

Governance Best Practices

AGENDA

GOVERNANCE BEST PRACTICES

HERE ARE THREE KEY ELEMENTS REQUIRED FOR A SUCCESSFUL GOVERNANCE STRUCTURE:

- 1 Key roles in your SoapBox community
- 2 Governance process
- 3 Engagement Standards – Measuring Performance

AGENDA

GOVERNANCE BEST PRACTICES

KEY ROLES IN YOUR COMMUNITY



**PROGRAM
MANAGER**



**EXECUTIVE
SPONSOR**



**SOAPBOX
LEADER**

AGENDA

GOVERNANCE BEST PRACTICES

KEY ROLES IN YOUR COMMUNITY: **PROGRAM MANAGER**



Role Overview

- Keeps community members engaged
- Assigns top inputs to SoapBox leaders (think: triage nurse)
- Keeps SoapBox leaders accountable to collaborating on SoapBox (perhaps with a nudge or two)

What makes them successful

- Enthusiastic about vertical collaboration
- Organized and process oriented
- Able to influence without authority and build a network

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GOVERNANCE BEST PRACTICES

KEY ROLES IN YOUR COMMUNITY: **EXECUTIVE SPONSOR**



Role Overview

- Maintains connection with executive leaders
- Helps with decision making on cross-functional, complex inputs
- Champions the SoapBox program for the organization

What makes them successful

- Has operational responsibility for addressing purpose of SoapBox program
- Important voice at the Senior Executive table
- Passionate about vertical collaboration and continuous improvement

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GOVERNANCE BEST PRACTICES

KEY ROLES IN YOUR COMMUNITY: **SOAPBOX LEADER**



Role Overview

- Collaborates regularly with their employees on inputs related to their organizational group
- Turns the best inputs into projects and initiatives
- Regularly updates community on status of active projects

What makes them successful

- Accountable for implementing projects and initiatives that require employee insight
- Solution oriented
- Able to work effectively across functions and businesses
- Good communicators who understand the importance of updating their communities, and who are comfortable providing those updates

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GOVERNANCE BEST PRACTICES

KEY ROLES IN YOUR COMMUNITY



**PROGRAM
MANAGER**



**EXECUTIVE
SPONSOR**



**SOAPBOX
LEADER**

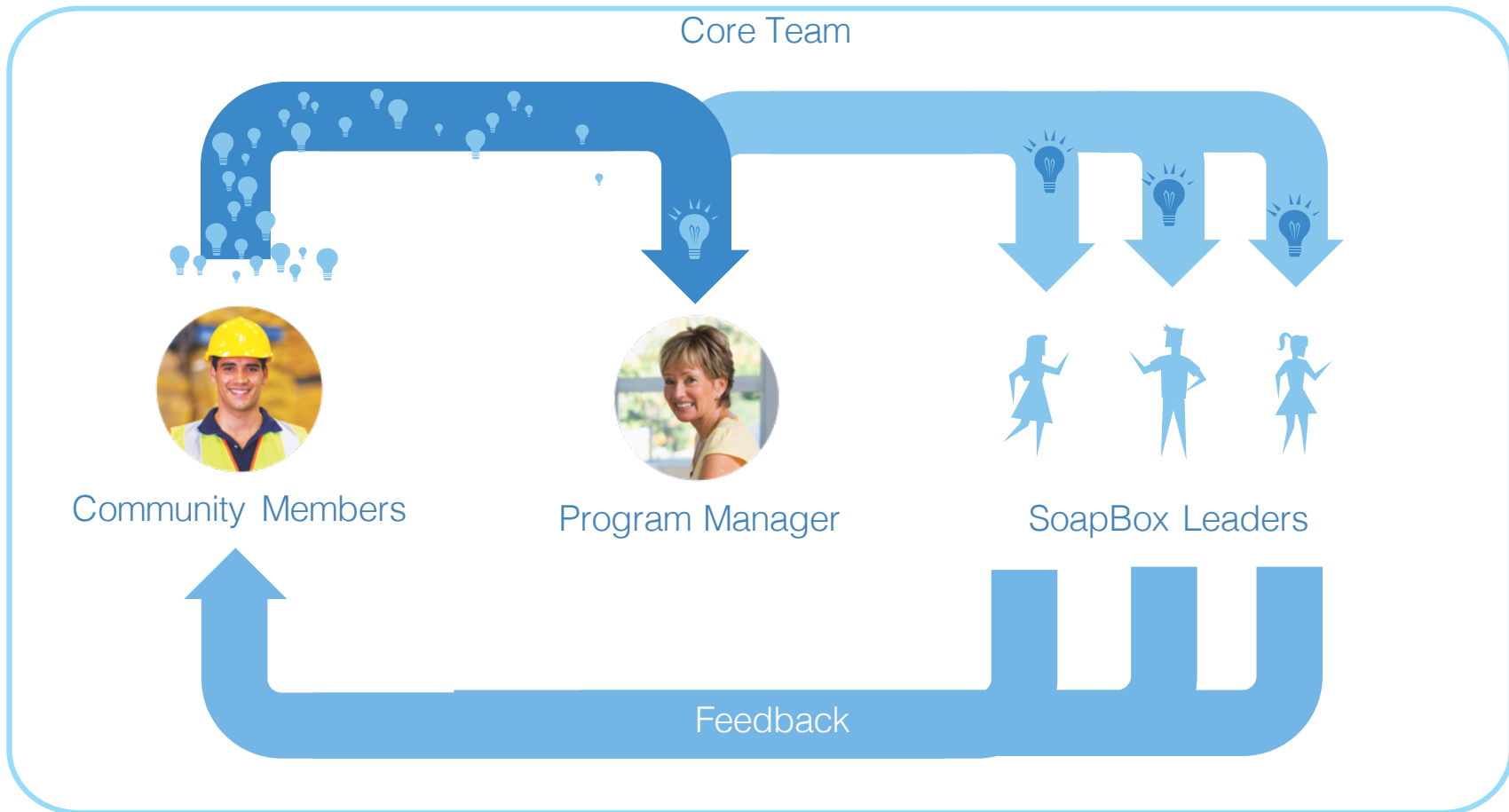
NEXT STEPS

- Identify your Program Manager
- Identify your SoapBox Leaders
- Train your SoapBox leaders

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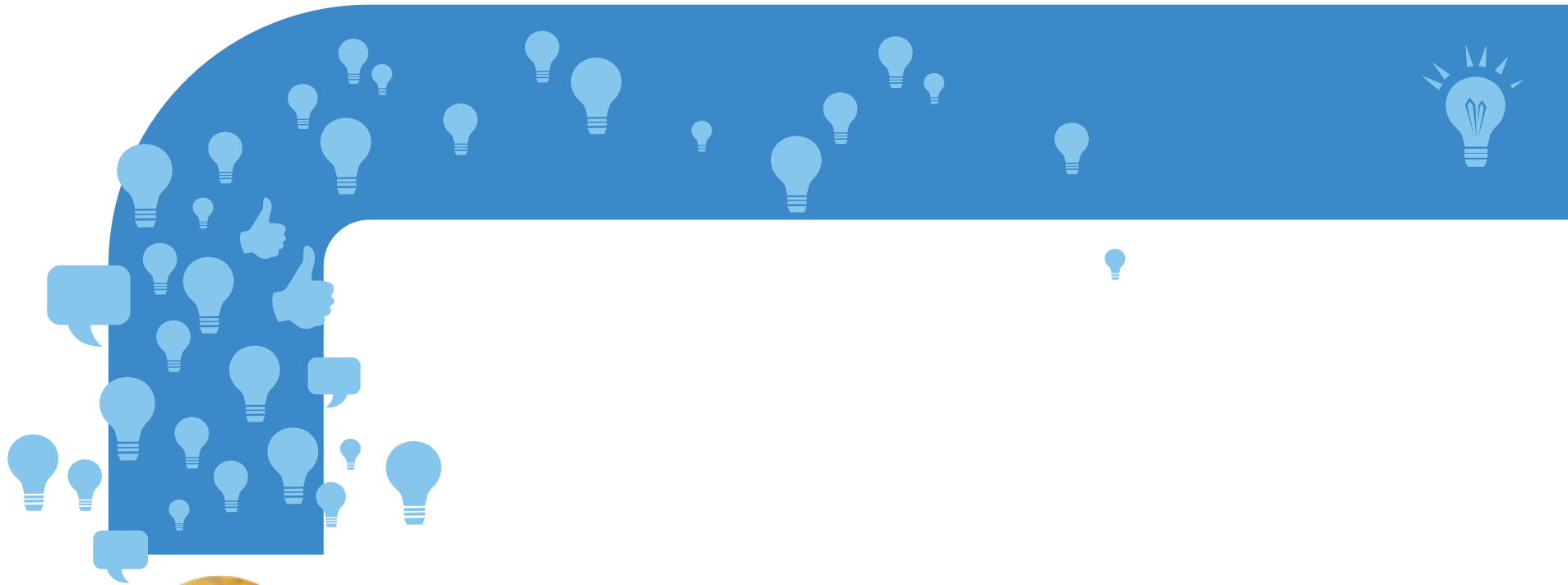
GOVERNANCE BEST PRACTICES

GOVERNANCE PROCESS



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GOVERNANCE BEST PRACTICES
GOVERNANCE PROCESS

Step 1 Community members add inputs, votes and comments. Inputs with more than ## votes are considered important.

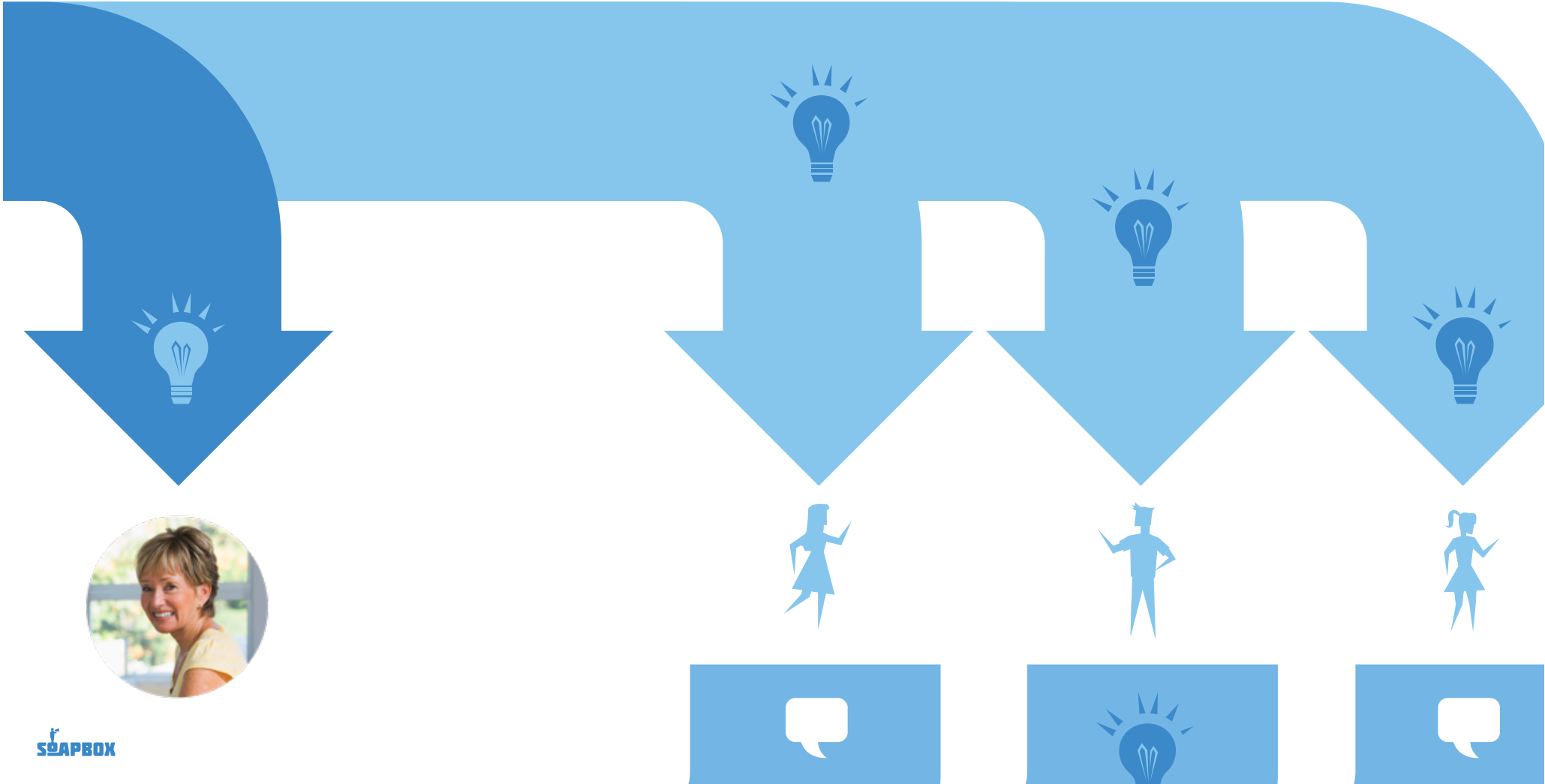


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GOVERNANCE BEST PRACTICES

GOVERNANCE PROCESS

Step 2 Program Manager assigns top inputs to SoapBox leaders (or they assign them to themselves)

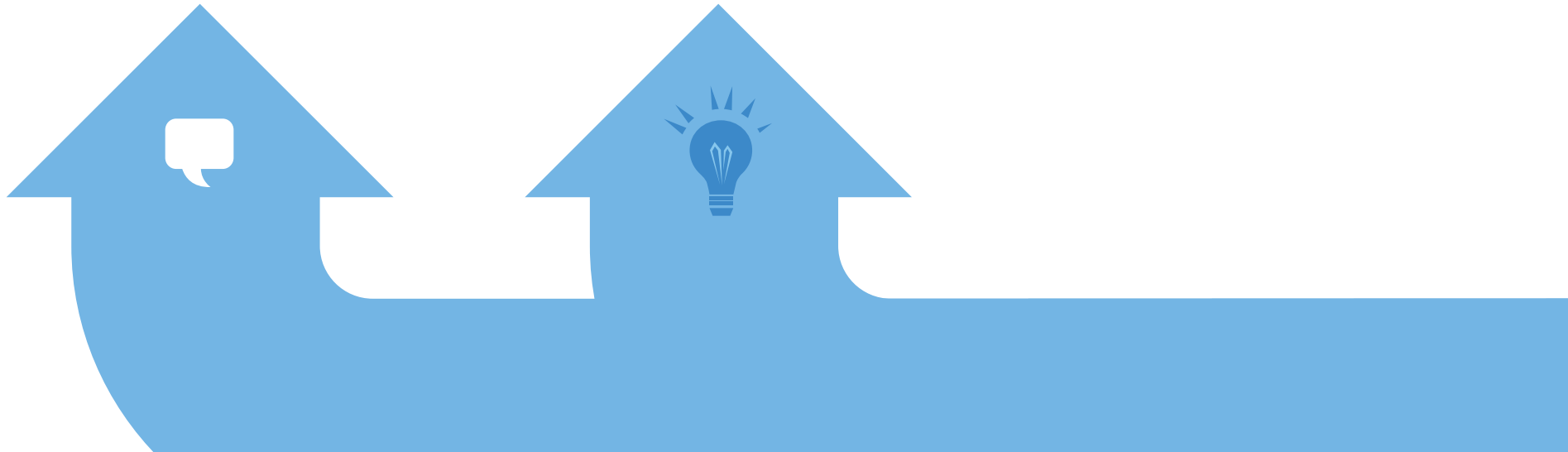


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GOVERNANCE BEST PRACTICES GOVERNANCE PROCESS

Step 3 SoapBox leaders do two things:

- 1) Provide feedback on inputs scoped to their organizational group
- 2) Make sure that the best inputs are implemented or leveraged as part of an existing initiative.

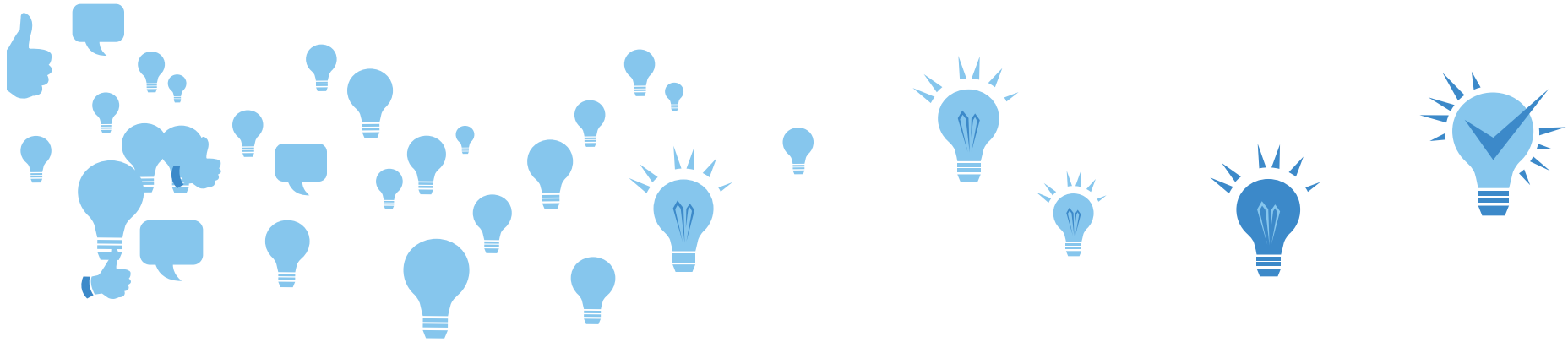


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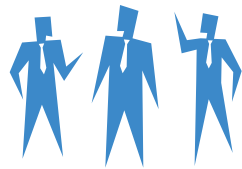
GOVERNANCE BEST PRACTICES

GOVERNANCE PROCESS

Step 4 The SoapBox Team comes together to discuss highlights, key stats and any updates/issues.



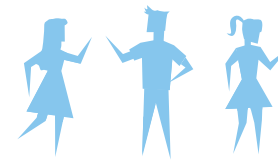
The SoapBox Team



Core Team



Program Manager



SoapBox leaders

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GOVERNANCE BEST PRACTICES

ENGAGEMENT STANDARDS – MEASURING PERFORMANCE



votes

Ideas with more than ## votes are deemed important and should be assigned to a SoapBox leader as soon as possible



4 weeks

You should regroup to review highlights and discuss ways to make the program more successful every month



14 days

Is the average time a SoapBox leader should take to provide feedback on input after it has been assigned.



90 days

Is the average time a SoapBox Leader should take to provide status updates on active projects.