



Industry Engagement and Outreach Operational Change Meetings

CONCEPTUAL AND PRE-DECISIONAL

August 2011

- **Thursday, August 18, 2011**
- **9:25am - 10:40am (75 minutes)**
- **Breakout session facilitators are confirmed**
 - John Aiello - 11226 (15 attendees)
 - Pete Allen - 4841 (30 attendees)
 - Charlie Frantz - 1P609 (15 attendees)
 - Anthony Frost - 1P619 (30 attendees)
 - David Mastervich - 1P629 (30 attendees)
 - Rod Sallay - 11228 (30 attendees)
 - Donna Thabet - 7801 (25 attendees)
 - Wendy Hocking - Ben Franklin (as needed)

- Facilitator training sessions Tues, August 16 (3:45 p.m.)
- Training will include:
 - Strategies for covering all topics
 - Basic facilitator skills
 - How to
 - Capture attendees' contributions
 - Work with scribe and timekeeper
 - Consolidate information following the meeting
 - Strategies for
 - Soliciting comments and ideas
 - Compiling/reporting/distributing feedback and notes
 - Setting deadlines for receiving comments and feedback
 - Scheduling “next phase” discussions

- Effects of fewer plants/BMEs *(25 min.)*
 - Nature and extent of costs incurred
 - Perceived benefits
 - How users may change mailing practices or reliance on mail
 - Ways to modify the concept to better serve senders and receivers

- Effects of service standard and entry time changes (*25 min.*)
 - Nature and extent of costs incurred
 - Perceived benefits
 - How users may change mailing practices or reliance on mail
 - Ways to modify concept to better serve senders and receivers

- **Additional thoughts** *(10 min.)*
“What haven’t we considered?”
- **Wrap-up/report back strategy** *(10 min.)*
“Here’s how we think the follow-up process should be structured; what do you think?”