



Indiana
Department
of
Health

**DONE VS DONE DONE:
IF YOU CAN'T PICTURE IT, YOU
CAN'T DELIVER IT**

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OUR MISSION:

To promote, protect, and improve the health and safety of all Hoosiers.

OUR VISION:

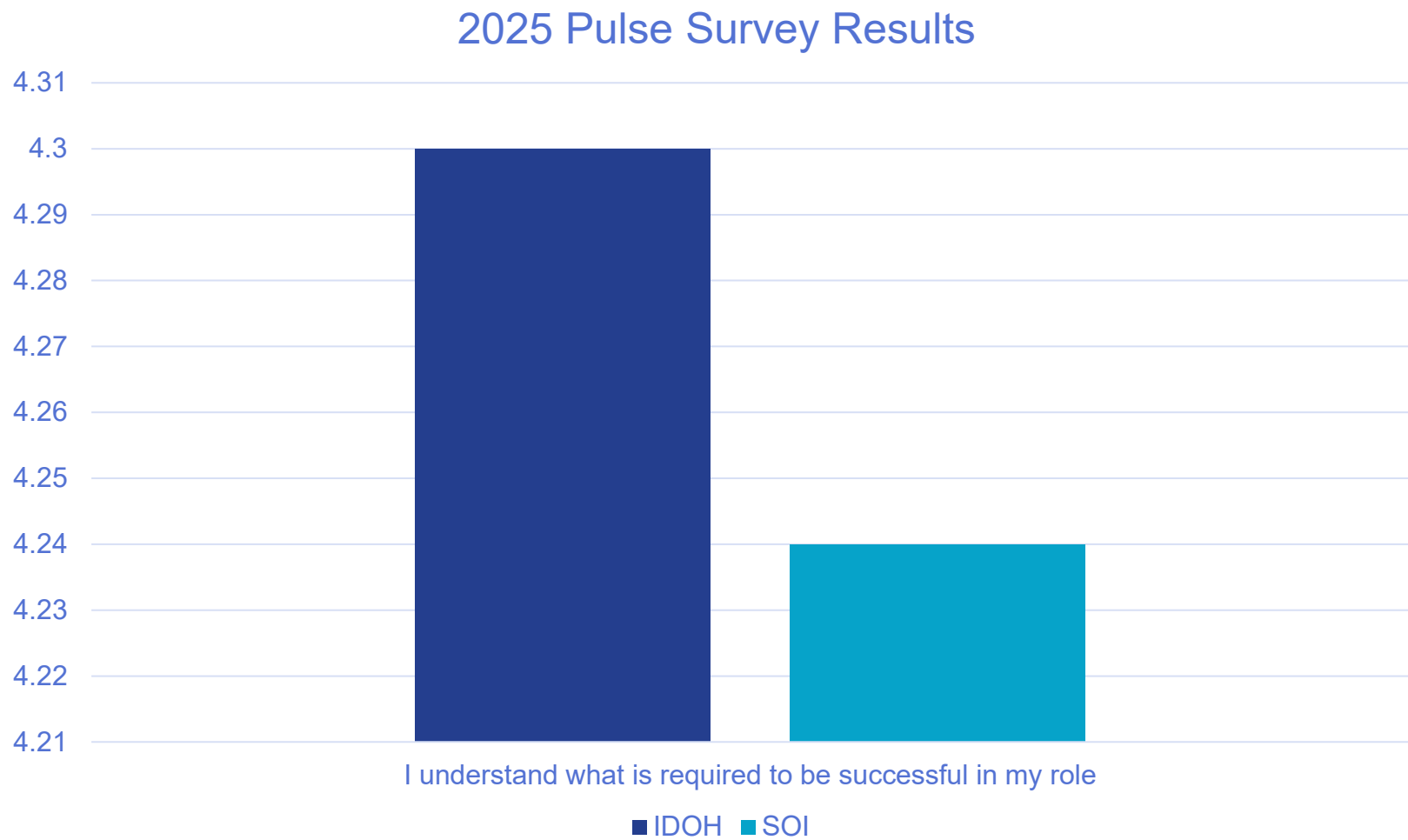
Every Hoosier reaches optimal health regardless of where they live, learn, work, or play.



Learning Objectives

1. Define clear expectations to ensure shared understanding of deliverables.
2. Use visual clarity and concrete examples to align on what success looks like.
3. Apply Done vs Done Done principles to improve workflow, communication and outcomes.

Why This Matters:



Done vs Done Done

Done

- Tasks completed as described
- May still be open to interpretation
- "I think we are finished"

Done Done

- Deliverable meets acceptance criteria
- Includes visual proof or demonstration
- "We can verify success"

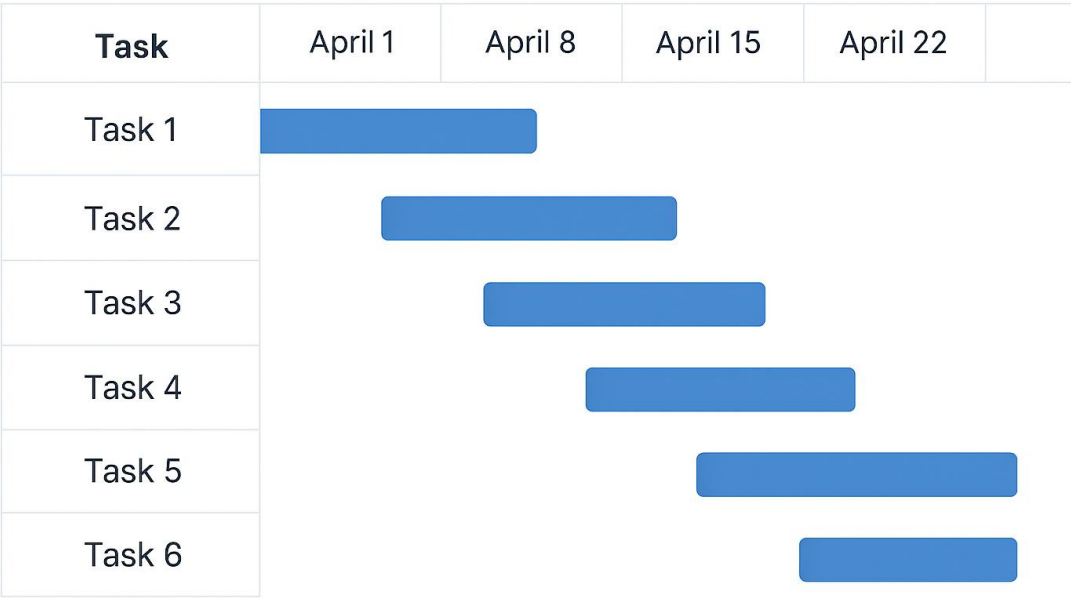
The Clarity Ladder



Gantt Chart

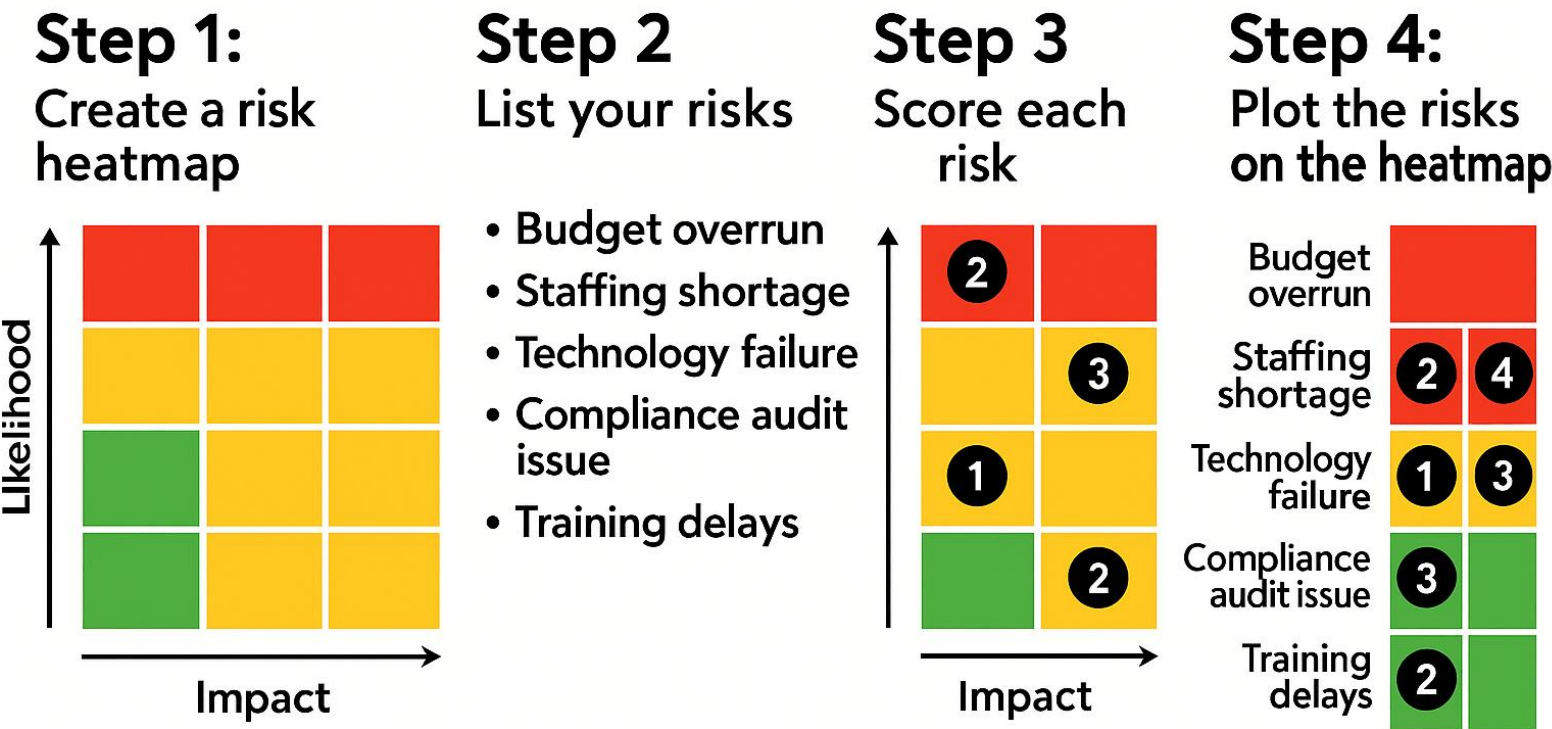
- Step 1: List your project tasks
- Step 2: Estimate the duration of each task
- Step 3: Define task dependencies
- Step 4: Assign Owners
- Step 5: Put tasks on a timeline
- Step 6: Add dependencies visually
- Step 7: Monitor & update regularly

Gantt Chart Example



Risk Heatmap

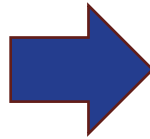
How to Use a Risk heatmap



Visualizing Success

Before:

Complete Comms Plan



After:

Comms Plan:

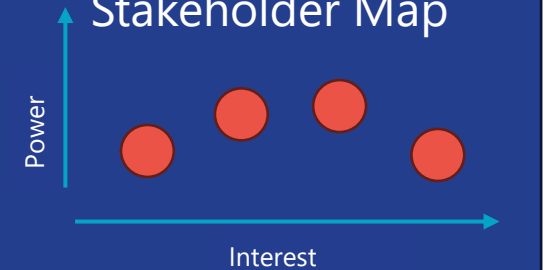
Objectives:

- 1.
- 2.

Key Message Plan:

M	T	W	TH	F

Stakeholder Map



Draft Messages:

1. Xyz
2. Xyz
3. Xyz

The Done Done Canvas

1. Deliverable Name and Owner
2. Scope Boundaries
 - In Scope
 - Out of Scope
3. Acceptance Criteria (Measurable)
 - Criteria 1
 - Criteria 2, etc..
4. Visual Proof (Files, Links, Screenshots)
5. Stakeholders & Sign-Off Path
 - Who Reviews?
 - Who Approves?
6. Risk & Assumptions
 - Assumptions
 - Risks & Mitigations

Done Done Canvas

Deliverable Name & Owner

Scope Boundaries (In / out)

In Scope

Visual Proof (Files, links, screenshots)



Acceptance Criteria (measurable)

Risks & Assumptions (With mitigations)

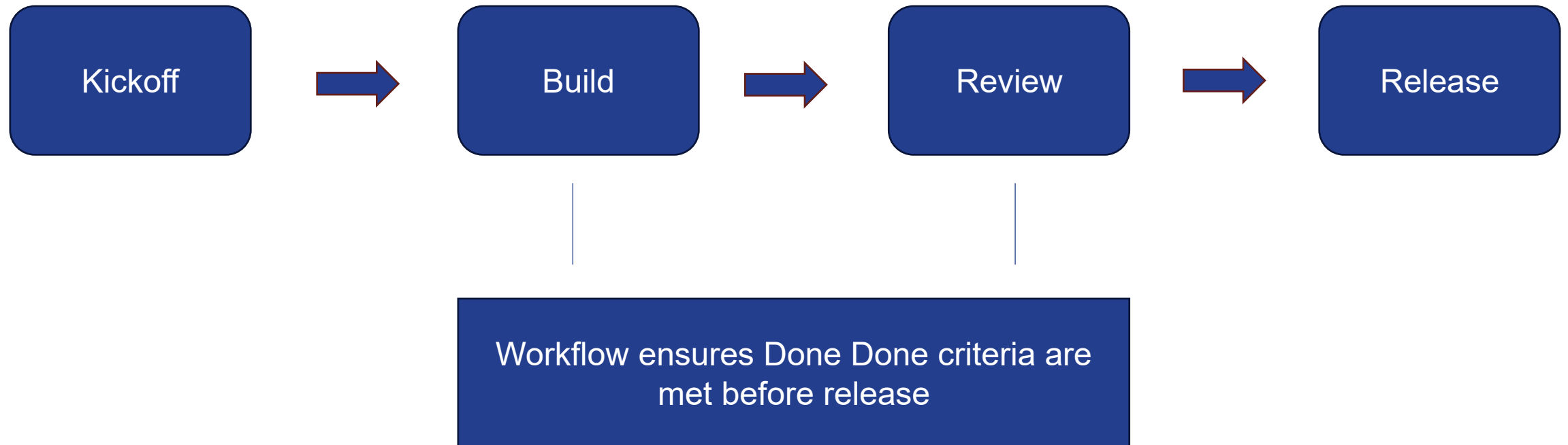
Risks & Assumptions



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Embedding into Workflow



Communication That Aligns

- RACI helps us avoid confusion
- Use RACI early, during Kickoff, so there are no surprises later
- When teams communicate poorly, it's usually because:
 - People don't know who approves
 - People don't know who does the work
 - People don't know who needs an update

Role/Person	Responsible	Accountable	Consulted	Informed
Project Lead	R		C	I
Director		A	C	I
Analyst	R			I
Comms Partner			C	I

Practical Situation:

Your team is preparing for a major program launch next month. Leadership has asked for a “Launch Packet” that will help them communicate key details to partners.

The project lead sends this message: “Can everyone please get the Luandh Packet done by next Thursday?”

That’s it. No details. No template. No criteria. Just: “Launch Packet” and a deadline.

Over the next week: one team member creates a two-page word document summarizing the launch, another creates a 12-slide PowerPoint deck with branding, Someone else builds a timeline graphic in Canva, a fourth teammate uploads a spreadsheet with milestones. Leadership has now received four versions, none of which match, and none contain the information needed.

Leadership responds: “This is not what I was expecting. Can someone please clarify what’s supposed to be in this packet?”



Class Exercise

Measuring Impact

	Before Done Done	After Done Done
Rework:	Lots of Corrections	30% fewer revisions
Sign-Off:	Slow approvals	20% faster approval
Deadlines:	Often slip	15% more on-time
Stakeholders:	Confused or unclear	25% more satisfied

Commitments & Next Steps

Week 1	Week 2-3	Week 4+
Start	Practice & Improve	Review & Adjust
• Use the canvas • Share templates	• Add Done Done check at handoff & reviews • Start collecting examples of good deliverables	• 30-day retro • Adjust criteria and templates • Reinforce wins

Resources

[LinkedIn Learning: Learning Gantt Charts](#)

[LinkedIn Learning: Using a RACI Matrix](#)

[LinkedIn Learning: Holding Your Team Accountable](#)

[YouTube: How to Make the Best Gantt Chart in Excel](#)

Questions?

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