

WELCOME

---

7 Deadly Words:  
We Have Always Done It This way

# Agenda

- Desired outcomes
- 7 deadly words
- Group activity
- Leader responsibilities
- Questions
- Plus/delta

# Desired Outcomes

- Understand the organizational impact of the 7 deadly words
- Understand what it means to be a systems thinker
- Learn what leaders can do to improve processes/systems

## 7 Deadly Words

- What happens when these words are prevalent in our work place?

# Mars Mission

- Group activity
  - Put together the Mars Mission vehicle
  - You have 15 minutes to accomplish the task
  - Any questions?

# Mars Mission

- What went well?
- What would you change?

# Process/System Improvement

- Why do we do it?

# Process/System Improvement

- What can leaders do to improve processes and systems?

# What Can Leaders Do?

- Inspire a shared vision
  - Where are we going?
  - Why do we want to get better?
  - Organizational mission, vision and values

# Values

- Continuous improvement
- Respect
- Employee involvement
- Leadership
- Customer-driven
- Creativity
- Data-driven decision-making
- Positive attitude
- Teaming environment
- Innovation
- Listening to our customer
- Honesty
- Integrity
- Excellence

# Two Imperatives

- Continuous Improvement
  - Exceptional service at the best price
  - Benchmarking
  - Global optimization
- Team Approach
  - Formal vs. informal
  - Five together better than seven alone
  - Those closest to it know it best

# What Can Leaders Do?

- Enable others to act
  - Develop our people
  - WIIFM
  - Teaming environment
  - Accountability

# Two Imperatives

- Continuous Improvement
  - Exceptional service at the best price
  - Benchmarking
  - Global optimization
- Team Approach
  - Formal vs. informal
  - Five together better than seven alone
  - Those closest to it know it best

# What Can Leaders Do?

- Challenge the process
  - Observation
  - Value added
  - Organize around the work
  - Data-driven decision making
  - Tools

# What Can Leaders Do?

- Encourage the heart
  - Reward
  - Celebrate along the way

# What Can Leaders Do?

- Model the way
  - Mindsets and beliefs
  - Do what's right, not what's easy
  - Be a systems thinkers (work on the system)

Questions?

THANK YOU!

---

Keith Abraham

City of Ames

[Kabraham@city.ames.ia.us](mailto:Kabraham@city.ames.ia.us)

515-239-5349