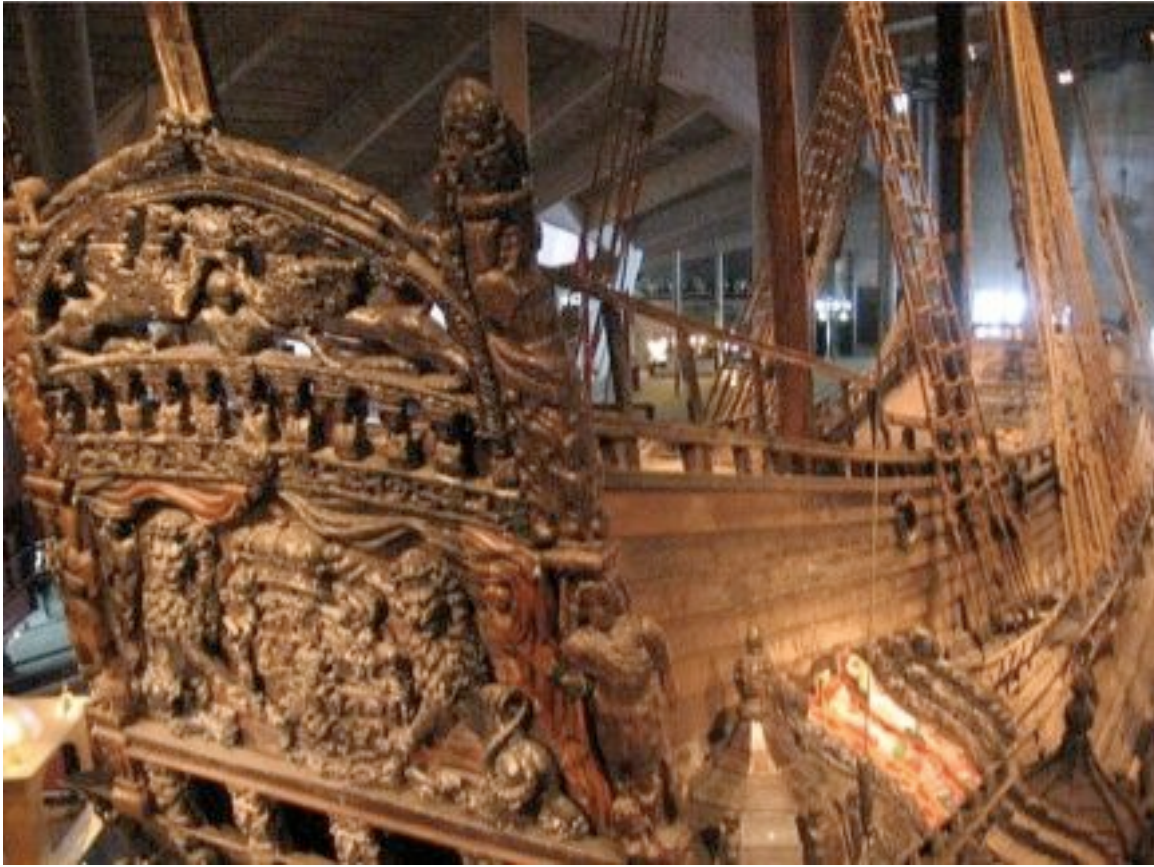






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Fundamental Problem



ACCOUNT-ABILITY

≠

RESPONSE-ABILITY



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4x4 Tic Tac Toe

OBJECTIVE

Maximize your score!

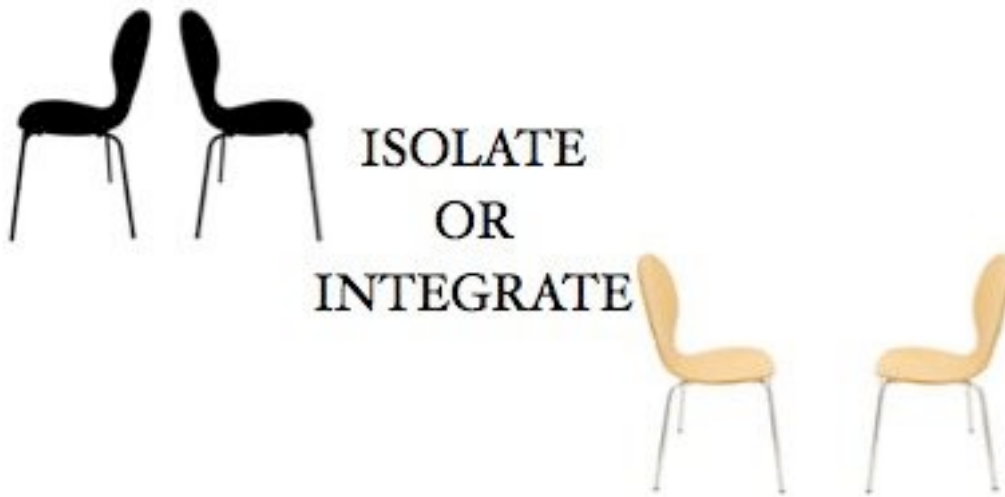
SCORING

4 in a row = 50 pts

3 in a row = 25 pts

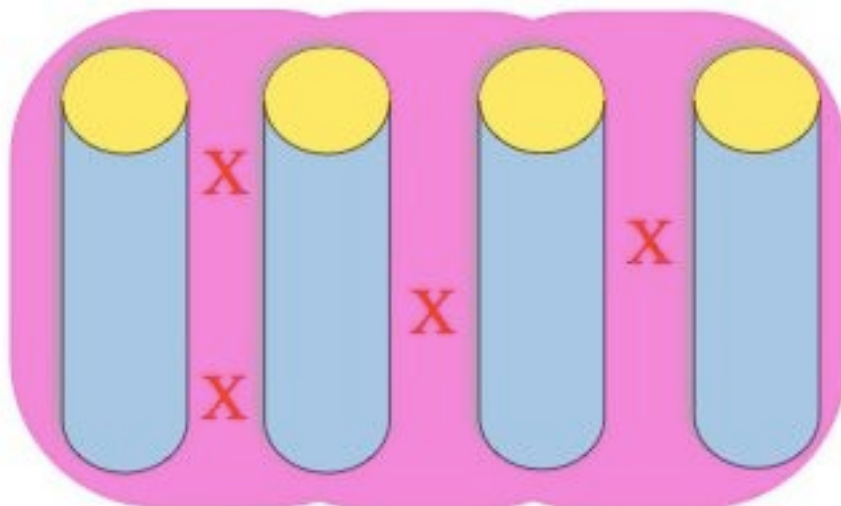
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Responses to Interdependence



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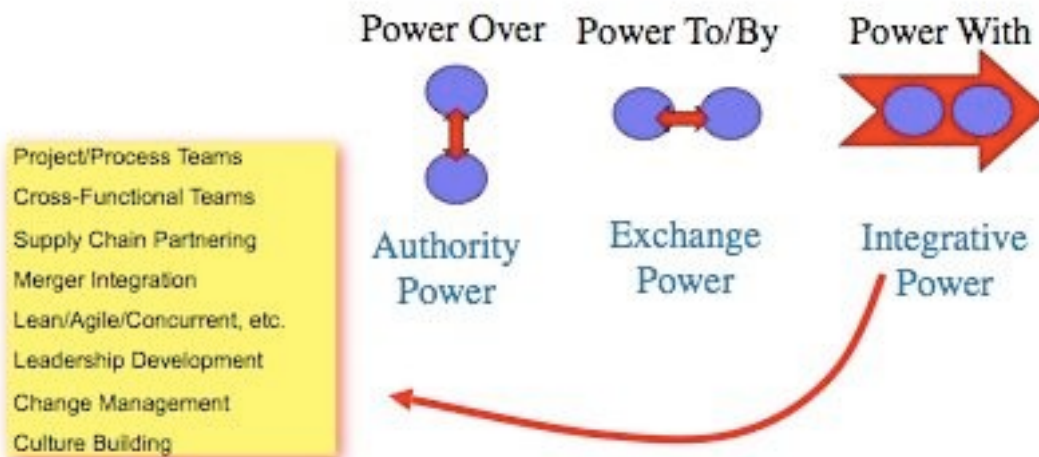
Problems Between



The Greatest Opportunity to Add Value
Is Not Assigned to Anyone.

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Power Economics and Organizing



from the book *Three Faces of Power*, Kenneth Boulding

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Dawning of the Age of Integrity

TQM / Quality Circles / Continuous Improvement

Excellence / Close to the Customer / MBWA / Action Bias

Concurrent/Simultaneous Engineering

Teams & Projects

Collaborations / R & D Consortia

Flattening / Process Re-Engineering

Partnering (Supply Chain, Construction)

Lean

Agile / Scrum / XP

1980

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Dawning of the Age of Integrity

1980

Increasing interdependence

- ↑ Collaboration / Partnering / Trust
 - ↑ Openness / Transparency / Visibility
 - ↑ Adaptive / Iterative / Evolving
 - ↑ Awareness / Learning / Facing Reality
- i.e., humaneness & performance

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Experts Say *First, Take 100% Responsibility...*



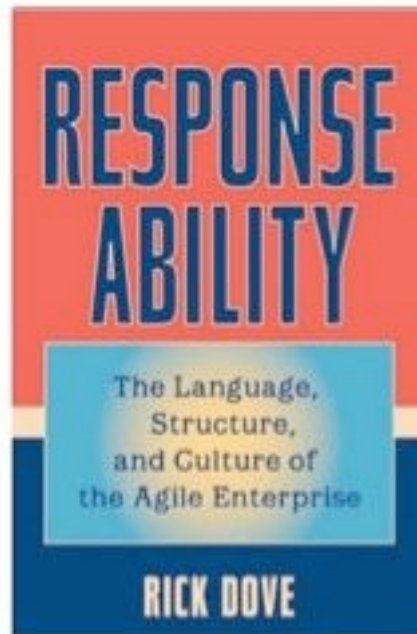
But they don't say how.



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“...key enablers for the agile enterprise:

the ability to manage and apply knowledge effectively—
Response Ability.”



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How You Respond to a Problem

PROBLEM



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How You Respond to a Problem



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How You Respond to a Problem



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Redefines Responsibility

- Mental process
- a “how,” not a “what”
- Observed, taught, and studied



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Results

- ↑ Awareness
- ↑ Learning
- ↑ Choice
- ↓ Anxiety
- ↑ Freedom
- ↑ Authenticity
- ↑ Power

The Keys to Responsibility™ unlock:

- ✓ Essential Self-Discipline
- ✓ Fundamental Leadership mind-set
- ✓ Radical Innovation and Execution.
- ✓ Rapid Truth-Telling.

What if leaders and followers:

- ✓ Owned problems twice as fast?
- ✓ Solved them twice as fast?
- ✓ With solutions twice as good? And,
- ✓ Felt twice as committed?

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Organizational Impacts

Qualitative

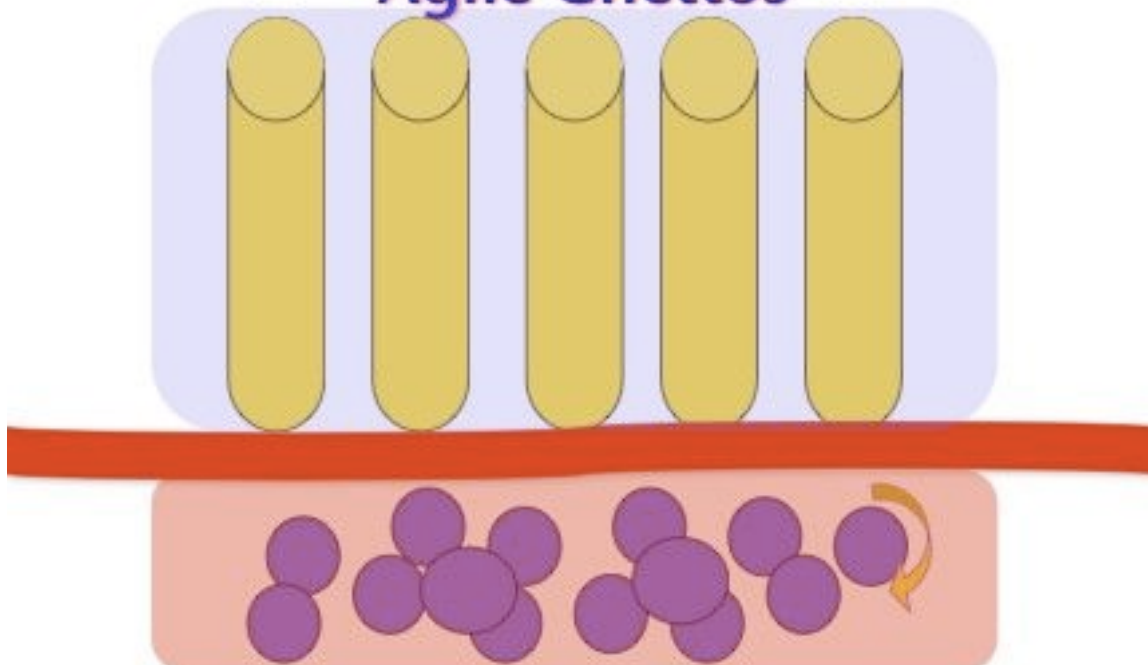
- Knowledge Team Leadership participants enthusiastic and vocal
- Responsibility language broadly used throughout the leadership culture
- Leadership resourcefulness (i.e., integrative power) distinctly improved

Quantitative

- Six new line supervisors fully functional six months faster than expected ($1/3 * 6 \text{ sups} * 6 \text{ mos} = 1 \text{ FTE}$)
- CMMI Level 3 certification accelerated by 3 to 5 months (50 people, $7 \text{ FTE} * 3 \text{ mos} = 2.5 \text{ FTE}$)
- 10 of 12 Gallup Workplace Quality Scorecard measures of engagement up significantly (0.2 and greater)

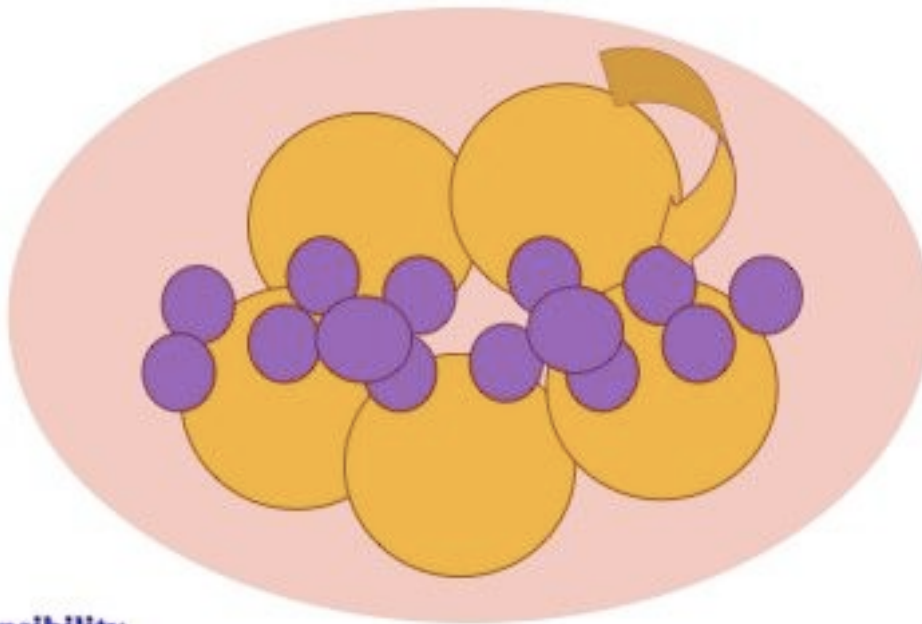
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Agile Ghettos



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Agile Leadership & Culture



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Keys to Responsibility™



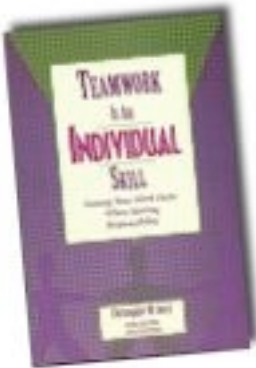
INTENTION

AWARENESS

CONFRONT

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Personal Agility



- ✓ Aligning and Re-aligning
- ✓ Engaging
- ✓ Building Trust
- ✓ Motivating Peers
- ✓ Making and Keeping Agreements
- ✓ Goal Setting
- ✓ Decision Making
- ✓ Negotiating
- ✓ Resolving Conflict
- ✓ Feedback and Difficult Behavior

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Resources

FREE!..

- ... Responsibility eTips
- ... ChristopherAvery.com/blog
- ... AskChristopherAvery.com



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VISION

I see the Responsibility Process™
poster proudly hanging in every
office, classroom, kitchen,
and church in the world.

