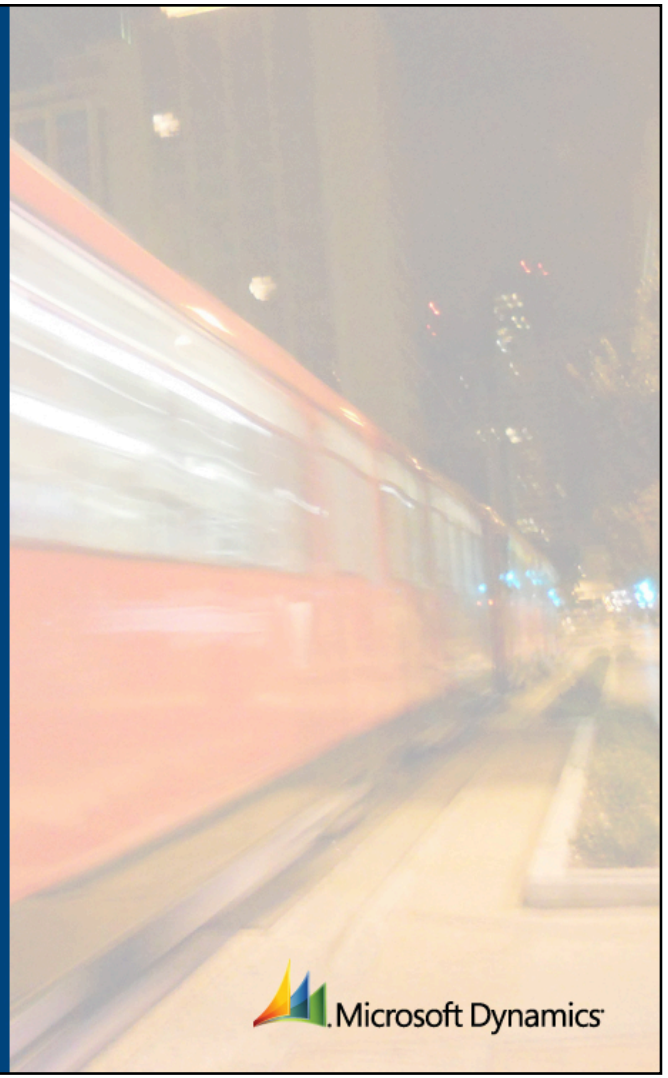
CONVERGENCE 2012

A World of Opportunity



George R. Brown Convention Center | Houston, TX
March 18-21, 2012

Microsoft

Microsoft Dynamics

DDBL01

Your Leadership Gift

Christopher Avery

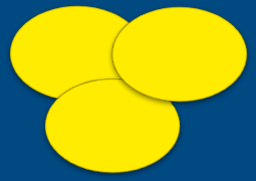
@ChristopherAver
#CONV12

Microsoft Dynamics

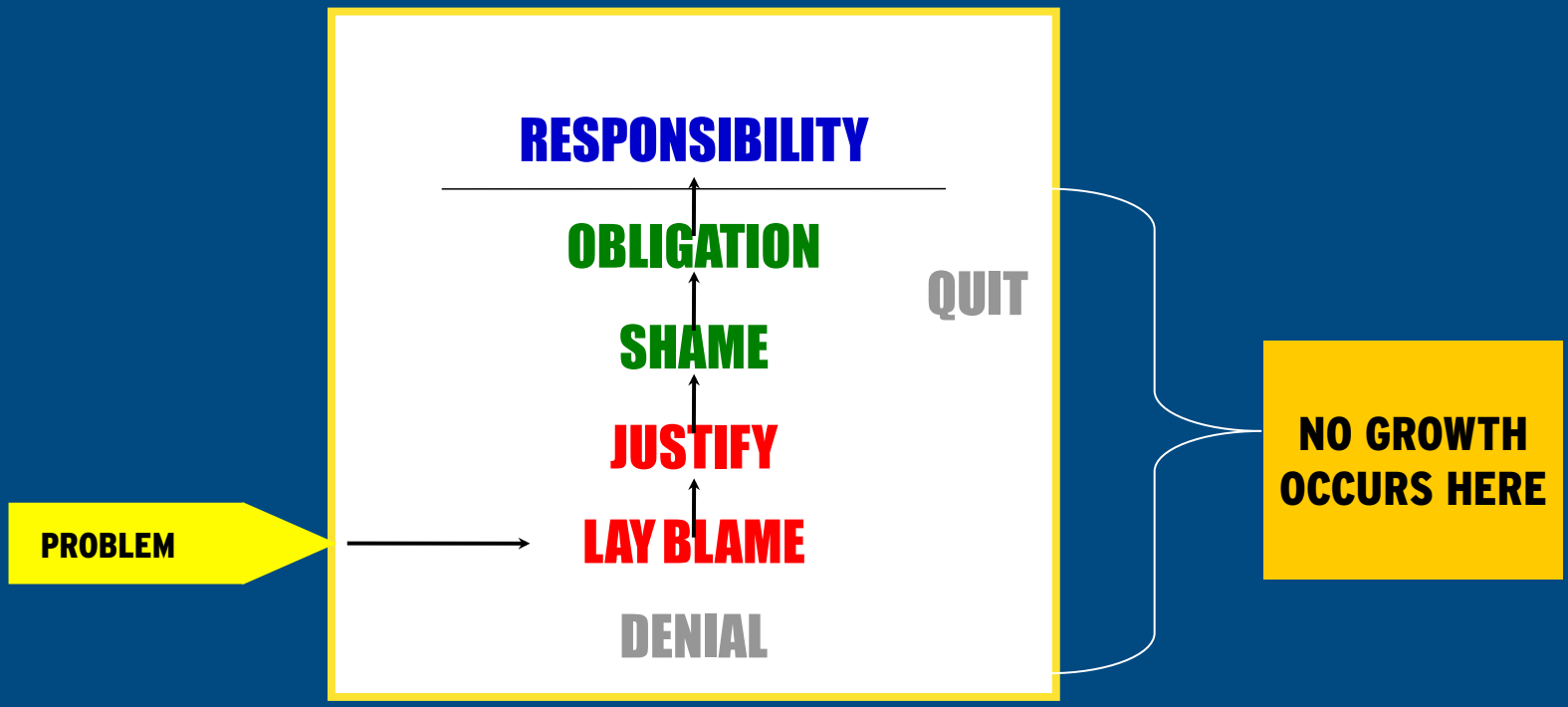
Accountability ≠ Responsibility

- Ability to account for
- Credible threat

- Ability to respond
- Feeling of ownership



How You Respond to a Problem



The Responsibility Process™

RESPONSIBILITY

OBLIGATION

SHAME

JUSTIFY

LAY BLAME

DENIAL

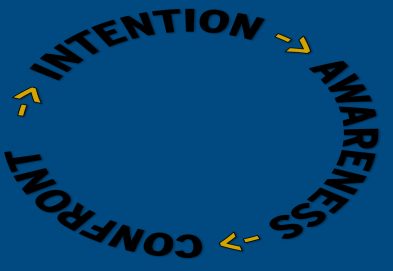
QUIT

3 ‘s to Responsibility

INTENTION

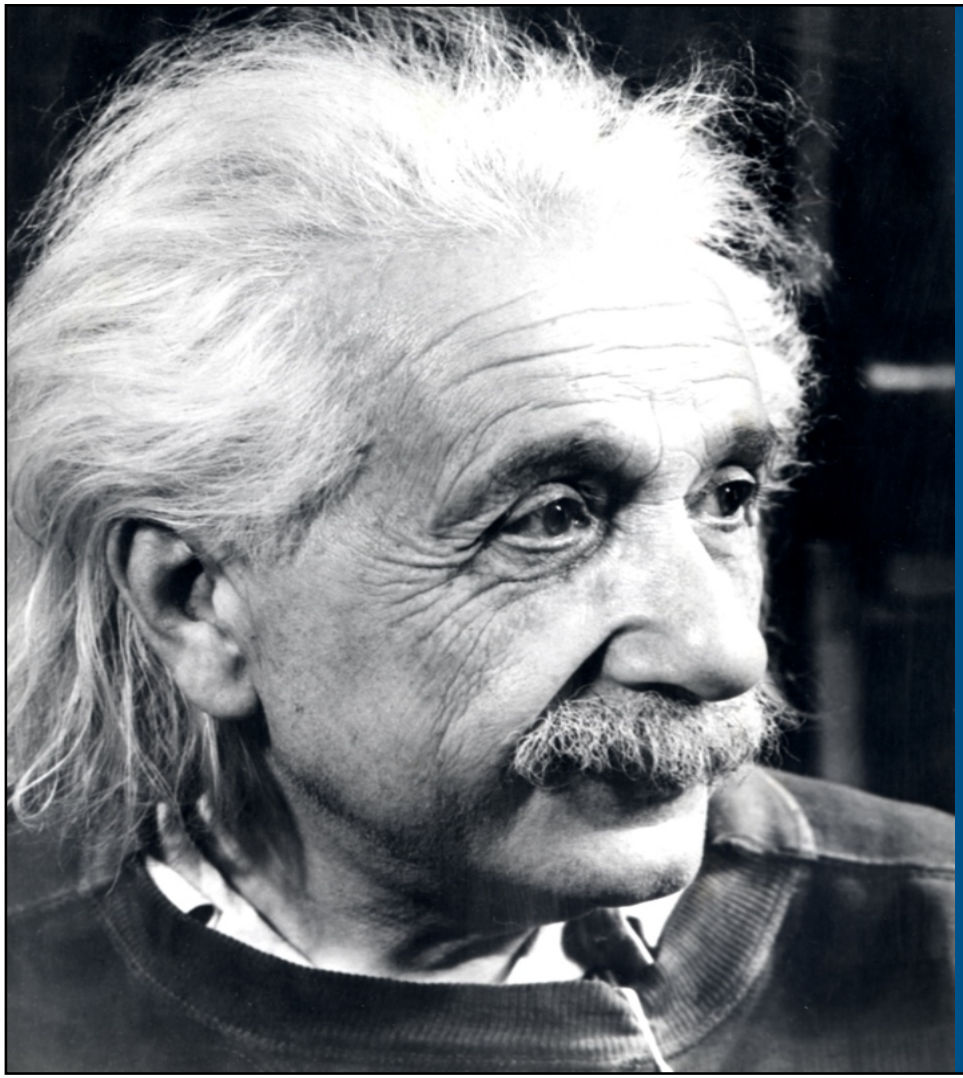
AWARENESS

CONFRONT

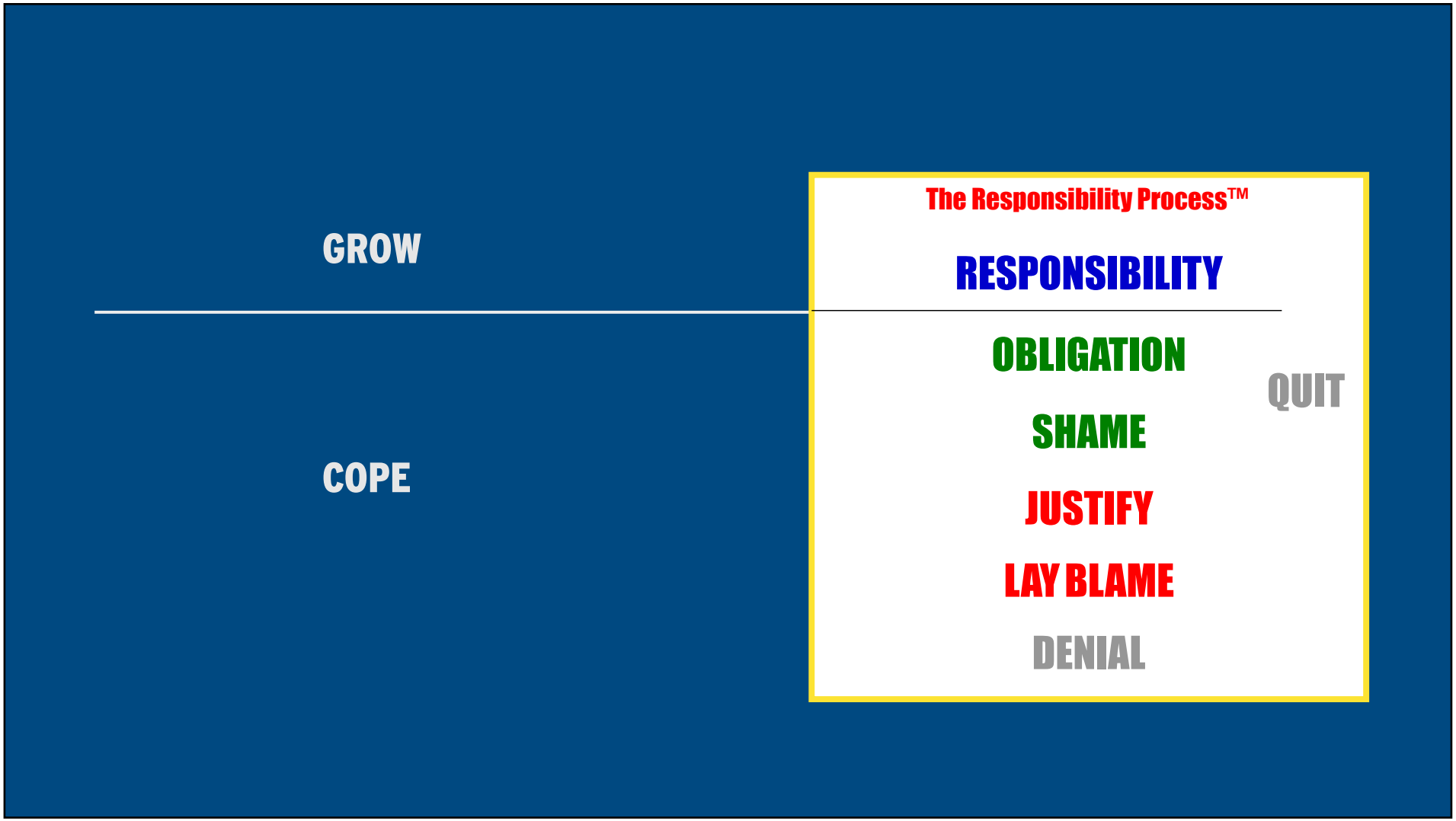


Empirical mindset
Continuous improvement feedback loops fuel results through

- Learning
- Change
- Momentum



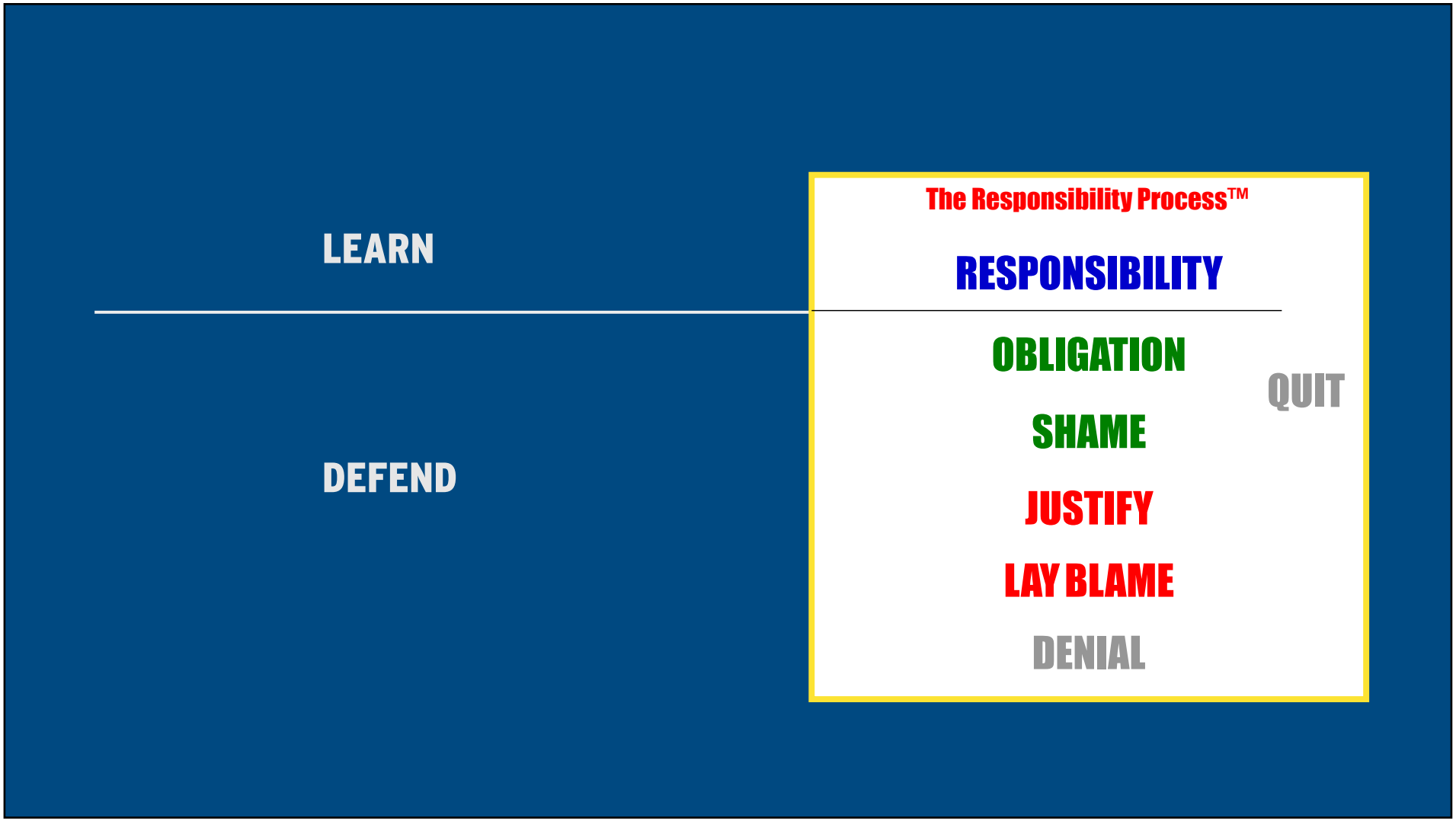
“No problem can be solved from the same level of consciousness that created it.”


GROW
COPE
The Responsibility Process™
RESPONSIBILITY
OBLIGATION
SHAME
JUSTIFY
LAY BLAME
DENIAL
QUIT

We now know we are in charge of our own fate...

"The Leadership Gift is our primary organizing model for our leaders, teams, and associates."

Anthony Bowman
Vice President
Verizon Wireless


LEARN
DEFEND
The Responsibility Process™
RESPONSIBILITY
OBLIGATION
SHAME
JUSTIFY
LAY BLAME
DENIAL
QUIT

CHANGE

RESIST

The Responsibility Process™

RESPONSIBILITY

OBLIGATION

SHAME

JUSTIFY

LAY BLAME

DENIAL

QUIT

AGILE

RIGID

The Responsibility Process™

RESPONSIBILITY

OBLIGATION

SHAME

JUSTIFY

LAY BLAME

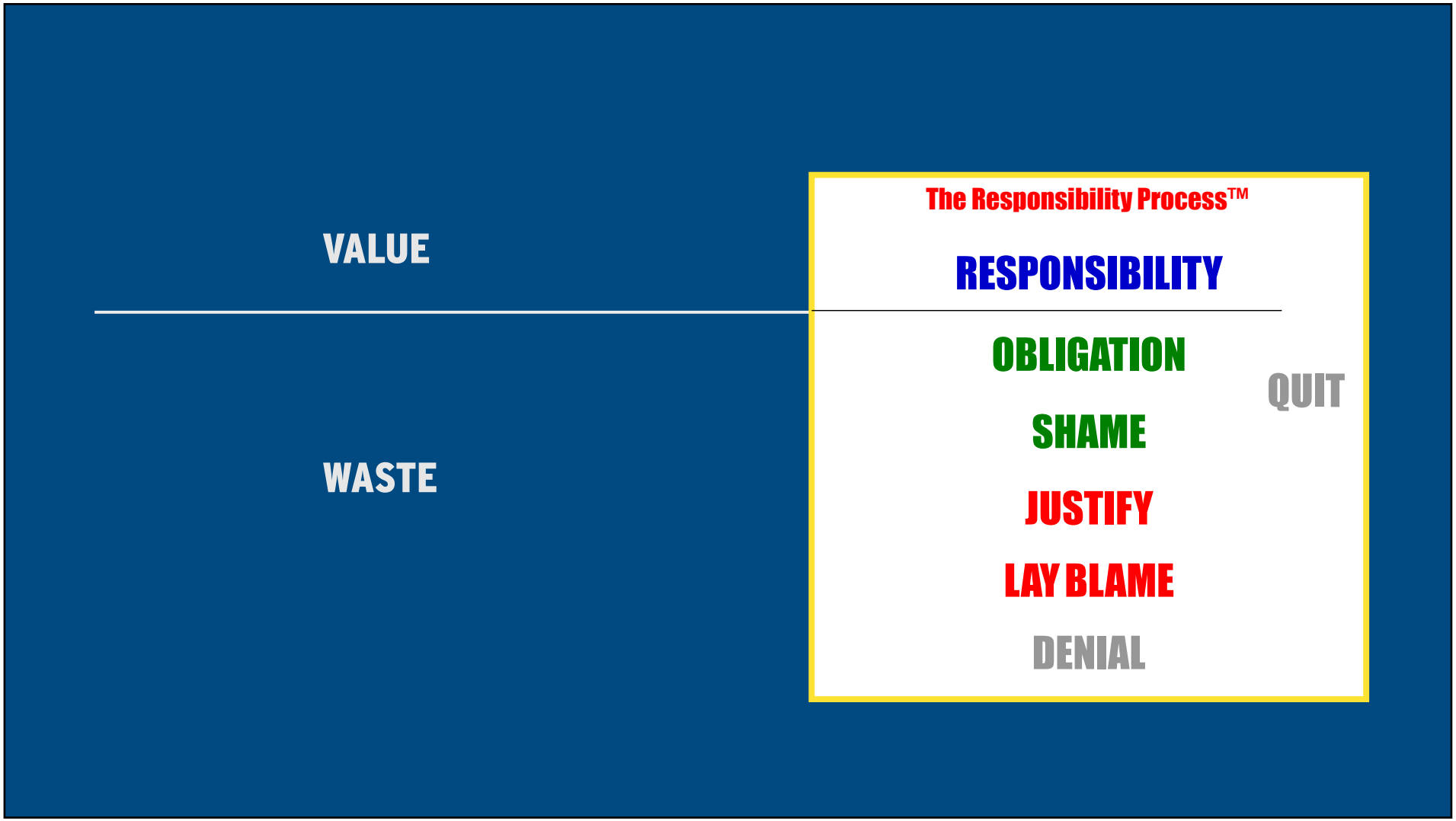
DENIAL

QUIT

Today we produce twice the software with half the headcount

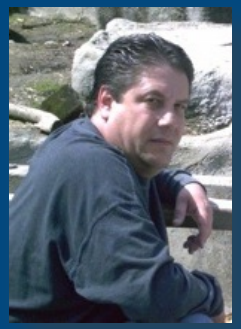
"Over the last year 350 people in 9 countries have become way more productive than we ever imagined they could be. Our agile processes are successful primarily because everyone takes ownership by understanding and practicing the Responsibility Process."

Judith Mills
Vice President Product
Engineering Ops
CDC Software


VALUE
WASTE
The Responsibility Process™
RESPONSIBILITY
OBLIGATION
SHAME
JUSTIFY
LAY BLAME
DENIAL
QUIT

We've eliminated so much wasted thought and wasted action

"What's left is valuable thought and action at every position and level."



Gary Gauthier
Manger IT Governance
DTE Energy

IN CHARGE

AT EFFECT

The Responsibility Process™

RESPONSIBILITY

OBLIGATION

SHAME

JUSTIFY

LAY BLAME

DENIAL

QUIT

MASTER

VICTIM

The Responsibility Process™

RESPONSIBILITY

OBLIGATION

SHAME

JUSTIFY

LAY BLAME

DENIAL

QUIT

No problem is a problem...

"We've built a no-drama culture. Everyone here knows the only problems that will hurt us are the problems we don't confront."

Tom Houdeshel
CEO
Vention Medical

FULFILLED

RESIGNED

The Responsibility Process™

RESPONSIBILITY

OBLIGATION

SHAME

JUSTIFY

LAY BLAME

DENIAL

QUIT

"Culture drives innovation and whatever else you're trying to drive within a company. And that then drives results."
Steve Sadove, CEO, Saks Incorporated
Achievement
Self-Governance
Informed Acquiescence
Blind Obedience
Progress
Source: Dov Seidman

Leadership Gift's

First Principle of Leadership

Few will ever demonstrate
greater responsibility
than those to whom
they report.

Your Leadership Gift

Now that we've unwrapped it,

what will you do with yours?