

## Working In Silos: How Filling Silos Inhibits Progress

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## Silo

- An airtight pit in which green fodder is preserved
- A large underground facility for control, storage and launching of a long-range ballistic missile



## Working in Silos

- Picture two farm silos side by side with no bridge between them
- Typically refers to management systems where the focus is inward and information is communicated vertically.
- Not an effective way to reach new audiences outside of your silo



## Do you:

- Work in a silo?
- Contribute to the silo mentality?
- Reward co-workers who try to break the mold of silo thinking?
- Have examples of how you tried to cross-pollinate at work?
  - Success
  - Failure



## Ways to avoid silo actions

- Publicly recognize members of different silos; treat them equally
- Cross-pollinate silos
- Address management style if silo behaviors persist
- Deal with silo members who are self important
- Reward collaboration



## Team Effort

- Opposite of Silo Work
- Must be in place before there is team work



## Build a Strong Active Team

- Respect and Diversity  
*Treat all members with dignity*
- Ethics and Integrity  
*Trust and honesty*
- Innovation  
*Encourage creative thinking*
- Collaboration  
*Recognize teamwork synergy*
- Growth/Development  
*Networking, education*
- Quality/Customer Service  
*Performance based operation*
- Health/Safe  
*Safe environment*
- Community  
*Shared goals, success*



## Develop Functional Teams

- Highlight dependencies
- Recognize all teams
- Reward team efforts
- Create dependencies to foster interaction between workers
- Stay focused on outcomes



## Problem Solving Building Blocks

- Gather and evaluate data
- Identify gaps
- Identify partners who share an interest
- Invite partners to participate in problem solving
- Convene team- execute
- Evaluate



## Data Collection

- Find and evaluate all data sources
  - National (comparison purposes)
  - State
  - Local



## Create The Team

- The Rogers theory
- Bridge Gaps
  - Add to team as needed
  - Re-evaluate who is at the table



## Maximize Team Participation

- Utilize all team members and their contributions
- Make opportunities for all to participate



## Evaluate Efforts

- Establish the evaluation tool before starting the project



## 3 Successful Team Examples



### National

- CPS
- United States

### State

- Child Fatality Review
- North Dakota

### Local

- Safe Kids Coalition
- Palm Beach County, Florida



## National CPS Issue

- 1995: NHTSA Patterns for Life
  - Committee to study multi-faceted child passenger safety issues
  - Multiple messages from about 15 different organizations and NHTSA
  - Territorial issues- who has been doing this longer- who knows more?
  - Some people doing CPS as non-profit while others are for profit



## National Program

- NHTSA sets out to standardize messaging and training
  - Multidisciplinary team develops key program and messaging
  - Standardized curriculum developed
  - Expectation that we might have as many as 50 technicians from each state



## National Program

- 1997: Standardized curriculum rolls out to be used throughout the country
  - 16 Instructors selected to train other instructors and technicians
  - Paper curriculum (22 chapters); no slides or overheads
  - Demonstration seats used



## National Program

- 1997: AAA Certifying Body
  - Certification done through hard copy
  - Paper tracking
- 2004: Safe Kids Certifying Body
  - Electronic tracking
- 2007 Revised curriculum
  - Open book test; CEUs
  - “Curbside” emphasis



## National Program Today

- 2010 Recertification rate
  - 49.3%
  - 34,148 current technicians
  - Over 101,000 who have been trained



## ND Child Fatality Review

- Statewide response to child deaths
- Multidisciplinary approach
- Identifies gaps in problem solving
- Meets quarterly
- How many of you know of this process?
- How many contribute to this process?



## Unintentional Injuries in ND 2002-2006

- #1 Motor Vehicle Crashes 0-24
- #2 Suicide by firearm 15-24
- #3 Suicide by suffocation 15-24



## ND CFR

- Established in 1995 by statute
- Housed in Dept Human Services
- No annual budget; in-kind funding
- State level review team- no local teams
- All types of child deaths reviewed
- Reviews children less than 18
- Purpose to prevent child deaths



## ND CFR

- Data collected on all reviews
- Data collection not required by statute or legislation
- An annual report is done
- Recommends changes in policy, practice and law



## ND CFR Team Members

- Trauma-Juvenile Services Court- Assistant Attorney General- Criminal Investigators- State Health Officer- 2 citizens- State police- Local Police- Pediatrician- ER physician- state forensic examiner- Injury Prevention- Indian Health Service- Indian Affairs Commissioner



## Who might be missing?

- Traffic Safety Specialist
  - MV deaths leading killer of children less than 19 in North Dakota
  - Traffic specialist may be able to shed light on preventable deaths- leading killer



## ND- CFR

- Meets quarterly- members rarely miss
- Studies sudden unexplained or unexpected deaths (no cancers or prematurity)
- Tribal deaths hard to track as they are investigated through the FBI
- Confidential process



## ND- CFR

- Most people do not know about CFR
- Does not point fingers
- GOAL: increase awareness among injury prevention professionals;
- CHALLENGE: improve uniform reporting throughout the state



## Quest to bring GDL to ND

- CFR:
  - Identified gap with graduated driver licensing (GDL)
  - data supports need for the introduction of GDL to the state
- Member of the CFR will leave the team to take on this issue
- How can you help in this effort?



## ND- CFR

- Contact:
  - Tracy Miller
  - ND DHS- Children and Family Div
  - [tramiller@nd.gov](mailto:tramiller@nd.gov)



## ND Measures to Address MVA (2009)

- Education materials developed and provided
- Car seats, training and technical assistance provided to local agencies and 5 reservations
- 2-3 CPS courses to create new technicians
- 2 Refresher courses
- Quarterly newsletter
- 2-3 video conferences



## ND Measures to Address Teen Suicide (2009)

- Continue Suicide Prevention Coalition
- Continue implementation of 6 community based projects funded by State/Tribal Youth Suicide Prevention Grant
- WIC and Family Planning will distribute prevention information



## Local Problem Solving: Safe Kids Palm Beach County

- Problem Identification
  - CPS Management tool- collects local data
- Local board selection
  - Multidisciplinary
  - Competing agencies share the mission
- Variety of topics
  - Water, CPS, Pedestrian, Home Safety



## Building the Local Board

- Who in the neighborhood shares the mission?
  - Police
  - Fire
  - Health/ Hospitals
  - Safety
  - Family
  - Commercial
  - Other (Law firm)



## Maximizing the Board

- Shared vision
- Assignments to all members
- Deadlines
- Evaluation
- Sponsors



## Successful Board Activity

- Summer Safety Program, comprehensive education covered:
  - Gun safety: gun locks (given to parents)
  - Bike Safety: received bike and helmet
  - Drowning: Swim lessons, bathing suits, sun protection hats
  - CPS: presentation
  - Pedestrian: presentation
  - Nutrition: meals provided



## Main goal: Swimming+

- 110 low income kids
- From underserved area
- Public swim club with certified swim instructors: kids learned to float
- 5 day activity
- Bus transportation provided free



## Board Activity

- Fed Ex: Used trucks to deliver food and materials to activity location
- Law enforcement and pool safety people working side by side
- ALL Board members took a role: donations, programming, transportation
- Non-working members left on their own volition



## CPS Management Tool: Supports All Local Efforts

- Used to collate local data
- Can be accessed by the coordinator
- Tallies data on a regular basis- post event
- Gives the coordinator up to the minute data for their particular community



## Which Team Are You On?



## Which Team Are You On?



## Teams change

- Can be positive
- Opportunity to make things better
- Opportunity to bring in new members
- Creates mentors for new members
- Builds momentum
- Avoids burnout
- No room for the silo mentality



**Contact me:**

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