A Three Step Approach to Improvement

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3 Step Approach to Improvement March 13
Today’s Agenda

• Learn the 3 Step Approach to Improvement
• Turning Failure into Success
• Practical Application
Creating a Positive Work Model

Our Typical Work Model:

work hard, go to the office early, stay late, come home exhausted, always meet deadlines, and...

...look for what’s wrong, so we can point it out and they can fix it!
Because of this, our learned approach to improvement is:

Look for what is wrong or broken.

Point it out and have it fixed!
What if our approach was to:

- Look for and celebrate what’s currently working
- Describe what would be the ideal
- Focus on filling the void

“Breaking the Rules, Removing the Obstacles to Effortless High Performance”, Kurt Wright
Look for and celebrate what’s currently working

- What does the new CEO do first?
- Do they look around the organization for what is working?
- Do they look around for what is broken?
Describe what would be the ideal

• How do you “help” your boss give a better performance review?
• Here is what I liked about the review
• Here is what would have made it even better
Focus on filling the void

- Based on where you “are” and where you want “to be”, what can you do to close the gap?
- Don’t look for a silver bullet, look for small steps that will move you closer to the ideal one step at a time
What do you like about this approach to improvement?

How would mistakes be viewed if you were to use this approach to improvement?
At any moment we can have positive or negative thought patterns running through our mind.

*Enlightened Leadership* (Getting to the Heart of Change), Ed Oakley and Doug Krug, Simon and Schuster, 1991
How we primarily focus our thought patterns will cause us to be proactive or reactive in our thinking.
Reactive thinking

- Reasons (why, why, why, ......)
  - What's not working?
  - What's wrong?
  - How are you going to “fix” it?
  - Who is to blame?

Proactive thinking

- Results
  - What's working?
  - What's right?
  - How can we make it even better?

“Enlightened Leadership”
Ed Oakley and Doug Krug
Reactive thinkers see change or crisis as danger.

Proactive thinkers see change or crisis as opportunity.
Both views are right...

...which view you take will have a profound effect on your energy level.

Even when given a negative view you can describe it as positive and get rather than lose energy.
By understanding and focusing on this (the positives), we get to this.

We can still have the same number of negatives, they just aren’t as big now!
Let’s practice by applying the Three Step Approach to Improvement to this challenge. In teams discuss and document answers to these questions:

• What would be the ideal way to do this job?
• What are some things you would do to help you in working towards the ideal you have described?
Conclusion

- Remember to use the 3-step approach to improvement
- Use it to help in dealing with challenges
- Use it at work, use it at home
Leadership -

“If you care it shows, if you don’t care it shows.”

Marc Hanson
Questions / Open Discussion
Thank you for attending