

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

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