LEAN-AGILE LEADERSHIP IN ACTION

TOOLS AND TECHNIQUES FOR LIVING THE CHANGE

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Lean-Agile Leadership is not only about driving change, it is about inspiring people by living the change every day.

The Lean-Agile Leadership competency describes how Lean-Agile Leaders drive and sustain organizational change by empowering individuals and teams to reach their highest potential.
TRANS·FOR·MA·TION

/ˌtran(t)sfərˈmāSH(ə)n/
noun

a thorough or dramatic change in form or appearance
THE CHANGE EVOLUTION

MOST IMPORTANTLY
CHANGE IS A HUMAN EXPERIENCE —
PEOPLE CENTERED THROUGHOUT
TOOLS FOR EVERYDAY CHANGE

- SPARK NEW IDEAS
- TELL THE STORY
- CONSIDER VALUE vs DIFFICULTY
- RUN THE RIGHT EXPERIMENT
- DO IT RIGHT!
- STRIVE FOR EXCELLENCE
SPARK NEW IDEAS
SPARK NEW IDEAS

CONSIDER USING ... Creative Matrix by the LUMA Institute
SPARK NEW IDEAS

WHAT AND WHY?
• A structured brainstorming technique that intersects different categories to stimulate new ideas
• Inspires a variety of new ideas in a short amount of time

QUICK GUIDE
• Columns with categories relate to people and personas
• The rows relate to categories for enabling solutions
• Using a pen and a sticky note pad, generate ideas at the intersections of the grid

HELPFUL HINTS
• Reward quantity over quality
• Be specific - write one idea per sticky note
• Consider a ‘wildcard’ column / row
CONSIDER VALUE VS DIFFICULTY
CONSIDER VALUE vs DIFFICULTY

CONSIDER USING ... Importance / Difficulty Matrix by the LUMA Institute
CONSIDER VALUE vs DIFFICULTY

WHAT AND WHY?

• A structured brainstorming technique that intersects the importance or value of ideas with their difficulty to realise

• Supports decision making through visual, relative prioritisation

QUICK GUIDE

• Plot and debate items on the x-axis first (horizontally) by relative importance or value (low to high)

• Then plot items on the y-axis (vertically) by relative complexity (low to high)

• Choose the priority ideas to take to the next phase

HELPFUL HINTS

• Establish common decision / agreement criteria within the group to guide on feasibility, viability and prioritisation
RUN THE RIGHT EXPERIMENT
RUN THE RIGHT EXPERIMENT

CONSIDER USING ... Experiment Canvas by Ash Maurya

WHAT AND WHY?
• Focuses on the right experiments to test and measure the riskiest assumptions
• Inspires a variety of new ideas in a short amount of time

QUICK GUIDE
• Start by agreeing a falsifiable hypothesis using the syntax “We believe the (assumption) will drive a (testable, measurable outcome) within a (defined timeframe)”
• Agree the experiment to prove or disprove this hypothesis

HELPFUL HINTS
• Try to isolate the one riskiest assumption, think of the lowest piece of a ‘Jenga Block’
DO IT RIGHT!
DO IT RIGHT!

CONSIDER USING ... Journey Mapping
DO IT **RIGHT!**

**WHAT AND WHY?**

- Traces and documents the journey of a person or people consuming an experience over time
- Taking a detailed look at all the steps and touch points that are part of an experience allows you to identify the high and low points in a user journey

**QUICK GUIDE**

- Be consistent with what information will be used and what touchpoints will be documented
- Focus on the experience - talk out loud about consuming the service step-by-step

**HELPFUL HINTS**

- Consider mapping out an example of best experience
TELL THE STORY
TELL THE STORY

CONSIDER USING ... Concept Poster or Canvas
TELL THE STORY

WHAT AND WHY?

• Share important ideas about a concept all on one page at a ‘just enough’ level of detail
• Gather a quick overview of a possible concept along with its various attributes and impacts

QUICK GUIDE

• What is your “big idea” and why is it valuable?
• Who is your audience? Who are your stakeholders?
• What are the key features and benefits?
• How will you know if you are successful?

HELPFUL HINTS

• Draw – pictures, diagrams, scribbles
• Leave the Concept Name until last!
STRIVE FOR EXCELLENCE
STRIVE FOR EXCELLENCE

CONSIDER USING ... Rose Thorn Bud, based on the feedback technique from the Boy Scouts of America

WHAT AND WHY?

• Identifies items as positive, a challenge or having potential
• Gathers quick feedback in a visual way to drive improvement and learning

QUICK GUIDE

• What do the colors mean?
  - Pink = Rose (things that are positive)
  - Blue = Thorn (things that are negative)
  - Green = Bud (things that have potential)

HELPFUL HINTS

• Encourage everyone to submit feedback of all 3 colours
• It’s not just for retrospectives!
BRINGING IT ALL TOGETHER

CONSIDER VALUE vs DIFFICULTY
Importance / Difficulty Matrix (LUMA Institute)

TELL THE STORY
Concept Poster

SPARK NEW IDEAS
Creative Matrix (LUMA Institute)

DO IT RIGHT
Journey Mapping

STRIVE FOR EXCELLENCE
Rose, Thorn, Bud (Boy Scouts of America)

RUN THE RIGHT EXPERIMENT
Experiment Canvas (Ash Maurya)
QUESTIONS?
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