

Adoptions Flow Workshop

This workshop has two pieces in order to understand and improve the flow of adoptions-related shelter activities:

- The first is designed to identify all tasks that fall under the adoption counselor role, as well as the barriers and pain points surrounding those tasks. We will also be brainstorming possible improvements and solutions to these areas.
- Second, the tasks will be clustered into “task groups” that naturally fit together, which will ultimately help increase efficiency and cohesiveness for day-to-day shelter activities.

Journey map setup

Tasks/ activities/ events	Task1	Task2	Task X...
Barriers/ pain points			
Tool/Touchpoint			
Experience of Customer			
Solutions and Opportunities			
Other notes			

Reasons for each row:

Tasks - put all responsibilities out there, this row will act as the spine of the journey map

Barriers - addressing and identifying frustrations

Tool/Touchpoint - identifying which tool/method is used to complete the task (**this can be filled out later**, but might be helpful for identifying solutions)

Customer experience - putting ourselves in the customer (potential adopter's) shoes, to see where

KPI's - to look for opportunities to track the success of each task (**this can be filled out later**)

Solutions - a collaborative brainstorming session to gather ideas for improvement

Other notes - Some ideas could be the amount of time this task takes, or the location it takes place (i.e. office, kennel, vet trailer etc.)

Agenda

8:45 - Breakfast / set up

9:00 - Introduction, agenda, questions (why are we doing this?)

9:10 - Tasks - (everyone writes things out on post-its, and puts it on the wall), cluster tasks so we don't have duplicates

9:20 - Barriers and Experience of Customer

9:45 - Solutions and opportunities, "How might we ____ (fix this barrier)", include other ideas in Think Tank box - parking lot of ideas and topics that require further discussion

10:00 - 10 min Break

10:10 - Debrief, talk about insights

10:20 - Clustering "task groups", then name task groups

10:40 - Discussion, next steps