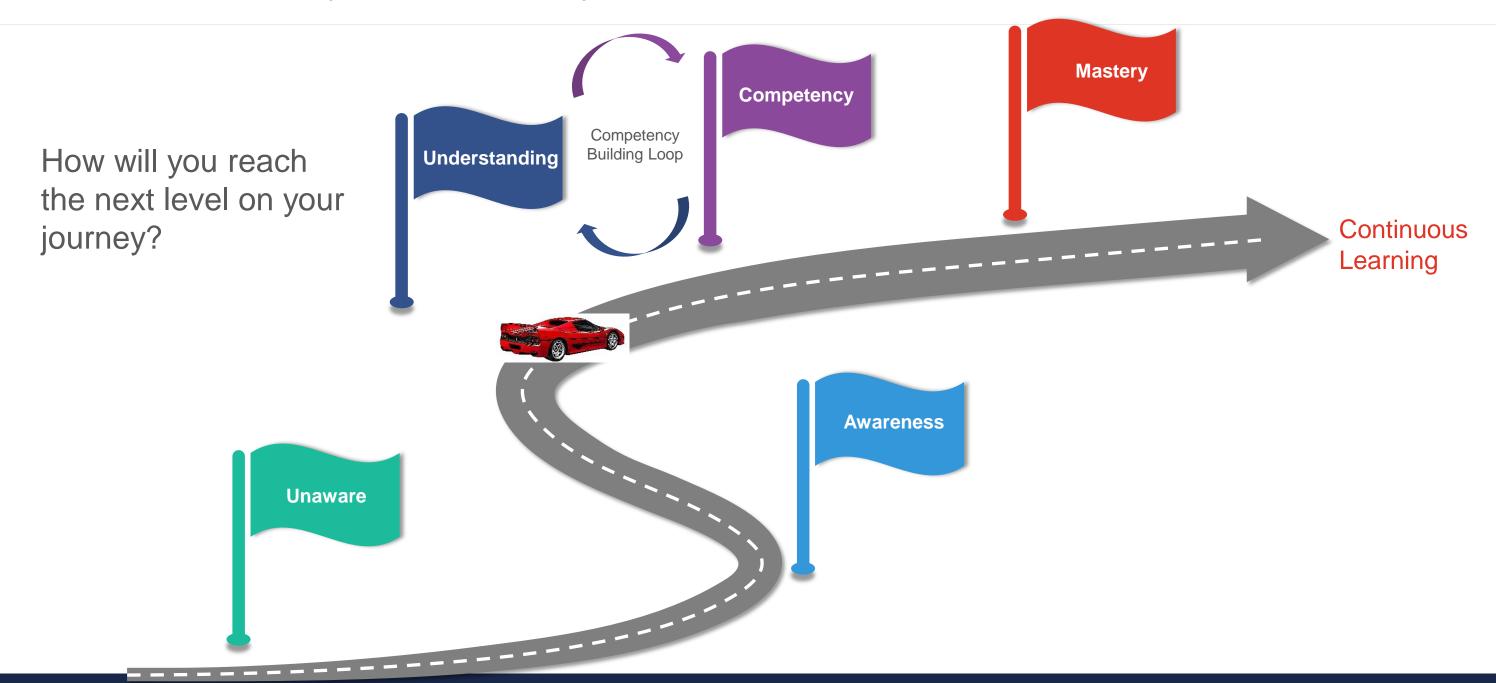
Identify the venue types for hosting a Big Room and discover the key elements for tailoring the space to support collaborative activities.



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

### Lean Journey to Mastery

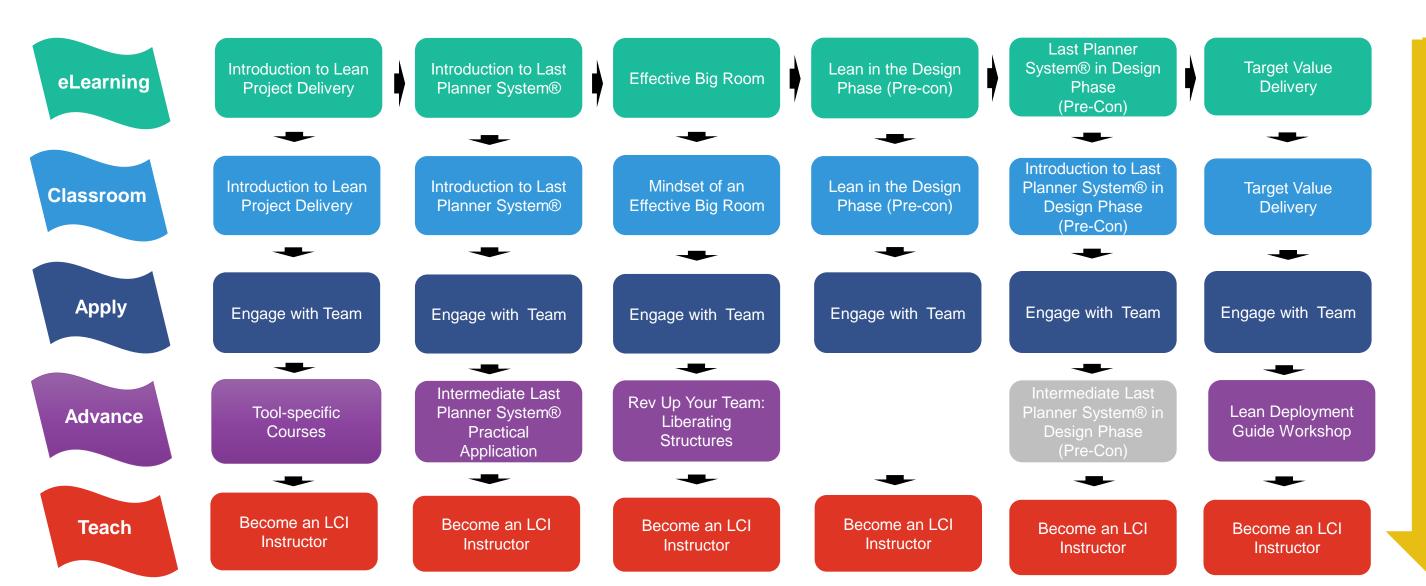




# Guides Templates, Reports, Books, I

#### Define Your Journey





#### LCI Certification









https://leanconstruction.org/lean-certification/

# Questions?



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#### ean Construction Institute **Immersive Education Program**

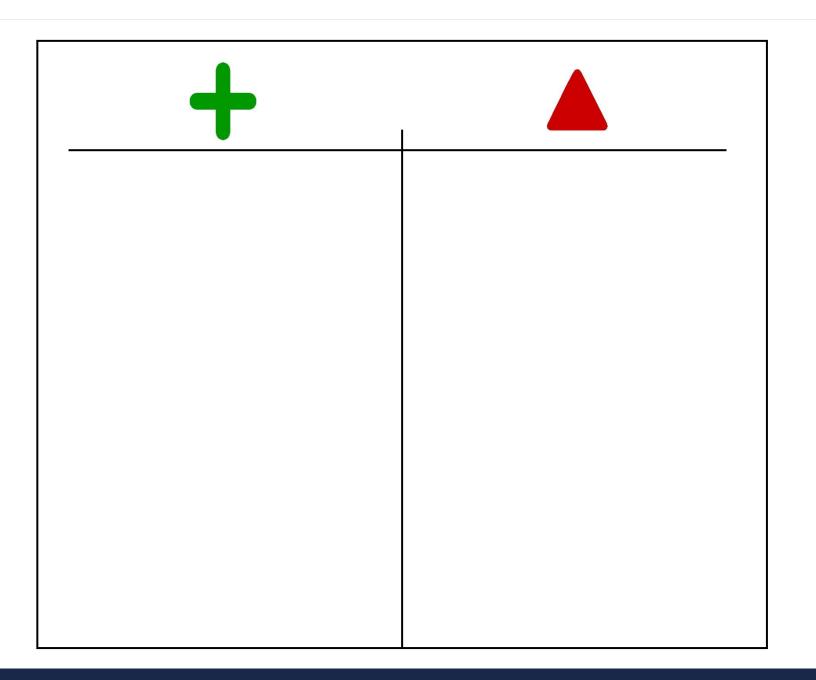
#### Conduct Plus/Delta



Plus: What produced value during the session?



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



# Lean Construction Institute Immersive Education Program

#### **Presenter Contact Information**



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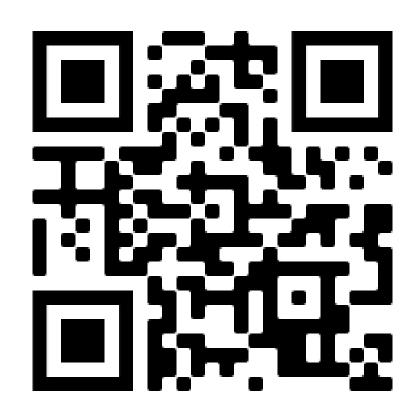


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### Lean Construction Institute Immersive Education Program

#### **LCI** Website Information





www.LeanConstruction.org