



Leading with a Systems View

Agenda

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Aileron is excited to host The W. Edwards Deming Institute and Deming experts. They'll present a two-and-a-half-day workshop that shows how to apply professional management to your business using core concepts from Dr. Deming.

Through small-group breakouts, work sessions, and discussion, you'll develop a systems view of your organization and see how you can improve effectiveness through reduced costs, increased productivity, and accelerated growth and innovation.

[Click here](#) to learn more about the comprehensive program.

Here we've provided a more detailed agenda of the two and a half days:

DAY 1

Introduction

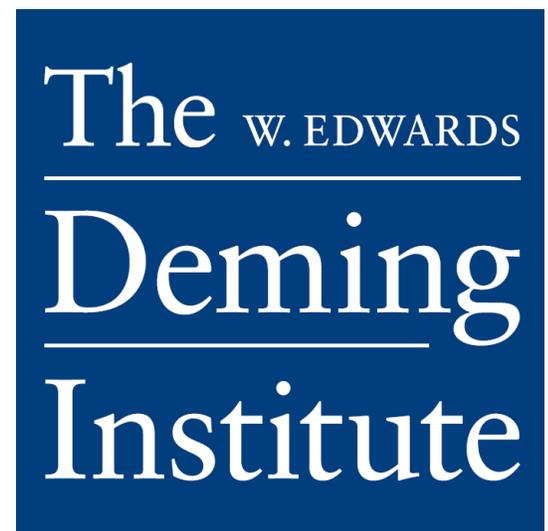
- Participants conduct a Self-Assessment Survey before seminar begins.
- Opening introduction
- Introduce seminar facilitators – facilitators begin seminar
- Table to table introductions
- Logistics/"Parking Lot" and other details
- Introduction to DMM
- Our brains and how they work

Introduction to thinking differently

- Summary of lessons so far
- White Bead Factory aka Red Bead Experiment
- In depth debrief/discussion
- Case study on using quotas, incentives and traditional management techniques

Introduction to Leading the Organization as a System

- Brainstorm "the Organization as a system"
- Viewing your enterprise as a system
- Hands-on fun practice with Enterprise/System Template
- Silos, Systems View, Accountabilities
- How to destroy an organization.
- How to build an organization
- Demonstration via the Red Squares Puzzle



- Ways to strengthen the Organization
- Clear accountabilities for action

Theory of Knowledge

- Brainstorm Theory of Knowledge.
- We don't know what we think we know, and that's dangerous
- Perception is reality –and more!
- Tools such as PDSA, Operation Definitions, Confirmation Bias, Cause and Effect vs. vs. Observed confirmation
- Prediction Game to show the use and power of PDSA
- Confirmation bias—keep us from learning
- Operational definition –we have to be talking about the same thing, or else we can't draw the same conclusions



Understanding Variation and why it is so important

- Look at how to Mine the Data on “the groups RBE” performers
- Reveal White Bead control chart share CC Rules
- What does Deming think is important about understanding variation?
- Suggested Readings.

DAY 2

Actions to Take When Faced With Variation

- Tampering definition
- Unintended consequences of tampering
- Common Cause/Special Cause Action definitions (High Level for Executives)
- Application exercise using Credit Department Case Study

Introduction to Psychology for Leading an Organization

- Brainstorm the Psychology of Leadership
- Unintended negative consequences
- Assumptions about motivation
- Assumptions about MBO and accountability
- Heuristics for fun and profit

- How to gain “Outside Knowledge” so you can see better

Pulling The Deming Management Method Together for next steps/action

- Parking lot discussion.
- Discuss “Self-Assessment Survey”
- **Guest Speakers: Real World Case Studies Presented by Leaders**
- Questions from Participants
- Continue working on parking lot
- Plans for next morning



DAY 3

- Debrief readings
- Parking Lot discussions continued, as needed
- What to do, now? What to do instead
- Simple tools to use to learn, to cause delightful change, to improve...
- PROJECTS to start on
- Things to Do, and things you can merely STOP doing.
- Clouds and answers

Aileron: Who we are

At Aileron, we fervently believe privately held business fuels free enterprise and raises the quality of life for us all. As businesses move beyond the start-up phase, a systematic approach to your business is critical to sustainable and strategic growth. We call this approach Professional Management. Our proven Professional Management System teaches small business owners like you the skills you need to respond to the challenges you face as you continue to grow and succeed in your business. As a 501c3 non-profit founded in 1996, we are committed to offering the guidance and programs to support the noble calling of small business ownership.

Click here to read more [about us](#) and our [impact](#).