

Making Metrics Matter

2025 Workforce Benchmarking Network NYC Cohort

Wednesday, February 5, 2025 | 9:00 AM to 4:00 PM | Pier 57

Purpose

To build individual and organizational capacity to use data, continuous improvement processes, and best and promising practices to advance equity and improve participant outcomes.

Intended Outcomes – Participants will leave with:

1. **Explore** foundational race, equity, and inclusion concepts and context
2. **Expand** their networks of peer experts
3. **Practice WBN** tools and processes for continuous improvement.
4. **Develop** skills to use data to celebrate success, learn and improve

Facilitated by Corporation for a Skilled Workforce:

- Chioke Mose-Telesford | Director of Improving Practices & Outcomes
- Jessica Carr | Senior Policy Associate, Improving Practices & Outcomes
- Alex Breen | Senior Policy Associate, Improving Practices & Outcomes

TIME	AGENDA ITEM
9:00 AM	Welcome & Housekeeping Caffeinate & Chill
9:15 AM	Introductions & Objectives
9:30 AM	Organizational Elevator Pitch + Presentation of ‘How Might We’ <ul style="list-style-type: none"> ▪ Organizations present 60 second elevator pitch and HMW question
9:45 AM	Establishing Learning Community Norms <ul style="list-style-type: none"> ▪ Group: Develop learning community norms
9:50 AM	Strategies for Equitable Outcomes <ul style="list-style-type: none"> ▪ Introduction to Continuous Improvement Tool ▪ Why Focus on Racial Equity? ▪ Language Matters ▪ Exercise: Laying it on the Line
10: 20 AM	BREAK- 5 Minutes
10:25 AM	Current Local & National Context <ul style="list-style-type: none"> ▪ In the News ▪ Presentation
10:35 AM	Racial Inequity in the US <ul style="list-style-type: none"> ▪ Video: Systemic Racism ▪ Group Discussion
10:55 AM	Inclusive Language <ul style="list-style-type: none"> ▪ Using Inclusive Language and Principles to Remember

TIME	AGENDA ITEM
11:00 AM	Revealing Bias <ul style="list-style-type: none"> How We Think? Video: Brain Tricks Small Group Discussion Exercise: Bias in Your Work
11:25 AM	BREAK- Optional 5 Minutes
11:30 AM	Introduction to Data <ul style="list-style-type: none"> What Matters to You? Small Group Activity Our Relationship with Data & Using Data to Tell Our Story
11:55 AM	Strategies to Shift Data Culture <ul style="list-style-type: none"> Strategies to Improve Data Results & Participant Perspectives
12:00 PM	LUNCH- 35 Minutes
12:35 PM	Dashboard Indicators and Outcomes <ul style="list-style-type: none"> Presentation of Dashboard Indicators Exercise: Dashboard Indicators Exercise: Community Progress on Your Dashboard Indicators
1:05 PM	Program & Participant Interim Milestones <ul style="list-style-type: none"> Interim Milestones Finding Leaks in Your Pipelines Exercise: Milestone Improvement Activity
1:45 PM	BREAK- 5 Minutes
1:50 PM	Understanding and Using Reports <ul style="list-style-type: none"> Meeting Internal Staff Needs with Reports Strategies to Improve Data Quality Table Discussion
2:30 PM	Inquisitive Mind <ul style="list-style-type: none"> Jumping to Questions, Not Conclusions Exercise: Pathways2Success Dashboard Indicators
2:55 PM	Influencing Factors <ul style="list-style-type: none"> Potential Influencing Factors Influencing Factors Worksheet
3:15 PM	Hunches & Fishbone <ul style="list-style-type: none"> Fishbone Diagram Group Brainstorm
3:30 PM	Data Culture & Change Ideas <ul style="list-style-type: none"> Self-Assess Your Data Culture
3:50 PM	Next Steps & Close-Out <ul style="list-style-type: none"> Initial Action Planning Next Steps Evaluation