



**GREAT PLAINS
GREATER PURPOSE**

WICSEC | Omaha, NE

October 14-18, 2018

2018 WICSEC CHILD SUPPORT IDEA LAB

Presented on: October 16, 2018

Customer Engagement

PURPOSE:

- Brainstorm innovative ideas for child support programs

OBJECTIVES:

- Engage peer-to-peer brainstorming on topics related to the CSE Program
- Share program successes and roadblocks
- Explore new strategies or approaches for improving CSE program performance and increasing program opportunities



Structure & Rules of the Meeting

Structure:

- Focus on four topics
- Break into four groups
- Topic will Rotate at a speedy pace (15 min. per topic)

Table Set Up:

- The facilitator will guide the group at each table
- Each person will write an idea on a sticky note and add it to the flip chart

Rules:

- Withhold judgment of ideas
- Quantity counts at this stage, not quality
- Every person and every idea has equal worth
- Build on the ideas put forward by others



Take Away

- Everyone receives a blank index card at the beginning of the session to write an idea to take back to their CSE program
- We'll have an opportunity at the end to learn what topics resonated with participants



Thank You!

Moderator: Suzi Truby

Facilitators: Barry Blackburn

Liesa Stockdale

Natalie Dillion

Veronica Riley

