

Critical Success Factors & Potential Obstacles

Critical Success Factors and Potential Obstacles will help the management team set priorities for success. They differentiate between factors under the management team's control (Critical Success Factors) and those that are not but could still impact the Career Zone's success (Potential Obstacles). The management team should discuss and agree on a list of 3-5 Critical Success Factors and Potential Obstacles for the Career Zone during 2002. The list below contains suggested examples of possible Critical Success Factors and Potential Obstacles for the team to discuss during the *Milestone Tracking Session*.

Critical Success Factors

Description: Critical Success Factors are those areas most vital to the Career Zone reaching its milestones *and are under the team's control to implement*. Using the list of suggested topics below as a starting point for brainstorming, the facilitator will assist the group come up with a list of 3-5 critical success factors most vital to the Career Zone's success.

Critical Success Factors	
	<ul style="list-style-type: none"> • Service offerings experience continued growth in utilization • Decision making process in place that represents the interests of each stakeholder and the CZ manager • Full time CZ Manager is able to think strategically (big picture) while managing day-to-day issues • Communication processes and shared roles in place with TDC • Performance measurement tools are utilized

Potential Obstacles

Description: Potential Obstacles are those areas that could possibly have the greatest impact on the Career Zone *but are not under the team's control*. It is important to recognize Potential Obstacles in order to develop contingency plans in the event they actually occur.

Potential Obstacles	
	<ul style="list-style-type: none"> • Moratorium prevents CZ from bringing on Career Counselors • Lack of funds allocated to CZ budget • Staffing resources not approved