Agile thinking - development cycle

01
Mind-set and culture
Contrasting a ‘fixed’ mind-set versus a ‘growth’ mind-set
• Resetting what is success
• Rewarding and encouraging success
• Creating curiosity in your business
• Learning from failure
• Creating an adaptive and proactive culture
• Prototyping and trial and error
• Embracing failure as essential to success
• Encouraging ‘black box’ thinking
• Adaptive thinking
• Creating a learning organisation

02
Strategic thinking
Scanning the commercial environment
• Identifying macro and micro thematics
• Identifying opportunities early
• Being the disruptor
• Using ‘super-imposition’ techniques to broaden strategic sense
• Incrementality in strategic development
• Embracing a test-evolve philosophy

03
Decision making
Left shifting and prototyping
• Incrementality in decision processes
• Learn and adapt
• Keeping the decision cycle short
• Creative disruption in the decision making cycle
• Avoiding the restrictions of perfectionist behaviour
• Leveraging perfectionists
• Hot and cold reviews in a blameless culture
• Creating constructive accountability
• Providing a decision framework where appropriate failure is celebrated

04
Innovation
How to be a constructive disruptor
• Challenging the norm
• Learning form other industries
• Customer need driven innovation
• Defining what the customer values
• External and internal customer innovation
• Innovating the product offering
• Innovating product/service distribution
• Innovating the delivery of the product
• Innovating after sales services

05
Creativity
Encouraging creativity thinking
• Challenging the status quo
• The power of variation in creative thought
• Vary the time, the place, the people
• The power of external and environmental cues to stimulate thinking
• Informality and ‘play’ as a source of new ideas
• How to foster creativity in your people

06
Tools and techniques
Creating the right culture
• Champions of change
• Creating an Agile work environment
• Tools to deploy to promote Agile processes
• Scrum and Sprints
• Moving beyond Agile to an entropic fluid business
• Defining and operating genuine value streams
• Non-laminar thinking techniques

07
Digitalisation/Technology
Adopting a technology driven business perspective
• The impact of digitalisation on the form of the product/service provided
• The type of customer relationship management
• The form of delivery/distribution to the customer
• Blending technology, digitalisation and physical customer product/service delivery

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Agile thinking - our approach and learning outcomes

Technology is the main disruptor in business currently, it is both a threat and an opportunity. Our simulations allow delegates to explore how digitalisation and technology can enhance the customer experience.

Learning outcomes include:
- How does technology impact the customer experience?
- Creating a mindset of ‘we are a technology business first’

Agile is not a method, it is a way of thinking. Our simulation activities apply the core tools that help embed agile thinking.

Delegates will learn to apply:
- A whole product focus
- Lean thinking in process and product design and delivery
- Value stream over business lines identification
- Prototyping and ‘chunking’
- Left shifting and quality management in customer projects

Innovation needs to be the norm and should be encouraged at all levels in the business and between all interfaces, be they internal and external.

Delegates will learn using simulation activities:
- About the tools that can be deployed to stimulate creative thought
- How to provide an environment that promotes creativity
- How to recognise and reward creative thinking
- How to be creative

Often the route to innovation is through creative thinking. Creative thinking needs to be nurtured and cultivated.

Using a variety of simulation activities delegates will learn:
- How the innovation cycle operates
- Tools to transpose innovation in other industries to your business
- How to identify customer outcomes and to challenge how those outcomes are currently provided
- Challenge the current product offering, the current delivery channels and the current after sales service

Innovation requires to embrace and positively encourage and reward agile processes. Our simulations use carefully crafted experiential activities to highlight the power of an agile mind-set.

Learning outcomes include:
- Understanding the need for change in your business
- What are the characteristics of learning and agile organisation?
- How to model desired behaviours to ‘bring your people with you’
- How to identify champions,agnostics and detractors in your business
- Encouraging incrementality and optionality in the decision process

Strategic planning cycles are compressing in an agile environment. Incrementality, proactivity and speed of decision are central to success. Using focused experiential activities delegates are tasked with crafting an initial strategy but challenged to adopt agile practices to evolve it.

Learning outcomes include:
- The truncated strategic decision cycle
- Opportunity scanning and rapid deployment implementation
- Deploying test and review strategic processes
- Learn - implement - evolve

Agile decision making requires devolved authority, and employees that feel empowered to make rapid decisions without fear of blame.

Learning outcomes include:
- Agile decision making frameworks
- Decision process mapping
- Decision process optimisation
- How to avoid being inhibited by perfectionism
- Deploying test and review iteration
- Prototyping and learning through incremental improvement

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Agile thinking - our experiential approach through simulations and activities