



# FACILITATING INNOVATION WITHIN YOUR ORGANIZATION



# TRICK OR TREAT OR INNOVATION?

1...2...3...

### What are the Odds?

Probability of an Event =

Number of Successful Outcomes

Number of **Possible** Outcomes

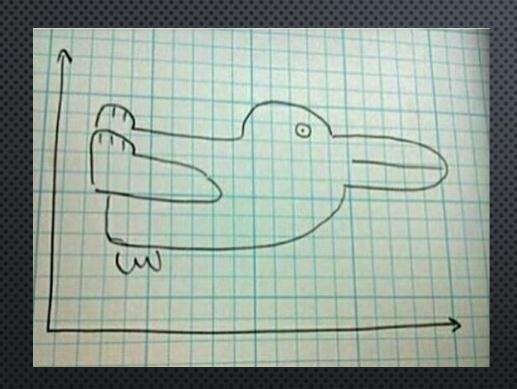




## Watch Your Assumptions...

Inconsequential or Consequential

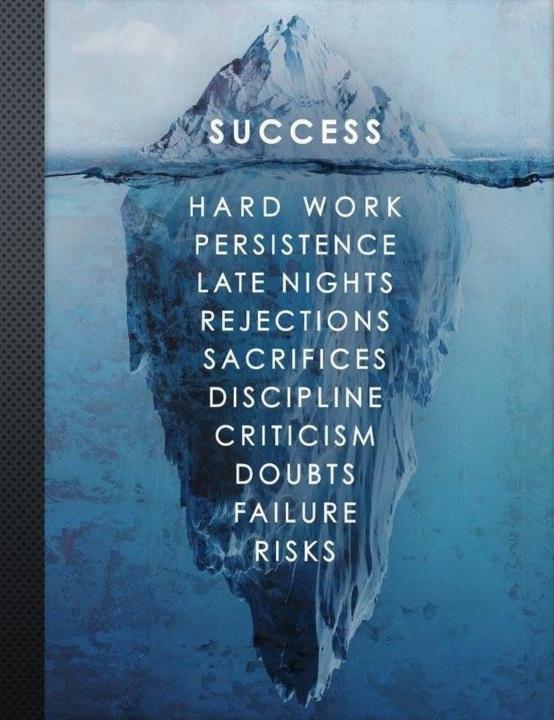
### PERSPECTIVE...IT DEPENDS...



We must train our minds to look at everything in every possible way before drawing conclusions.



# WHAT LEADS TO SUCCESS?



Innovation is this transition point:

# WHAT LEADS TO INNOVATION?

#### SUCCESS

Action

HARD WORK PERSISTENCE LATE NIGHTS REJECTIONS SACRIFICES DISCIPLINE CRITICISM DOUBTS FAILURE RISKS

+ Creativity

# THE IMPORTANCE OF INNOVATION!

# THE COMPLACENCY TRAP IS THE MUCH EASIER ALTERNATIVE...

INNOVATION TAKES PURPOSEFUL ACTION...

INNOVATION DISRUPTS...

BY THE AGE OF 17:

"NO" 150,000 TIMES,

"YES" ONLY 5,000 TIMES!

WE MUST STAY BETWEEN THE LINES.

WE MUST DO THIS AND THAT.

WE MUST CONFORM!

# WHILE CONFORMANCE IS OFTEN GOOD... IT CAN ALSO BE LIMITING!

BANDWIDTH OF CREATIVITY NARROWS WITH EVERY "NO."



BANDWIDTH OF CREATIVITY NARROWS WITH EVERY "NO."



#### CHALLENGE

WE MUST UNDO THE "CAN'T" AND "NO."

WE MUST REPROGRAM OURSELVES AND OUR ORGANIZATIONS.

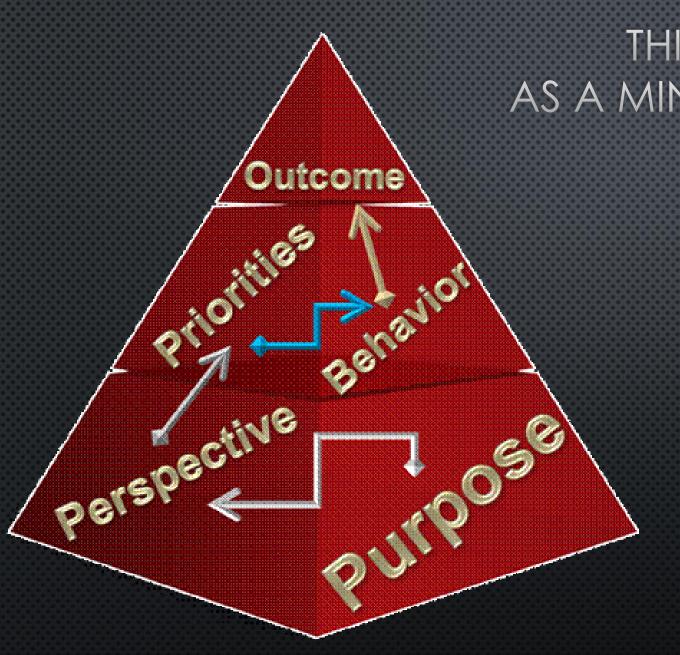


# WORKING HARD IS NOT THE ONLY CRITERIA TO IGNITING INNOVATION!

#### CHALLENGE

THINK OF INNOVATION

DIFFERENTLY...



THINK OF INNOVATION

AS A MINDSET NOT AN OUTCOME,

NOT A PRODUCT

Late for Work

Business Purpose

#### THINK OF INNOVATION AS A MINDSET

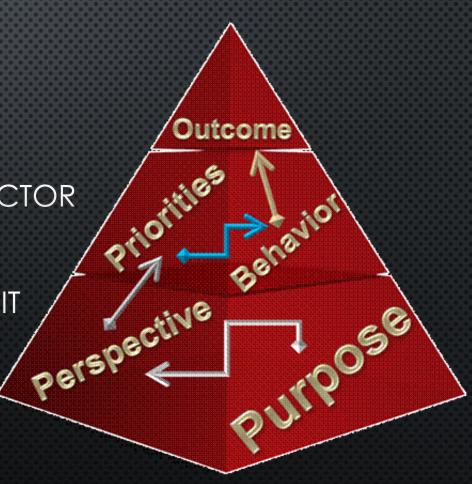
• LEADERSHIP ESTABLISHES THE EXPECTATION & CULTURE

TEAM MEMBER BUY-IN AND UNITY IS ESSENTIAL

• PERSISTENCE IS CRITICAL: THE "WANT TO" FACTOR

• SUSTAINMENT CAN BE EXHAUSTING, NEVER QUIT

• COLLABORATION IS THE KEY



# LEADERSHIP IS KEY IN IGNITING COLLABORATION AND INNOVATION.

WHAT DO YOU SEE?

## LEADERSHIP IS KEY IN IGNITING COLLABORATION AND INNOVATION.

Video Courtesy of: <a href="https://www.youtube.com/watch?v=Aa5yL8K1d1Q">https://www.youtube.com/watch?v=Aa5yL8K1d1Q</a>

# WHY IS COLLABORATION IMPORTANT IN INNOVATION?

#### THE IMPORTANCE OF COLLABORATION

• Going at it alone seems easier, less trying and more efficient.

• OFTEN, THE BARRIERS TO COLLABORATION APPEAR ONEROUS AND SIMPLY NOT WORTH THE EFFORT.

#### THE IMPORTANCE OF COLLABORATION

- IT IS A BALANCE BETWEEN GETTING THE JOB DONE YOURSELF AND GETTING THE JOB DONE IN WAYS THAT DELIVER OPTIMAL RESULTS.
  - o Both approaches do often produce work progress
  - ONE APPROACH IS FOCUSED ON OUTCOMES, THE OTHER IS FOCUSED ON PROCESSES
  - o The difference is in the number of unintended consequences.

1. EVERYONE MUST UNDERSTAND THE SAME END RESULT

THIS SOUNDS RUDIMENTARY YET IT IS NOT.

THE GOAL IS TO ACHIEVE THE END RESULT IN A WAY THAT MAXIMIZES COLLABORATION AND SUPPORT WITHOUT FOCUSING ON IT TO THE POINT OF DISTRACTION.

THIS DRIVES BUY-IN WHICH FOSTERS SUSTAINABILITY OF ACTIONS.

#### 2. DO YOUR HOMEWORK

DISCERN WHAT WILL MAKE OTHERS MORE SUCCESSFUL FROM THEIR POINT OF VIEW.

IDENTIFY THE STAKEHOLDERS AFFECTED AND THOSE WHO MAY HAVE INPUT.

Is there a common interest? If not, create one!

#### 3. ASK FOR HELP

DETERMINE WHAT THE STAKEHOLDERS CARE ABOUT AND ALIGN HOW YOUR NEED FOR HELP FULFILLS THEIR NEED FOR SUPPORT.

ASK FOR THEIR INPUT ON VALIDITY OF CONCEPT, APPROACH, ORGANIZATIONAL IMPACT, AND VALUE OF FINAL OUTCOME.

ASK FOR THEIR INVOLVEMENT AS A VALUED PARTNER AND INITIATE A DIALOG.

#### 4. SOCIALIZE

CREATE A BUZZ AROUND YOUR INITIATIVE, SECURE BUY-IN

TIE IT BACK TO THE FUNDAMENTAL NEEDS AND PRIORITIES OF THE ORGANIZATION... TO THE PURPOSE

SOCIALIZE YOUR END RESULT, YOUR PLAN TO GET THERE, THE BENEFITS AS YOU SEE THEM SHOULD YOUR IDEA BECOME SUCCESSFUL

#### 5. GET AN ANSWER

Know where your stakeholders stand.

Answer their concerns with responses that drive commonality, inclusion and dialog.

DRIVE TO RESOLUTION.

- 1. Everyone must understand the same end result
- 2. Do your homework
- 3. Ask for Help
- 4. Socialize
- 5. Get an Answer

#### 5 STEPS TO FACILITATE INNOVATION

... A WINNING MINDSET

1. Personally accept failure as an opportunity to improve and not as an opportunity to discipline

FAILURE IS AN OUTPUT OF A PROCESS.

IT IS AN UNPLANNED OPTION WITHIN A PROCESS THAT SURFACES DURING PROCESS IMPLEMENTATION.

THE PROCESS PERFORMED EXACTLY AS IT WAS DESIGNED SO THE DESIGN OF IT IS WHERE THE CORRECTIONS ARE MOST EFFECTIVE.

ALLOW YOUR ORGANIZATION TO FAIL SMALL...

IT WILL BE PRIMED FOR INNOVATION.

Video Courtesy of: <a href="https://www.youtube.com/watch?v=xKu0nS9x7Hs">https://www.youtube.com/watch?v=xKu0nS9x7Hs</a>

## Fear is simply an illusion...

Failure can be as well!

Video Courtesy of: <a href="https://www.youtube.com/watch?v=uYc1RLZiTeo">https://www.youtube.com/watch?v=uYc1RLZiTeo</a>

2. Encourage respectful disagreement within your organization

ENCOURAGING RESPECTFUL CONFLICT SEEMS COUNTERINTUITIVE BUT THE FACT IS THAT DISAGREEMENT, OR NON-ALIGNMENT OF PERSPECTIVE, IS A KEY FACTOR IN ESTABLISHING AN INNOVATIVE CULTURE.

IF EVERYONE AGREES 100 PERCENT OF THE TIME, YOUR ORGANIZATION CANNOT BE INNOVATIVE.

3. Set up the innovation framework for success

MAKE INNOVATION A PRIORITY RIGHT UP THERE WITH SAFETY, SCHEDULE, COST, AND QUALITY PERFORMANCE.

STRATEGY: SET THE EXPECTATION THAT EFFICIENCY OF PROCESS AND NEW APPROACHES TO SOLVING YOUR BIGGEST ISSUES ARE A REQUIREMENT, A KEY TO THE DOORWAY OF PROCESSIONAL SUCCESS WITHIN YOUR ORGANIZATION.

3. SET UP THE INNOVATION FRAMEWORK FOR SUCCESS

Create an environment where innovation is celebrated and valued.

STRATEGY: SET ASIDE A 10 TO 15 MINUTE "BRAG-A-LOG" SESSION IN YOUR STAFF MEETINGS WHERE YOUR TEAM MEMBERS CAN THANK EACH OTHER AND CAN HIGHLIGHT THEIR INNOVATIONS AND ACCOMPLISHMENTS IN SUPPORT OF THE CUSTOMER.

#### 4. FORMALLY ESTABLISH AN INNOVATION TEAM

Strategy: Include members of other functions and operational areas of responsibilities.

FOCUS THIS TEAM ON EFFICIENCY OF PROCESS.

CRAZY IDEAS ARE OFTEN THE BEST ONES THAT LEAD TO TRUE INNOVATION.

5. Create opportunities for early career professionals to lead

VERY OFTEN, EARLY CAREER PROFESSIONALS ARE BURIED UNDER THE WEIGHT OF AN ORGANIZATION.

THIS IS, MOST TIMES, AN UNTAPPED RESOURCE FOR INNOVATION.

STRATEGY: ENGAGE ON A PURPOSEFUL JOURNEY TO CREATE HIGHER LEVEL OPPORTUNITIES FOR THESE EARLY CAREER PROFESSIONALS.

- 1. Personally accept failure as an opportunity to improve and not as an opportunity to discipline
- 2. ENCOURAGE RESPECTFUL DISAGREEMENT WITHIN YOUR ORGANIZATION
- 3. SET UP THE INNOVATION FRAMEWORK FOR SUCCESS
- 4. FORMALLY ESTABLISH AN INNOVATION TEAM
- 5. Create opportunities for early career professionals to lead

#### FACILITATE INNOVATION

Dare your organization to think differently

EMPOWER THEM TO DO SO

FACILITATE A FRAMEWORK FOR SUCCESS

PREPARE A RECIPE FOR ACCOMPLISHMENT

#### FACILITATE INNOVATION

Convert innovation expectations into an action plan

DRIVE TOWARDS COMPLETION

MAKE IT A FORMAL PROCESS

#### FACILITATE INNOVATION

CONTINUOUSLY TWEAK THAT PROCESS WITH THE GIFT OF FAILURE

GET THE BEST PERSPECTIVE WHILE DRIVING PERFORMANCE BY DESIGN

MAKE BEST OPPORTUNITY TO TRANSFORM YOUR ORGANIZATION INTO A POWERFUL INNOVATION DELIVERY DEVICE.

#### FACILITATING INNOVATION WITHIN YOUR ORGANIZATION

- 1. RECALL THE PILLOW CASE FULL OF CANDY, OF SMALL INNOVATIONS
- 2. RECALL CLAPPING AT THE COUNT OF 2 VICE 3 EMPLOYEES DO WHAT THEY SEE
- 3. WATCH YOUR ASSUMPTIONS, THEY CAN HAVE SIGNIFICANT IMPACTS
- 4. Use the Pyramid of Purpose tool to think of innovation as a mindset
- 5. Use the dancing kids example of how to lead innovation

### FACILITATING INNOVATION WITHIN YOUR ORGANIZATION

- 6. ACCEPT FAILURE AS A NORMAL PATH TO INNOVATION, RECOVER QUICKLY
- 7. ENCOURAGE RESPECTFUL DISAGREEMENT, IT IS THE GIFT OF PERSPECTIVE
- 8. RE-THINK "NO", SET UP CULTURE OF SUPPORT BY DESIGN

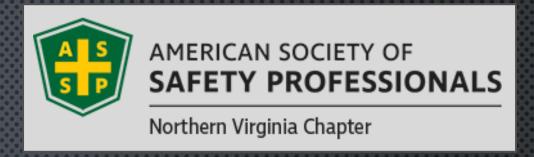


- 9. TAP INTO YOUR EARLY CAREER PROFESSIONALS, CREATE OPPORTUNITIES
- 10. Make it fun and empowering, make it world-class

# The Price of anything is the amount of life you exchange for it.

Henry David Thoreau





Thank you...

FACILITATING
INNOVATION WITHIN
YOUR ORGANIZATION

