

"It is not the strongest of the species that survives, nor the most intelligent. It is the most adaptable to change." (Charles Darwin)

THE SECRETS OF
AGILITY

Cracking the Code of Agility for MSPs
Changing Your Relationship with Chaos
and Other Key Attributes of Agility.

Mike Richardson
CRACKING THE AGILITY CODE

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"It is not the strongest of the species that survives, nor the most intelligent. It is the most adaptable to change." (Charles Darwin)

"The only constant is change" but change has changed!

Time Compression
Volatility
Uncertainty
Complexity
Ambiguity
Accelerated Obsolescence

Agility is the ability to adapt to rapidly changing circumstances [VUCA] while out-executing our competition and stakeholder expectations (of customers, employees, vendors, and debt-holders/shareholders)

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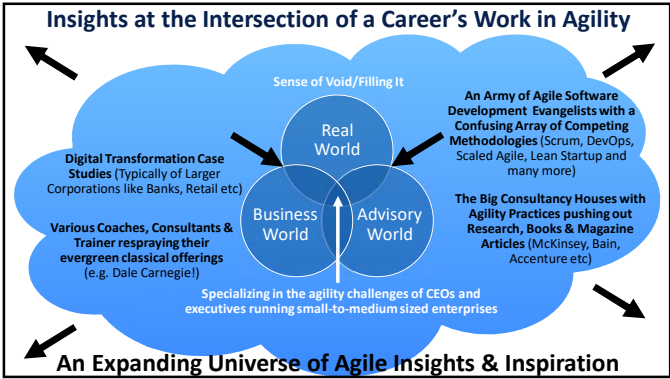


Volatility
Uncertainty
Complexity
Ambiguity

Agility is the ability to adapt to rapidly changing circumstances [VUCA] while out-executing our competition and stakeholder expectations (of customers, employees, vendors, and debt-holders/shareholders)

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4



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Quick Poll:
In Your Driving Seat of your business,
how is your agility being tested these days?

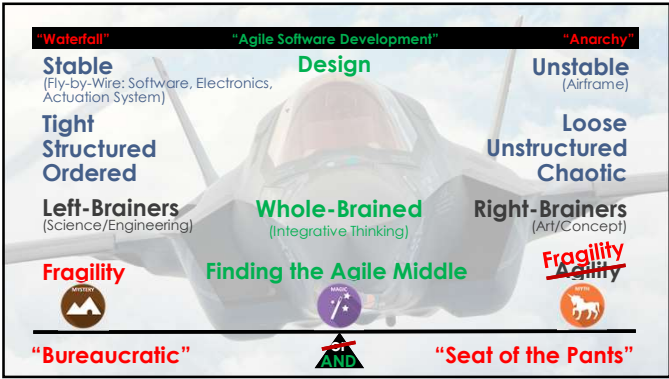
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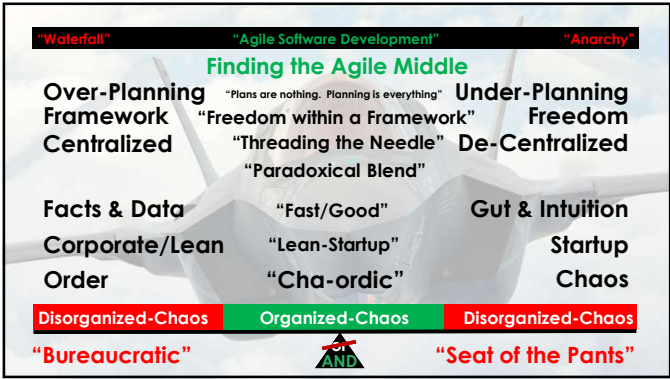
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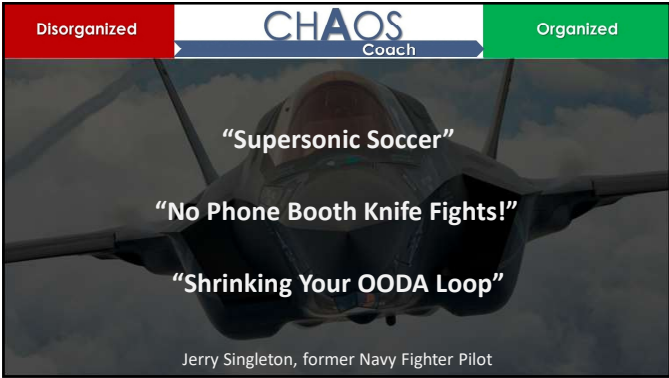
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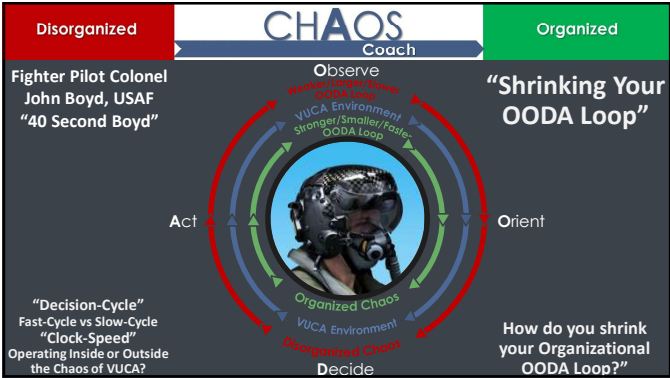
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10



11



12

13

14

15

16

17

18

Quick Poll:

When agile leaders get busier with more to triage faster ...
... do they do more or less “strategic planning”?

Choose:

“more” or “less”

Answer:

More: Agile Strategy Process of Scenario Thinking

19

Partial

TRIAGE

Facilitator

Full

Cone of Uncertainty/VUCA

Unexpected
Unknownable/
Unpredictable/
Unplannable/
Uncontrollable

ON

AND

Expected
Knowable/
Predictable/
Plannable/
Controllable

IN

Volatility
Uncertainty
Complexity
Ambiguity

Altitude

Time Horizons

20

Partial

TRIAGE

Facilitator

Full

How is your Triage?

As-is?

Should-be?

1. % Triage: ____ %

2. % Triage: ____ %

3. % Triage: ____ %

4. % Triage: ____ %

ON

AND

IN

Quick Poll:

Type in the your 4 numbers: 1/2/3/4

21

Partial

TRIAGE

Facilitator

Full

ACTION STEP

2. Visual Triage

22

Partial

TRIAGE

Facilitator

Full

Agile Infrastructure of
Technology Platforms
for Full Triage

Think Cockpit

ACTION STEP

2. Visual Triage

23

3.

CHAOS
TRIAGE
INSIGHT
LE

The 5 Key Attributes of Agility to Change Your Relationship With

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Hindsight


INSIGHT
Trainer

Foresight

Quick Poll:
When agile leaders get busier with more to triage faster ...
... do they do base their decision-making on more or less
facts and data?

Choose:
"more" or "less"

Answer:
Less: Agile Decision Making
(Naturalistic or Intuitive Decision Making)



25

Hindsight

INSIGHT
Trainer

Foresight

"We don't make decisions"

"Intuitive decision making"

**"Larger repertoire ... of patterns ...
of mental models ... of action scripts"**



Gary Klein, author, "Intuition at Work" & "Seeing What Others Don't"

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Hindsight

INSIGHT
Trainer

Foresight

AGILE SWOT Analysis:

Theme Category	V Visibility	U Uncertainty	C Complexity	A Ambiguity	Score
Industry					
Customers					
Subsidiaries					
Competition					
Customers/Suppliers					
Technology					
Scale					
Demographics					
Geography					
Government					
Regulatory					

AGILE SWOT Analysis:

Theme Category	Agility Strengths	Monoculture Antics	Frailty Weaknesses	Blindspot Antics
1. Rapid VUCA Threats				
2.				
3.				
4.				
5.				

Theme Category	Agility Strengths	Monoculture Antics	Frailty Weaknesses	Blindspot Antics
1. Rapid VUCA Opportunities				
2.				
3.				
4.				
5.				

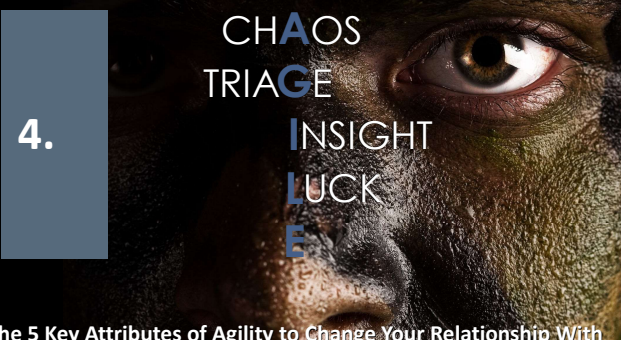
ACTION STEP

3. Agile SWOT Analysis

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4.

CHAOS
TRIAGE
INSIGHT
LUCK
E



The 5 Key Attributes of Agility to Change Your Relationship With

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Accident

LUCK
Consultant

Design

Quick Poll:
When the stakes get higher, do agile
leaders trust more or less to luck?

Choose:
"more" or "less"

Answer:
More: Luck by Design



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Accident

LUCK
Consultant

Design

**"Under pressure, you don't rise to the
occasion, you sink to the level of your
preparation, training and practice"**

"Make Friends with Murphy"
(Luck is where preparation meets opportunity)

**"Maintain Front-Sight Focus &
Situational Awareness"**
(Keep Your Head on a Swivel)



Bob Schoultz, former Navy Seal

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Quick Poll:

How do agile leaders think about meetings?
... time wasters or time savers?

Choose:

"wasters" or "savers"

Answer:

Savers: Agile Meetings are time savers, chaos savers, life savers!

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Fragile Majority

Disorganized

Partial

Hindsight

Accident

Macroscopic

Self-Defeating, Vicious Cycle & Downwards Spiral

The 5 Roles of Everyday Agile Leaders

CHAOS Coach

TRIAGE Facilitator

INSIGHT Trainer

LUCK Consultant

JOURNEY ORIENTATION Architect

How is your Leadership Presence?
Go on the Journey from the Fragile Majority to the Agile Minority

Agile Minority

Organized

Full

Foresight

Design

Microscopic

Self-Fulfilling, Virtuous Cycle & Upwards Spiral

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Fragile Majority

Disorganized

Partial

Hindsight

Accident

Macroscopic

Self-Defeating, Vicious Cycle & Downwards Spiral

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Foresight

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Self-Fulfilling, Virtuous Cycle & Upwards Spiral

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The 5 Roles of Everyday Agile Leadership

1. CHIEF CHAOS COACH

Coaching your people to change their relationship with chaos, from disorganized chaos to organized chaos.

2. CHIEF TRIAGE FACILITATOR

Facilitating your people to change their relationship with triage, from partial triage to full triage.

3. CHIEF INSIGHT TRAINER

Training your people to change their relationship with insight, from learning in hindsight to learning in foresight.

4. CHIEF LUCK CONSULTANT

Consulting with your people to change their relationship with luck, from bad luck by accident to good luck by design.

5. CHIEF JOURNEY ARCHITECT

Being the architect of your people changing their relationship with your journey, from macroscopic to microscopic.

If your don't step up to these roles as the Chief Agility Officer, trust me, no one else will!

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AOS AGILITY OPERATING SYSTEM

16 (4x4) SUCCESS FACTORS

13 COMPONENT PARTS

5 ROLES

4 CORE CONCEPTS

1 TRANSACTION FLOW

AGILITY IS COMPLEX AND THE MAJORITY OVER SIMPLIFY IT! A MINORITY GO ON THE JOURNEY TO MASTERING IT. LEAVE THE MAJORITY AND JOIN THE MINORITY

... a vehicle which is fit for their journey challenge

... translating agile strategy and agile execution into traction

... that Everyday Agile Leaders live up to every day

... of an agile mindset

... with your future of Agile Thoughts, Questions, Decisions & Actions

Agile C2C™: Conversation-Flow to Cash-Flow

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5 Immediate Action Steps to Get You Started in Feeling the Benefits

www.mikerichardson.live/action-steps

Follow-up Resources

Become Students of Agility!

Agile Learning Forum

5. Meetings Matrix

4. Luck Primer

3. Agile SWOT Analysis

2. Visual Triage

1. Scrum Meetings Design Template

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