



Washington State  
DEPARTMENT OF  
ENTERPRISE SERVICES

# Getting Past Ready, Doing, Done: Making your kanban work for you

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**Strategy & Performance**

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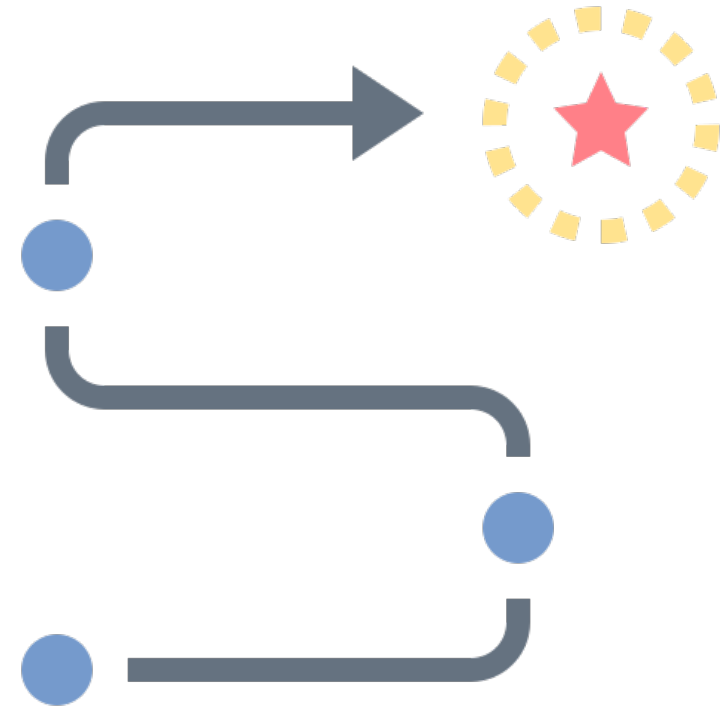
# AGENDA

- Kanban principles
- Format considerations
- Making it work
- Making it last
- Questions

a little bit  
**TECHNICAL**

a lot bit  
**HUMAN**

all  
**PRACTICAL**



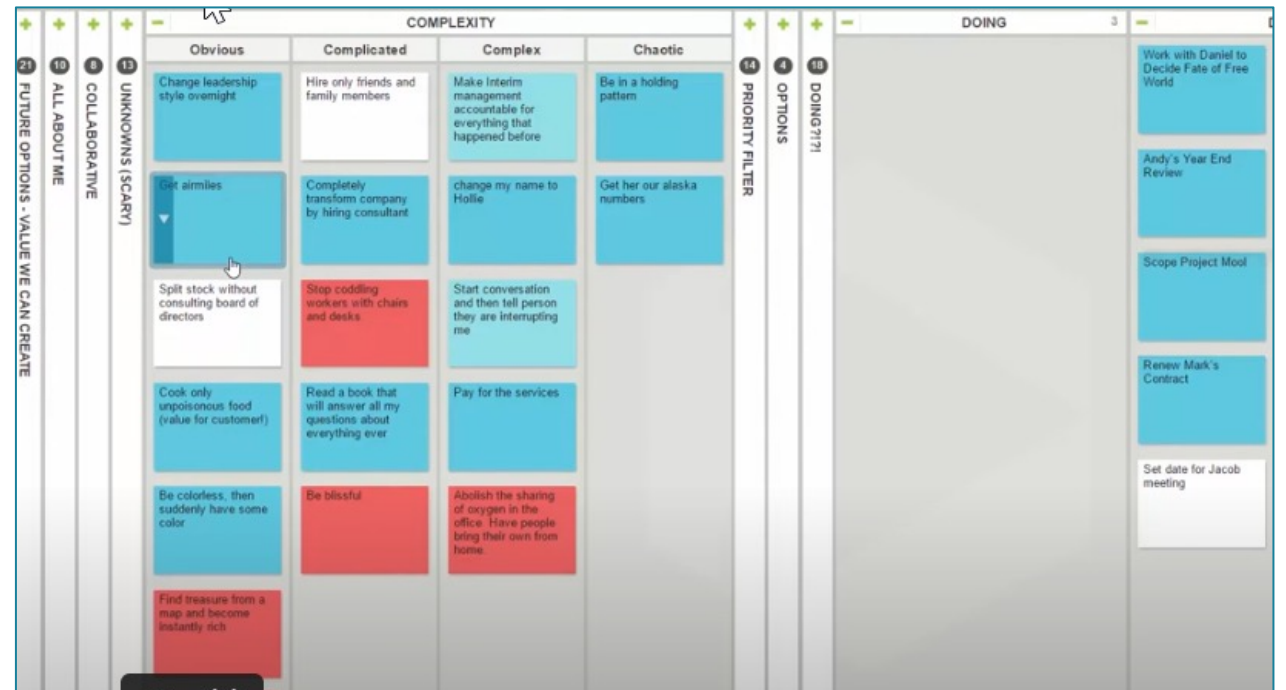
# POLL

When it comes to personal kanban, I would say:

- I have not built one yet.
- I built one and am still using it.
- I built one but am no longer using it.
- I built many and am still using my current one.
- I built many but am no longer using one right now.

# PERSONAL KANBAN

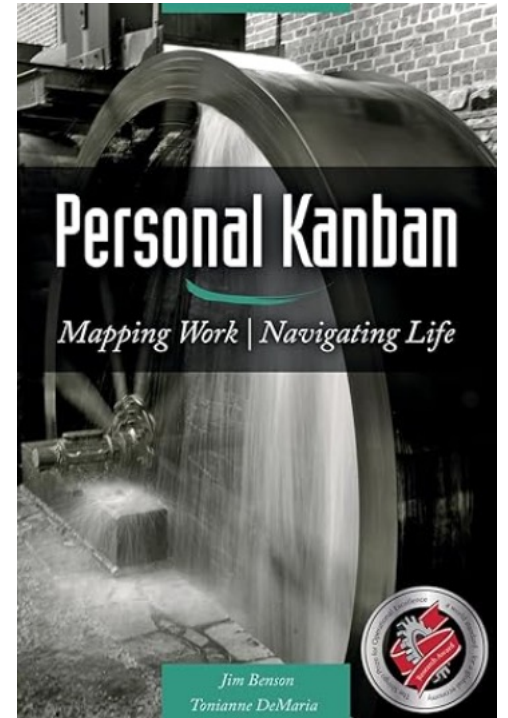
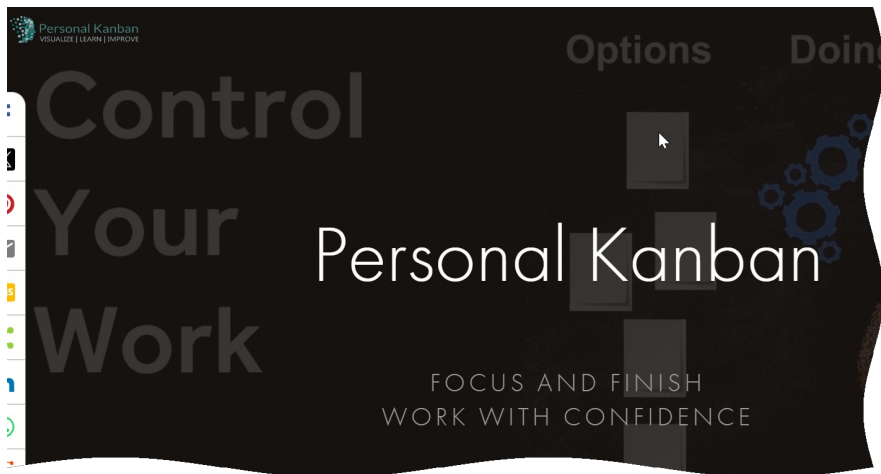
A method for visualizing and managing your work.



# CREDIT WHERE IT'S DUE



Jim Benson &  
Tonianne DeMaria



# WHY KANBAN?

“Kanban is one of the most powerful tools in the Lean toolkit. It's simple, instinctive, and tremendously effective.”

- me

- Reduces cognitive load
- Helps relieve the Zeigarnik effect
- Lets us focus
- Helps us visualize progress

# KANBAN PRINCIPLES

1. See all of your work at one time
2. Limit work in process
3. Make it easy to see what to do next

# WHAT GETS IN THE WAY

- Making it too complicated
- Keeping it too simple
- Failing to consider your beautiful brain
- Habits are hard

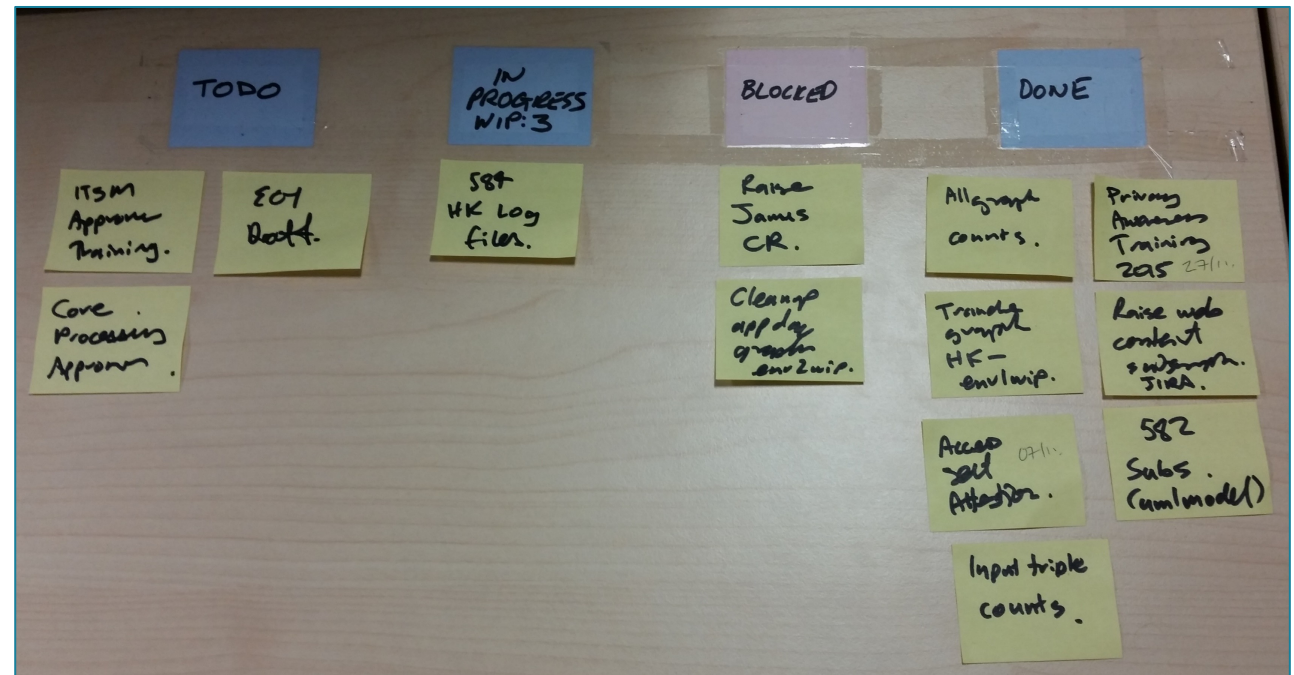


# FORMAT CONSIDERATIONS

# PHYSICAL

## Bold declaration:

There is still nothing better than post it notes and a Sharpie.



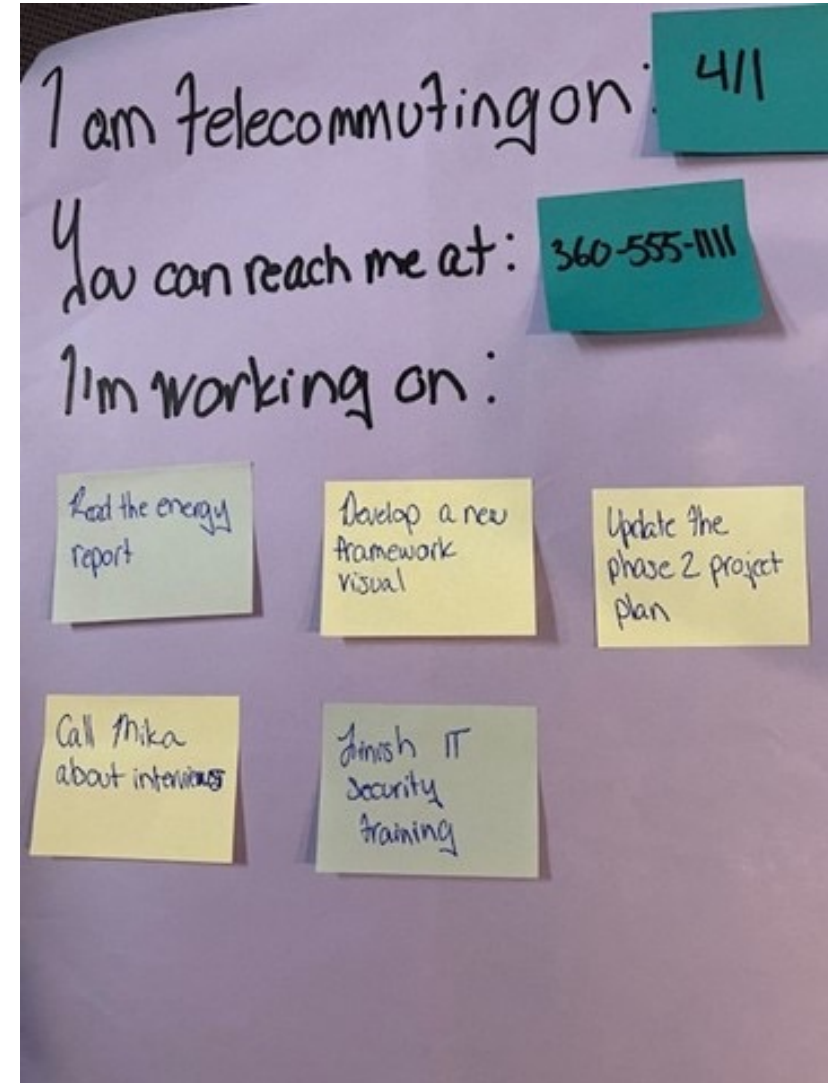
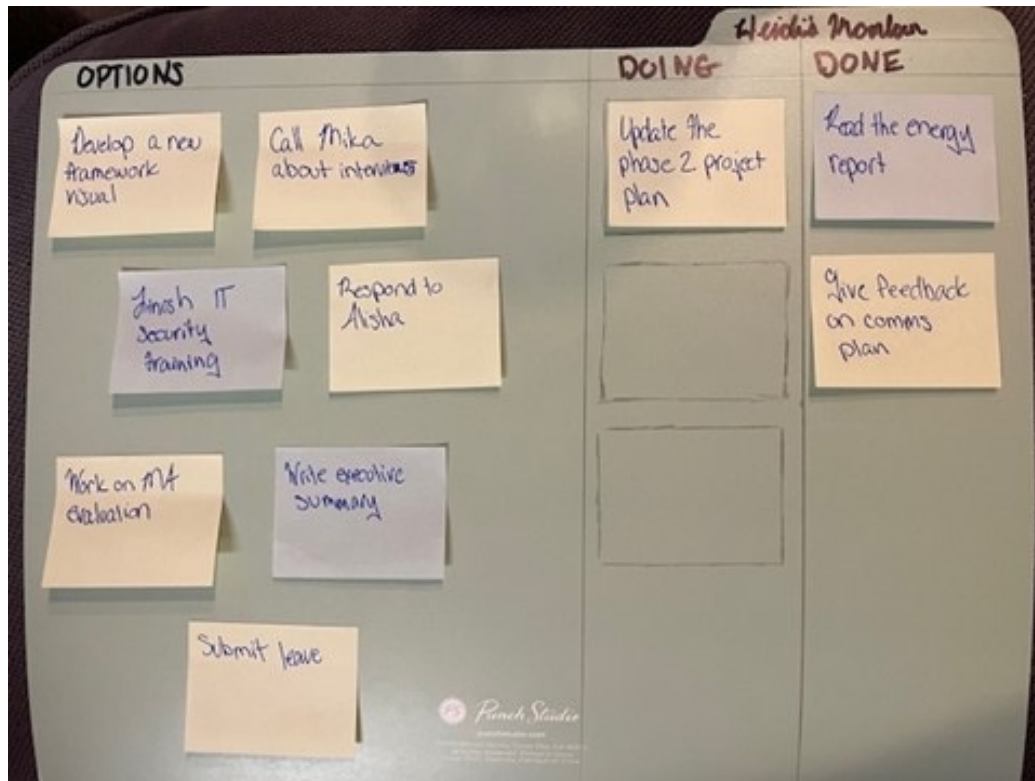
# VIRTUAL

- Check for the three principles
- Make it easy to do the right thing
- Make it a habit to check there next

***The best kanban app is the one you will use.***

# HYBRID

Be creative. Think about what you need where and when.



# HEIDI'S HELPFUL HINTS

# MAKING IT WORK

## 1. Add the right columns.

They should:

- Make things clearer
- Help you prioritize
- Allow you to focus on one column when quickly selecting the next task

Common Columns

Waiting

Paused/Blocked

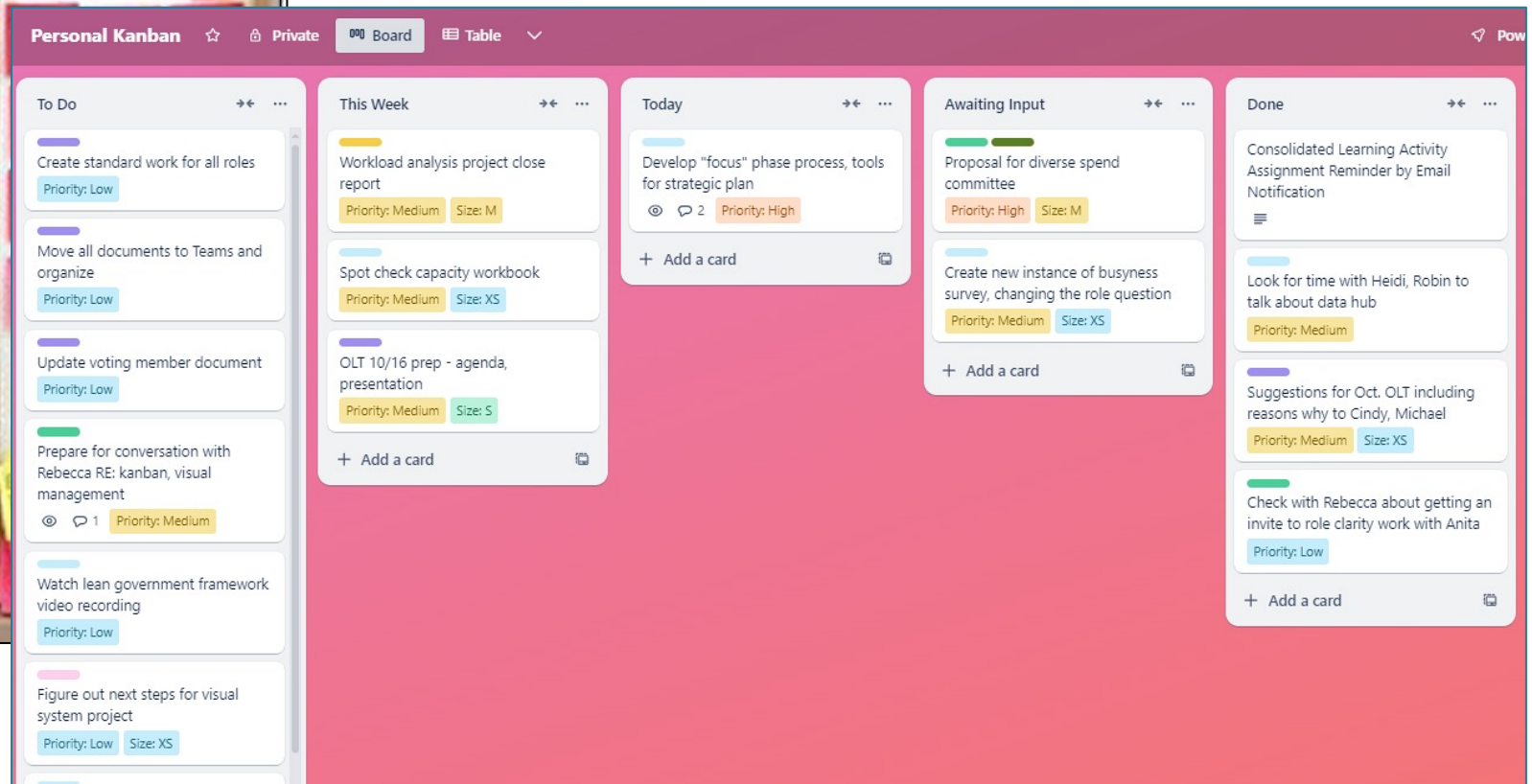
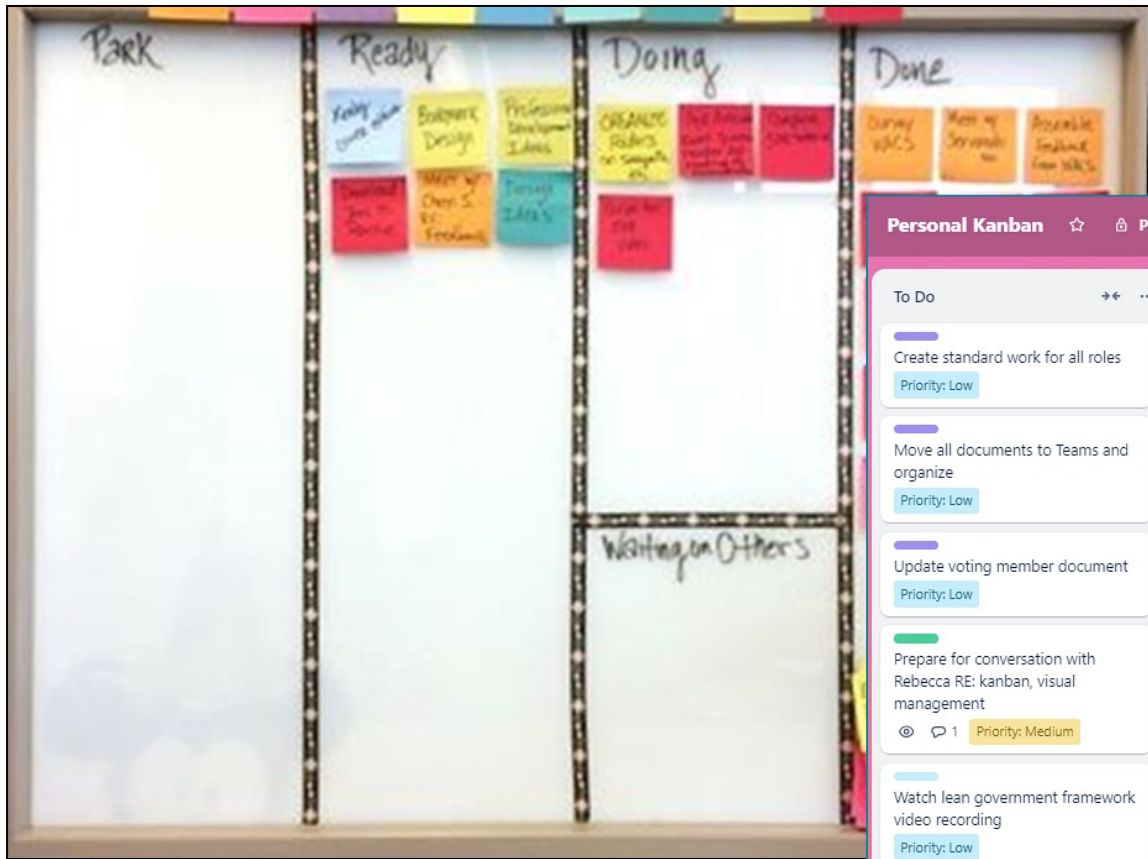
This Week

Today

Assigned

***What do you need your board to show you?***

# EXAMPLES



# MAKING IT WORK

2. Add the right info to your cards.

- But just enough!
- Resist the human temptation towards complication.
- Add slowly and only when needed.

***What problem are you trying to solve with this info?***



# MAKING IT WORK

## 3. Find your right level.

- Think about your particular brain.
- But always start with a verb!
- Be ready to adjust.

***What is your personal sweet spot of clarity vs effort?***

# MAKING IT WORK

## 4. Keep it real.

- Include everything
- Don't hide work from the board.
- Be diligent about "doing."

**BUILD TO LAST**

# MAKING IT LAST

## 1. Aim it at something.

Consider  
Your Role  
Expectations  
Team Kanban  
Agency Strategy

	{title} STRATEGIC WORK							
RESPONSIBILITY	<i>Organizational Health</i>		<i>Office of Strategic Transformation</i>		<i>Strategic Planning</i>	<i>Organizational Alignment &amp; Structure</i>		<i>Other</i>
GOAL	Goal Text		Goal Text		Goal Text	Goal Text		n/a
PROJECTS	Project Name	Project Name	Project Name	Project Name	Project Name	Project Name	Project Name	Project Name
ROLE	Sponsor	Primary Driver	Sponsor	Facilitator	Governance/Cabinet Member	Sponsor/Primary Driver	Primary Driver	Sponsor
Next Milestone	Milestone	Milestone	Milestone	Milestone	Milestone	Milestone	Milestone	Milestone
Tasks	Task	Task	Task	Task	Task	Task	Task	Task
	Task	Task	Task	Task		Task	Task	Task
	Task			Task		Task	Task	
						Task		
						Task		

# MAKING IT LAST

## 2. Build good practices.

- How you use the board is as important as how you set up the board.
- Start with planning.
- End with reflection.



# EXAMPLE: PLANNING PRACTICE

- Look at the calendar for the upcoming week.
- Check to see if any of the meetings require prep or other actions that are not already on my kanban. If so, add cards.
- Scan my cards for any due dates that fall in the upcoming week. Move them to my *This Week* column.
- Ask myself what are the most important to accomplish this week. Add them to my *This Week* column.
- Block time on my calendar for the *This Week* tasks as needed.

# EXAMPLE: REFLECTION PRACTICE

- Consider the following questions:
  - What did I plan to accomplish this week? What did I actually accomplish? How do the two compare?
  - What, if anything, got in my way?
  - What did I learn?
  - What should I celebrate?
  - What is next?
- Write down any learnings.

## MAKING IT LAST

3. Adapt, don't abandon.

*Use the Audit Checklist*



***How can I adjust the system to work better for me?***



# MAKING IT LAST

## 4. Use what we know about habits.

When _____	(trigger)
instead of _____	(old behavior)
I will _____	(new behavior)
because _____	(motivation)

**Example:** *When* I read an email but don't have time to respond, *instead of* just trying to remember later, *I will* add responding as a task to my kanban board *because* it lets my brain focus on the task at hand without worrying that I'll forget.

# TIPS OVERVIEW

## ***Making it work***

1. Add the right columns
2. Add the right info to your cards
3. Find your right level
4. Keep it real

## ***Making it last***

1. Aim it at something
2. Build good practices
3. Adapt, don't abandon
4. Use what we know about habits

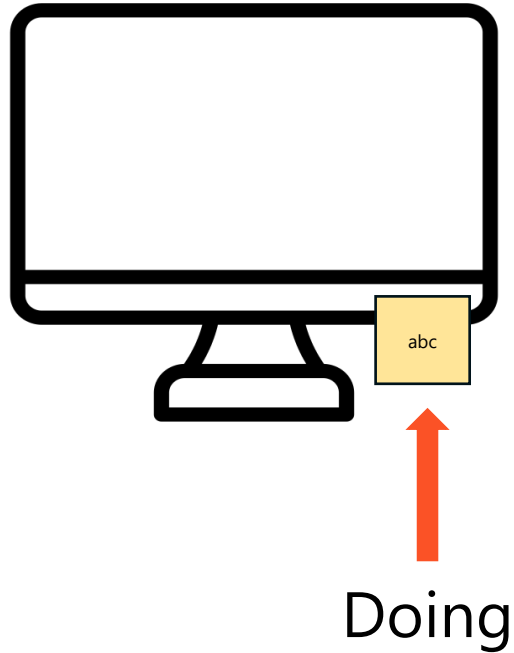
# MY KANBAN EVOLUTION

# MY PERFECT KANBAN

Areas of RESPONSIBILITY	Agency STRATEGIC PLANNING	LEADERSHIP TEAM STEWARDSHIP	S&P GROWTH	CLIENT - FPS	CLIENT - HR	OTHER
NEXT MAJOR PRODUCT OF MILESTONE	Division strategy heat map	December meeting prepared	All consultant expectations written	New strategy system experiment conducted	Finalized problem solving plan	n/a
DATE ANTICIPATED	11/22	12/1	12/31	2/7	11/5	n/a
WHAT I'M WORKING ON	Step 1 Workshop materials 1	12/10 agenda & slides 2	Competencies 4	Report out templates	Team share back	New division team collab process

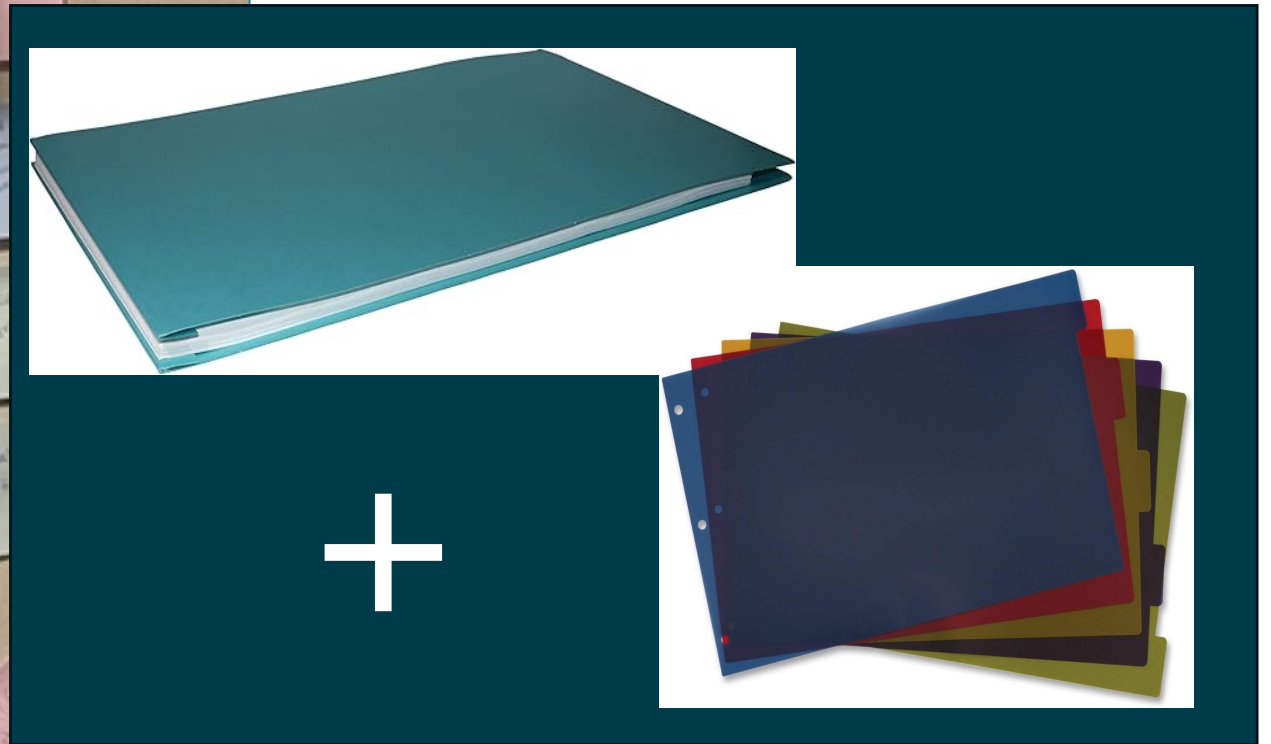
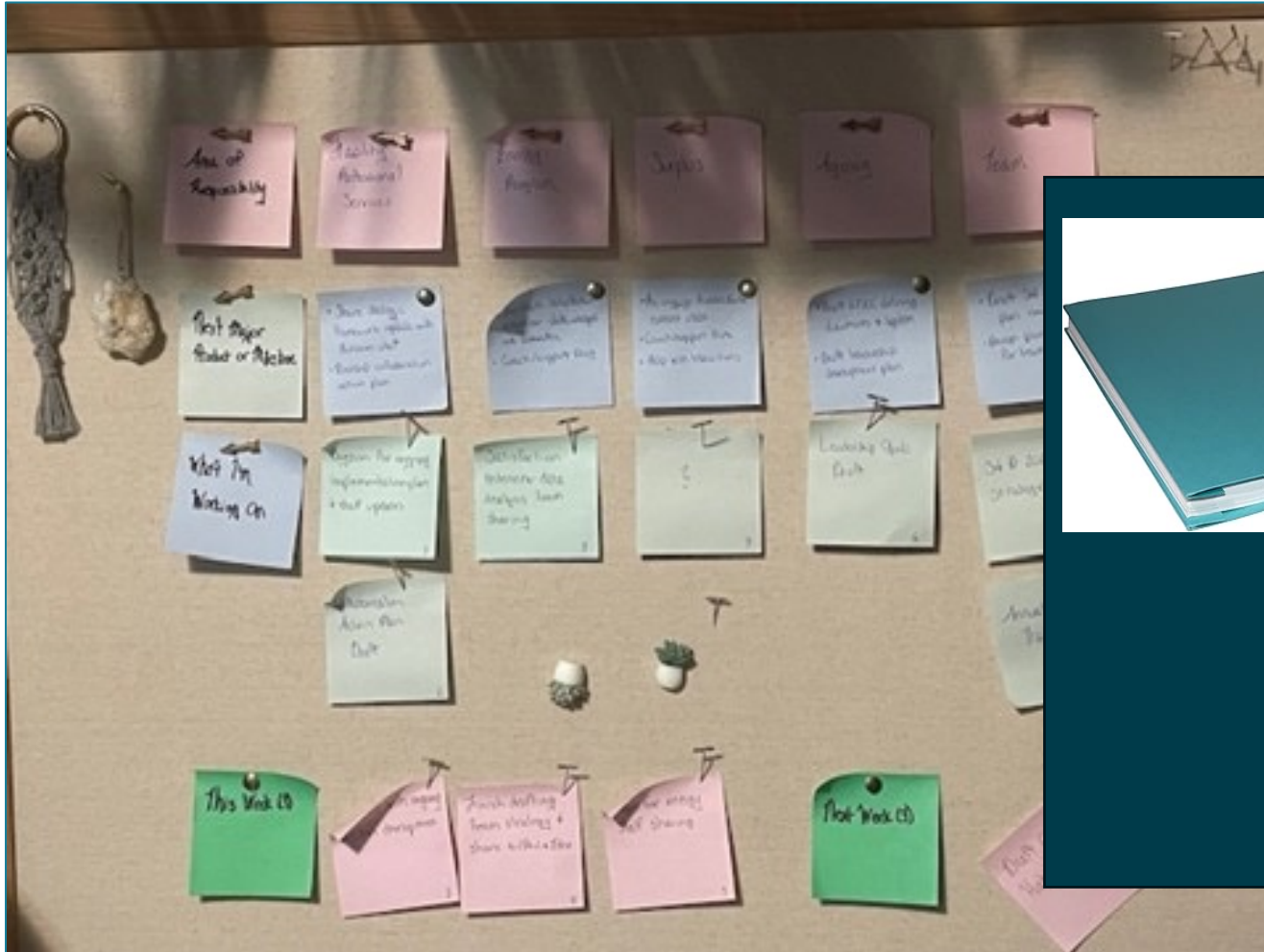
THIS week	Develop HR share back slides 6	Finalize step 1 workshop slides and share with team 1	NEXT week	Attend NLI summit 0	Prep for & conduct FPS strategy workshop 3	Research competencies 4
DONE			Meet with Emilie about division meetings 7	November meeting debriefed and adjustments made		

# MY PERFECT KANBAN, CONT.



Today	TO DO				
Format step 1 workshop slides	Work on MA evaluation	Incorporate Emilie's feedback in meeting plan	Schedule follow up meeting with Kara	Develop close out template slides for FPS	Read energy report
Send HR slides to Casey for review	Call Mika about interviews	Check with Betty about 12/10 LT topics	Find HR collab agenda example	Work on MA evaluation	Update phase two project plan
Respond to Rebecca	Develop a new framework visual	Read competencies document	Hold workshop pre-meet with FPS	Write executive summary	

# THE TRANSITION ATTEMPTS



# CURRENT EXPERIMENT

The screenshot shows a task management application interface. At the top left, the user's name 'Heidi' is displayed with a dropdown arrow. Below it is a navigation sidebar with options: '+ Add task', 'Search', 'Inbox', 'Today' (with a count of 4), 'Upcoming', 'Filters & Labels', 'Favorites', '# Kanban' (with a count of 19), 'My Projects', '# Kanban' (with a count of 19), '# Agendas' (with a count of 3), and '# Example for Presentation' (with a count of 11, highlighted in orange). At the bottom of the sidebar is a 'Browse templates' link. The main content area is titled 'My Projects /' and features a heading 'Example for Presentation'. Below this heading is a list of tasks, each with a colored circle icon and a due date:

- Write charter for new client project (Red circle, Tomorrow)
- Prepare for meeting with Cabinet (Red circle, Thursday)
- Finish adding phase two tasks to project plan (Red circle, Oct 30)
- Draft plan for partnership conversation (Red circle)
- Format slides (Orange circle, Friday)
- Respond to Rebecca (Orange circle)
- Submit leave (Orange circle)
- Make edits to data dashboard (Blue circle)
- Set up 1:1 meeting series with HR Consultant (Blue circle)
- Find collaboration agenda template and send to team (Blue circle)
- Waiting - Reply to supply email (White circle)

## Example for Presentation

- Write charter for new client project  
Tomorrow
- Prepare for meeting with Cabinet  
Thursday
- Finish adding phase two tasks to project plan  
Oct 30
- Draft plan for partnership conversation
- Format slides  
Friday
- Respond to Rebecca
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- Make edits to data dashboard
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# REFLECTION



## POINT TO PONDER

*What are you  
inspired to do  
next?*



# RESOURCES & QUESTIONS

# RESOURCES

Check the conference website for a handout to help you audit your personal kanban.

- [Jim Benson's Personal Kanban Introduction](#)

## Personal Kanban Audit

Use the questions below to reflect on the health of your personal kanban. If you answer no to any question, consider why and plan an adjustment.

### Kanban Principles

- Can I see all of my work in one place?
- Can I easily decide what to work on next?
- Is my system limiting work in process?

### Making it Work

- Do I have the right columns? *Do the columns make it clear where to choose tasks from? Is my board showing me what it needs to show me?*
- Do I have the right information on my cards? *Does the information help me make decisions or understand my work? Can I still add a card quickly and easily?*
- Am I working at the right level? *Do my cards start with verbs? Are they discrete enough tasks that I know how to work on them? Have I found my sweet spot between clarity and effort?*
- Does my board reflect reality? *Am I actively working on the things in my doing column? Does my board reflect new tasks that come my way?*

### Making it Last

- Does my board connect to something bigger than my daily tasks? *Does it help me see how I'm progressing towards my goals and/or my team's goals?*
- Do I have a well-designed planning practice? *Does it help me see what I need to do next? Am I faithfully using it?*
- Do I have a well-designed reflection practice? *Does it help me learn? Does it help me monitor the health of my system? Am I faithfully using it?*
- Am I using what we know about habits? *Have I identified my trigger and the behavior I want to see? Am I keeping my motivation in mind?*

# QUESTIONS



# THANK YOU



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