

CITON/IE

INNOVATE NRC 2.0 PROGRAM

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Design and implement a best-in-class program to help create a culture that supports an innovative mindset.





Innovate NRC 2.0

Community

Ambassador

Champion

Strategist

Platform

IdeaScale

Tools

Celebrate Innovation

<u>Crowdsourcing</u> <u>Challenges</u>

Success Gallery

<u>Innovations</u>

in-Progress

Suggestion Box

BEHAVIORS

Engagement

Achievements

Exceptional Contributions



InnovateNRC 2.0 Community

Panel members assume new roles within 2.0 Community
Evaluate submissions to suggestion box
Provide recommendations to management
Implement ideas when appropriate

Idea Panels Specialize in a certain area Provide input/feedback on challenge campaigns/ideas

Ambassador

Promote ideas
Distribute marketing material
Drive engagement and enthusiasm
Advocate for buy-in and participation

Managers
Build energy and buy-in
Encourage recognition
& reward
Break down organizational
barriers
Help identify paths to success



Innovation Community

Coach

Innovation guides
Help craft effective challenge
questions
Provide guidance throughout
challenge process
Help innovators develop ideas

Own challenges
Submit ideas to suggestion box
Share innovation success stories
Take part in implementation



Creative Strategist Develop marketing and communications to drive participation, educate staff and celebrate innovation successes



Rewarding and Recognizing Innovation

Awards and Recognition Guidance

New subsection for Innovation Awards and Recognition

Three Categories of Behaviors

- Recognition for **Engagement Behaviors** (e.g., contribute ideas, vote, comment)
- ➤ Nonmonetary, monetary, and/or time-off awards for valuable Innovation
 - Achievements (Implemented SB Ideas and CC Winners)
 - Exceptional Contributions to Agency Wide Innovation (e.g., innovator/Success-of-the-year)

Communications

Work with legal/human resources/POCs for offices





Roles need tweaking

Train & Educate

Continuous Improvement

Lessons BEING Learned

In-progress Innovation

Get to a bottom line

HUSTLE!

Measuring Innovation Outcomes



Success Gallery

- Innovator can specify primary and secondary qualitative outcome(s) associated with success (Process Improvement, Enhanced Decision Making, Enhance our culture)
- Implemented ability to capture estimate of the quantitative savings associated with success: FTE/Hours Saved (ranges), Dollars (ranges)

2021 Quantification Pilot

- Innovation PM sends quarterly reports via ticket to offices to estimate savings for submissions with "process improvement" as primary benefit
- Guidance provided to offices on providing estimates
- PM will enter savings into IdeaScale
- Savings will be displayed on Innovate2.0 dashboard

What are the primary benefits and/or resource savings of this success? Moderator	
What are the secondary benefits and/or resource savings of this success? Moderator	
+	
FTE (Hours) per year Moderator	
-	
Dollars Saved Moderator	
-	

RESULTS

Launch on 6/18/20

Guidance
for rewards
&
recognition

Developed Dashboard 70% agency usage

35 Crowdsourcing Campaigns

Developed
process to
measure
innovation
benefits/savings

508
Success
Stories

Held 1-year innovation celebration

Added new features

Hired 2 staff to manage program