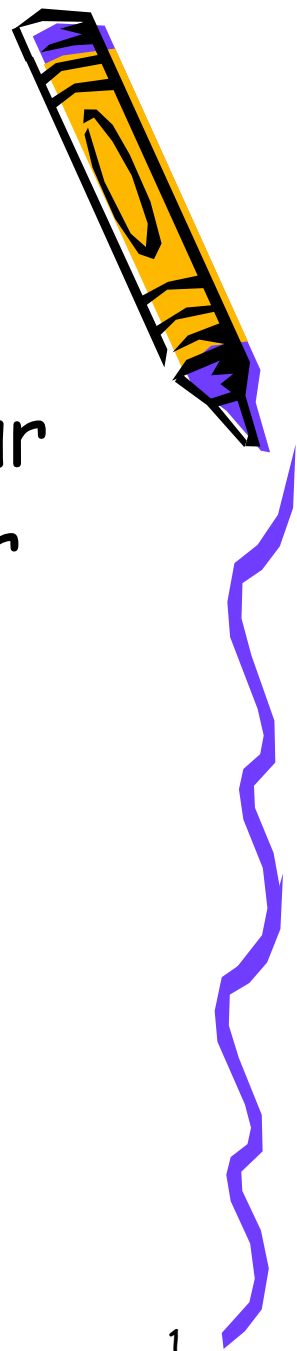


# Turning the Curve Exercise

## - 5 Key Principles



1. Talk to Action in less than an hour
2. Taking personal responsibility for action
3. Valuing no cost/low cost ideas
4. Making a difference to peoples lives!
5. Partnership focus



# Turn the Curve Exercise: Service Performance



## 5 min: Starting Points

- timekeeper and reporter
- identify a service to work on
- two hats (yours plus partner's)

## 10 min: Performance measure baseline

- choose 1 measure to work on – from the lower right quadrant
- forecast – OK or not OK?

## 15 min: Story behind the baseline

- causes/forces at work
- information & research agenda part 1 - causes

## 15 min: What works? (What would it take?)

- what could work to do better?
- each partners contribution
- no-cost / low-cost ideas
- information & research agenda part 2 – what works

Two  
pointers  
to action

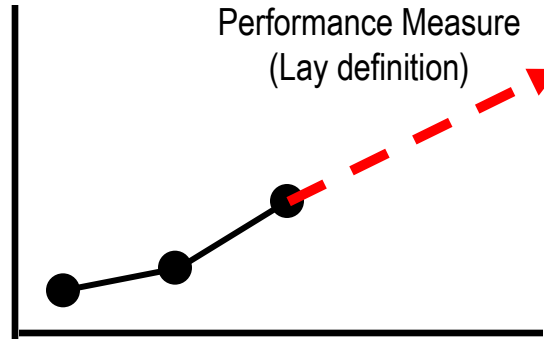
## 10 min: Report Convert notes to one page



# ONE PAGE Turn the Curve Report: Performance

Service: \_\_\_\_\_

Performance  
Measure  
Baseline



Story behind the baseline

-----

----- (List as many as needed)

Partners

-----

----- (List as many as needed)

Three Best Ideas – What Works

1. -----

2. -----

3. -----No-cost / low-cost

4. ----- **Off the Wall**

Sharp  
Edges

