

T H E
IMPACT
M E T H O D

Enterprise Agility
Fully customizable
People Centric
Outcomes First, Fast, Frequently
Learning and Adapting Organisation

Vision without execution is just
hallucination. – Henry Ford

**“Enterprise Agility, Execution Mastery
Custom Fit for your organization.”**

Susan Abishara

20+ years of agile transformations

**“80% agile implementations fail
It’s time to stop ‘one size fits’ agile**

Enterprise agility is here to stay

Each organization is as unique as a fingerprint

Custom fit agile to your organization goals, culture, maturity

– THE IMPACT METHOD

The Impact Method is enterprise agility, **‘fit for purpose’ for your organization**

Diagnose your enterprise agility DNA for quickest ROI

Integrated, customized 5 step framework for agility success

Custom fit agile to your organization goals, culture, maturity

Outcomes first, fast and frequently



WHY

A 'Fit for purpose' agility approach is essential for agility success



COMMON FRUSTRATIONS

Where things go wrong with agility roll out

GRIDLOCK

Gridlocked work queues because **squad structure** design ignores **flow** of **value** and blockages

AUTONOMY

Autonomy over-index and **Alignment** under-index meaning squads work independently rather than as an ecosystem of work

TIME

Time/Cost to market / governance not considered relevant in an agile model leading to frustrated sponsors

TRANSPARENCY

Lack of Transparency since it was assumed that project managers and delivery leads are obsolete in agile

FACTORIES

Feature Factories [Churning out features] regardless of need due to a lack of understanding of long lived teams

COOKIE CUTTER

Rolling out **'cookie cutter'** agile and not realizing that the same agile process will not work in all organizations

DOING AGILE

Doing Agile, i.e. ceremonies, sprints, squads over understanding why you moved to agile and what benefits you wanted

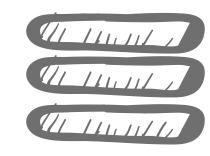
BLAME

Blaming agile for your problems rather than realizing that it was actually your implementation of agile that went wrong

METHOD

Putting **method**, i.e agile above **results/outcomes**, rather realizing it is a just means to an end

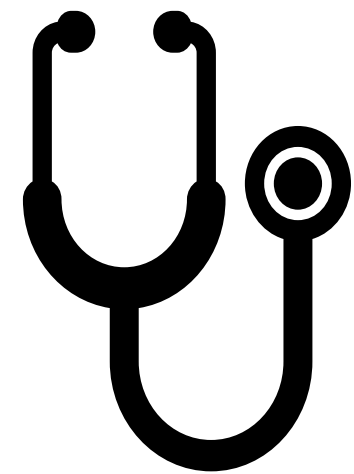
To be honest, the list of frustrations is ENDLESS!!!! Agility is a good thing BUT it is not a SILVER BULLET and HOW you implement it is critical to success – if agility has been poisoned in your organization, it points to CULTURE issues that need resolution



THE IMPACT METHOD

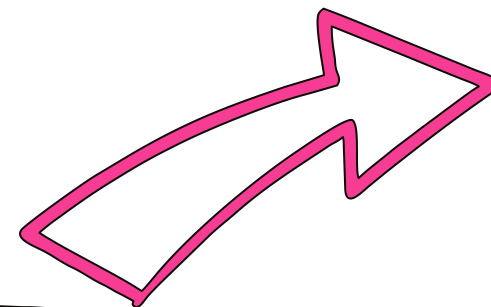


Enterprise Agility, 'Fit for purpose' for your organization. Diagnose your enterprise agility DNA for quickest ROI
Integrated, Customized, 5 STEP framework for agility success. 'Outcomes first, fast and frequently'



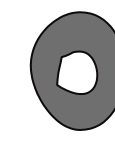
1. DIAGNOSTIC

Design your fit for purpose agility journey



2. F.A.C.E.S

Agility PEOPLE High Performance Framework



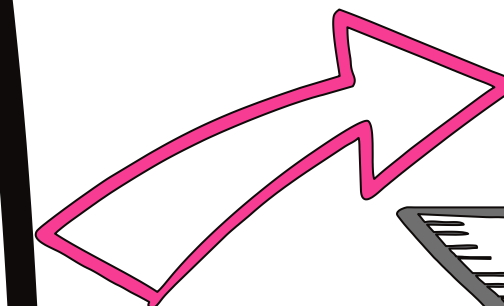
3. I.M.P.A.C.T

Agility Collaboration & PROCESS Framework



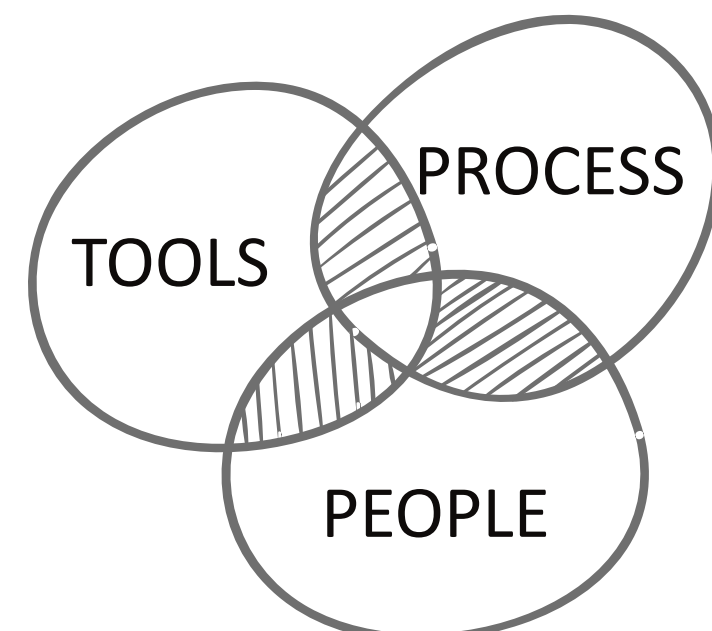
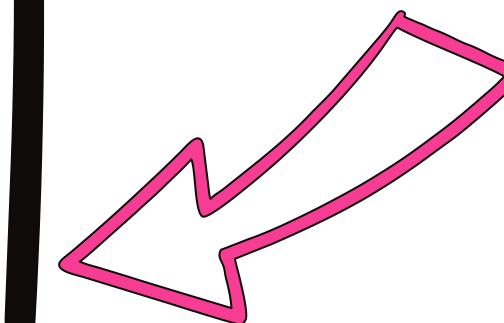
4. T.O.O.L.S.S

Agility Tactics and TOOLS Framework



5. HEALTH CHECK

Check In, Fine-Tune, Uplift, Recognition



How it works

5 frameworks, 14 activities and 6 Playbooks , fully integrated, customized

1.



DIAGNOSTIC

1. **WHY** it is important
 2. **WHAT** it is / Define it
 3. **HOW** you do it / Activities
 - Learn OR Observe
 4. **DONE** What you get
 - Agility Assessment Rpt
 - Customised Agility
 - Roadmap
- 1 Activities in TOTAL

2.



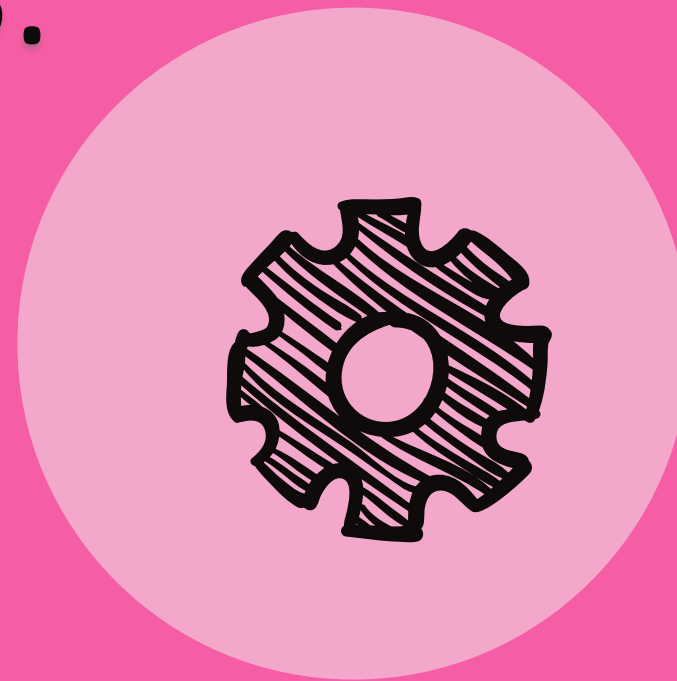
F.A.C.E.S

For each of the 5 CAPABILITIES

1. **WHY** it is important
2. **WHAT** it is / Define it
3. **HOW** you do it / Activities
4. **DONE** What you get

5 PEOPLE Activities in total

3.



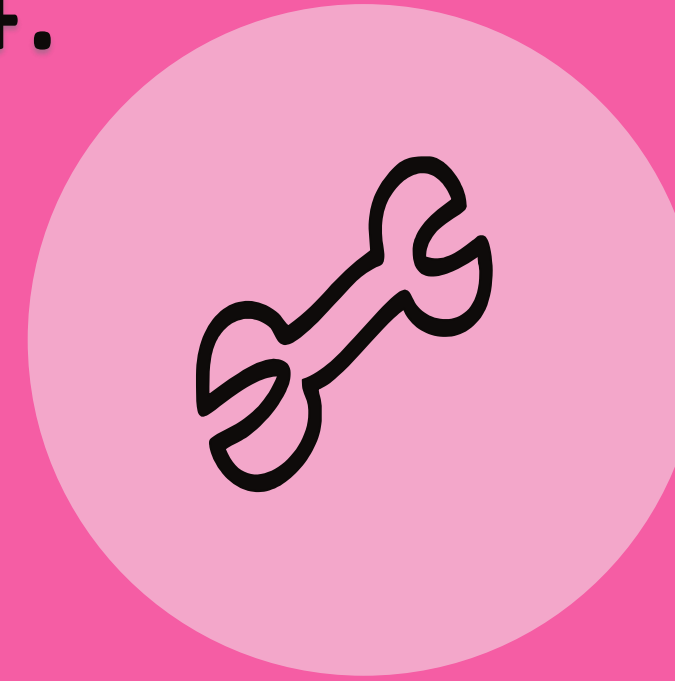
I.M.P.A.C.T

For each of the 6 PLAYBOOKS

1. **WHY** it is important
2. **WHAT** it is / What it isn't
3. **HOW TO GUIDE**
4. **CHECKLISTS**
5. **TEMPLATES**
6. **CASE STUDIES**

Playbooks— 6 in total

4.



T.O.O.L.S.S

For each of the 6 activities

1. **WHY** it is important
2. **WHAT** it is / Define it
3. **HOW** you do it / Activities
4. **DONE** What you get

6 Activities in TOTAL

5.

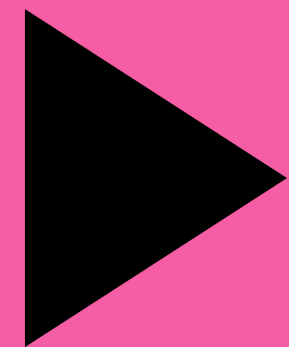


HEALTH

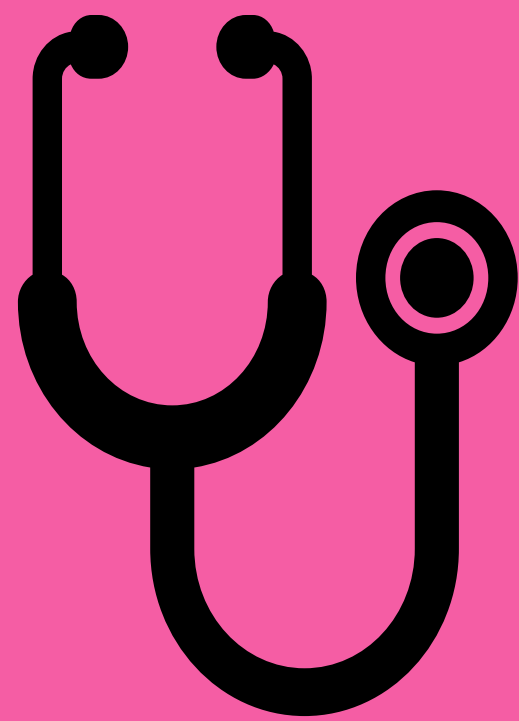
For each of 5 badges

1. **Criteria & Assessment**
2. **Recognition Badges**

2 Activities in TOTAL



Enterprise Agility - Outcomes First, Fast, Frequently



1 - DIAGNOSTIC

Agility Assessment

Running a diagnostic before you start will help you design 'fit for purpose' agile, designed specifically for your organization, increasing your chances of success.



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Getting Started → **DIAGNOSTIC** **DIAGNOSTIC**

Every organization is unique, like a fingerprint / DNA. Rolling out agile 'one size fits all' won't work. There are too many casualties in market that blame agile, but the real problem is how agile was implemented

Running a diagnostic before you start will help you design 'fit for purpose' agile, designed specifically for your organization, increasing your chances of success

There are 2 types of diagnostic

LISTEN

1 - 10 days

Listen, Interview Customers / Team

Deep Dive Two Projects

Assess and Define Starting Position

Map Journey and North Star

OBSERVE

1-3months. Make your work visible

Common language

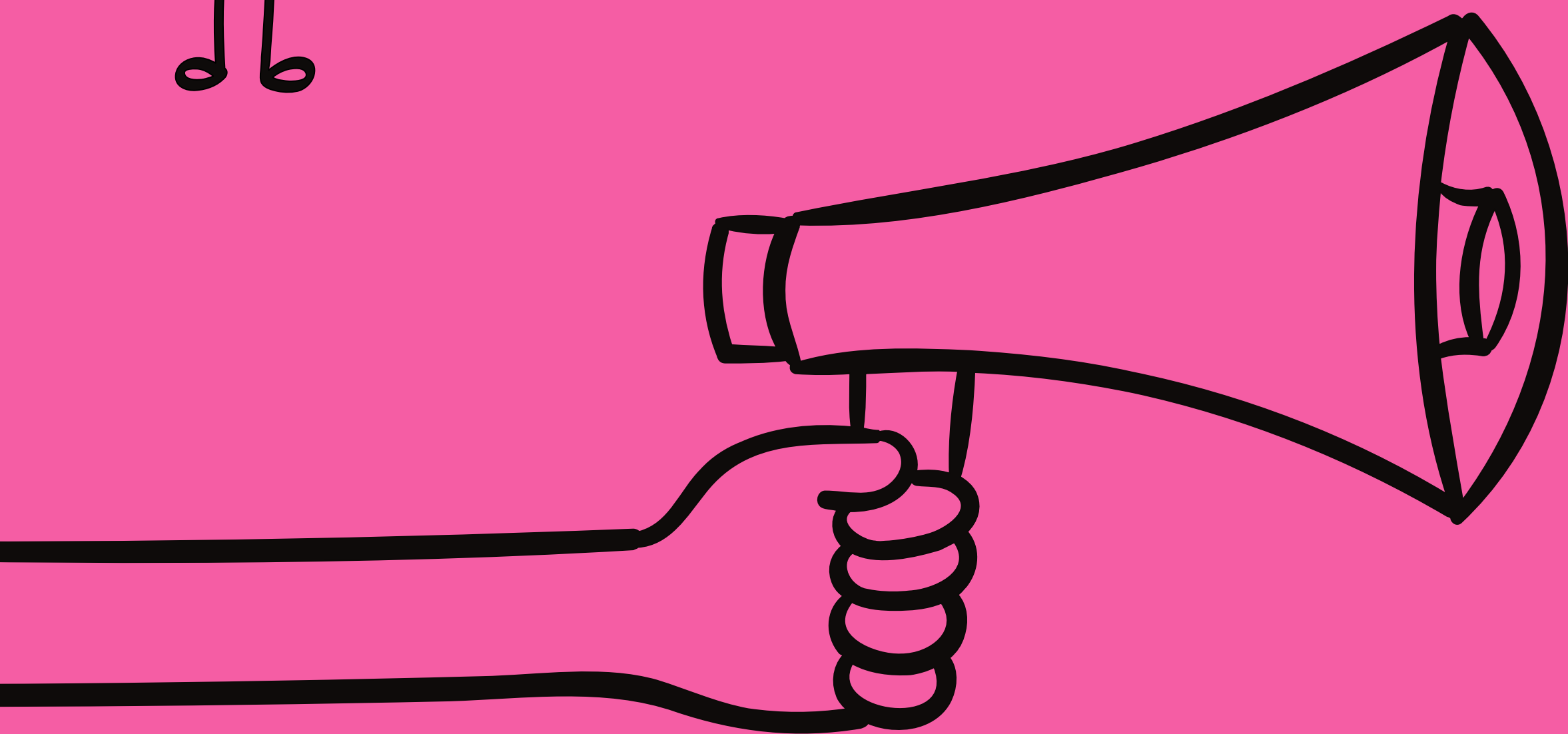
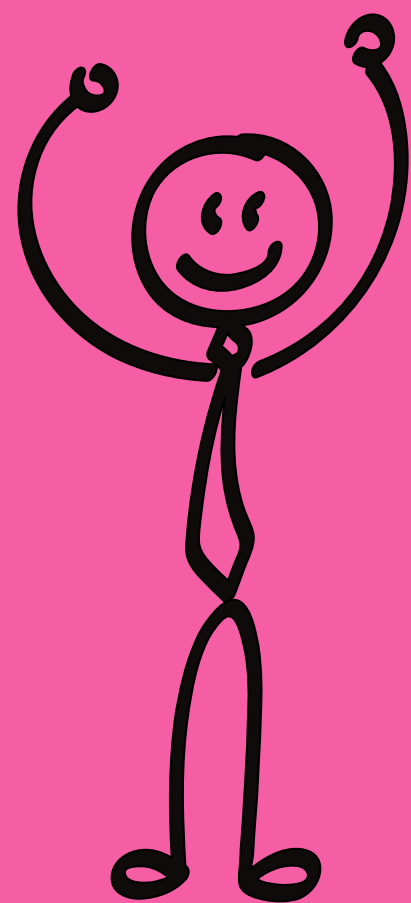
Observe + Learn + Action

Assess and Define Starting Position

Map Journey and North Star

1.



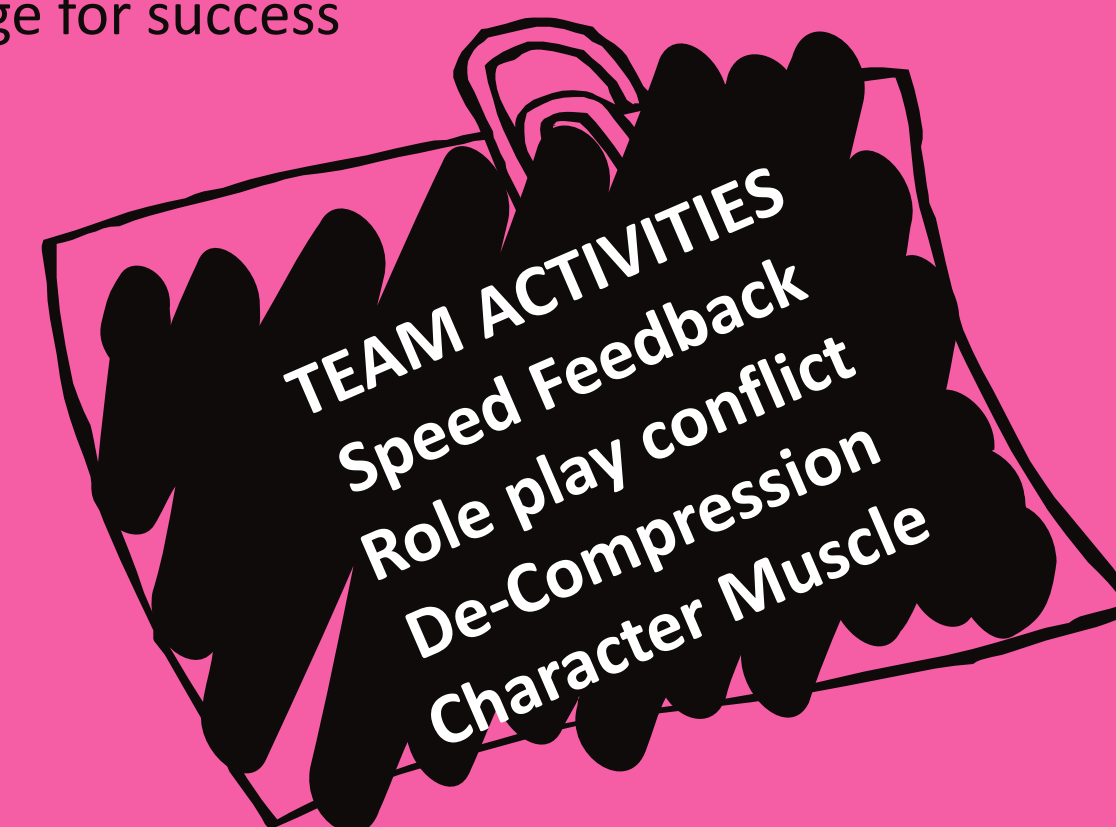


2 – F.A.C.E.S

People Agility Framework

Culture Accelerator

Behaviours & actions need to change for success

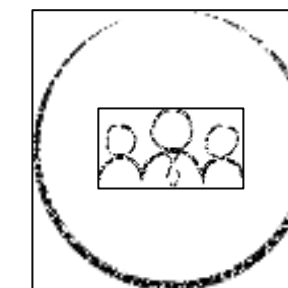


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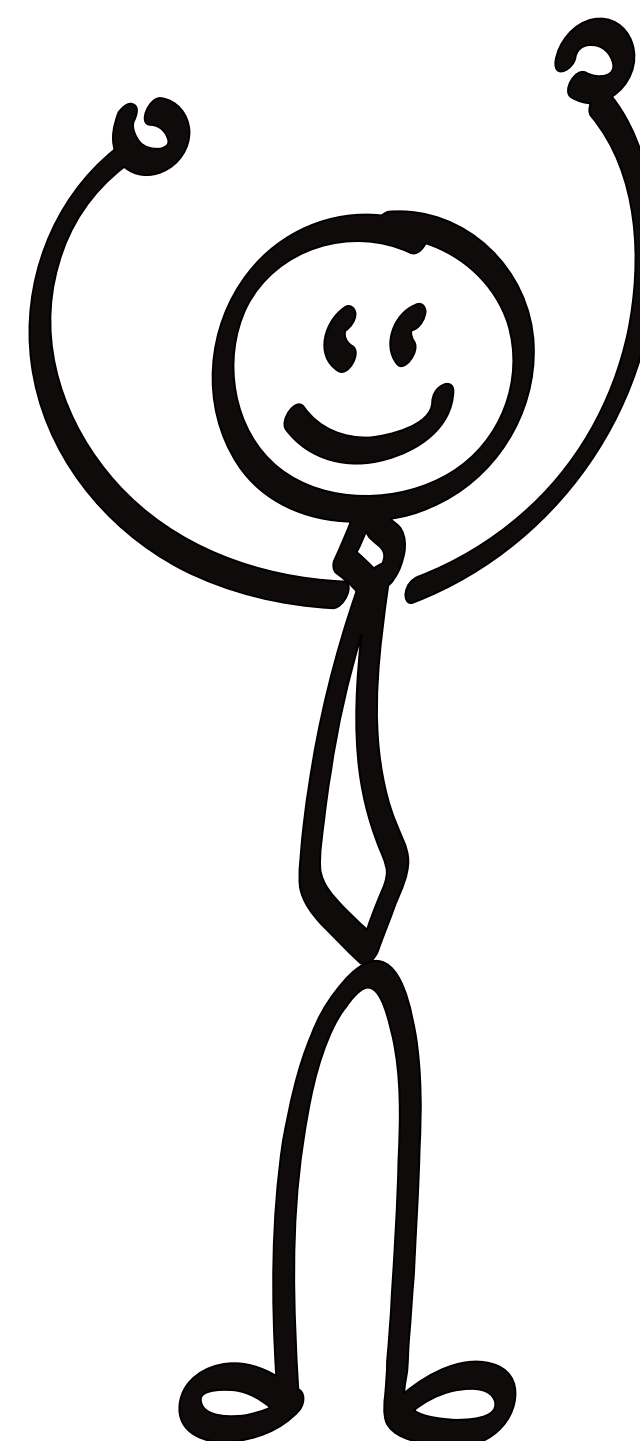
F.A.C.E.S. [PEOPLE]

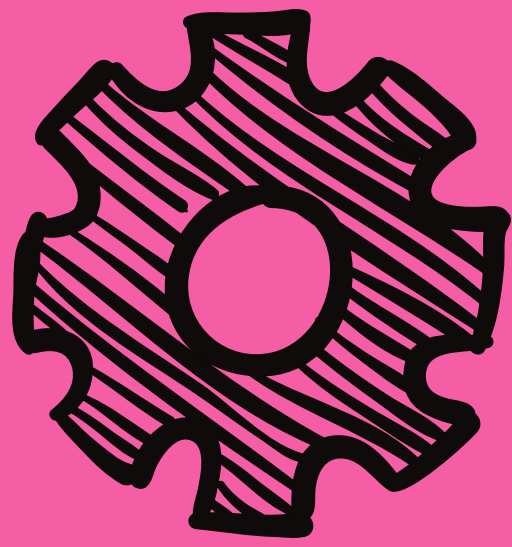
Culture Accelerator – behaviours & actions need to change for success



PEOPLE
Behavior Framework

- **F** Making **FEEDBACK** normal
- **A** **ACCOUNTABILITY** via radical candor
- **C** Healthy **CONFLICT** mgt
- **E** **ENERGY** multipliers / drainers
- **S** **SELF AWARENESS** via character muscles

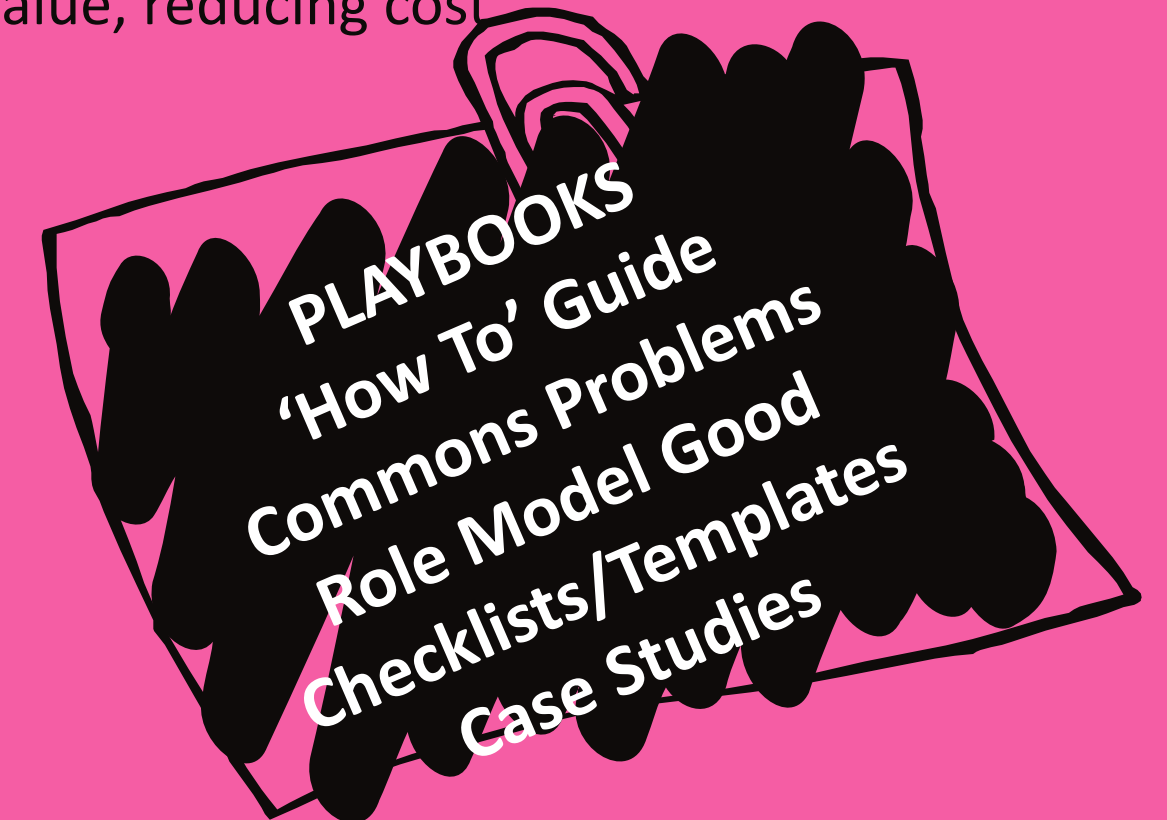




3 – I.M.P.A.C.T

Process Agility Framework

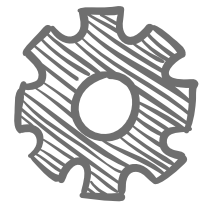
Plug and Play Agility Playbooks for scaling agility across
your organization with a focus on value, reducing cost
and time to market



T H E

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I.M.P.A.C.T [PROCESS]

Diagnose your organization's DNA and tailor fit your agile roll out to accelerator your transformation at speed

INSPIRE Inspire by defining your north star
Outcomes first, before method

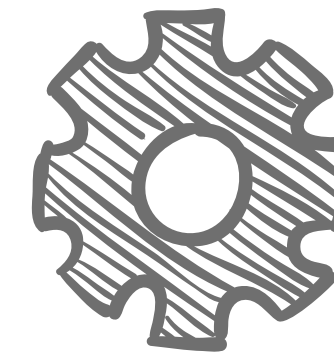
MEASURE Measure what matters.
Your north star should be measurable

PROVE Prove, Don't Assume. Validate, bet small first
Paper is just a set of assumptions.

ACCELERATE TTV[TIME TO VALUE]
MVP, Incrementally Improve

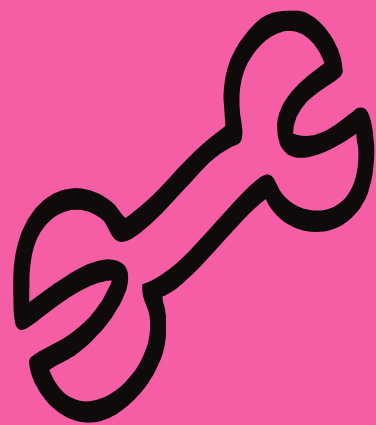
CONSISTENT, REPEATABLE CADENCE
Cross-Functionally, reduce silos, alignment

TRANSPARENCY
Make your work visible, common language
Remove blockages, reduce dependencies, learn+adapt



PROCESS





4 – T.O.O.L.S.S

Tooling Agility Framework

Engagement and Experience Activities to increase collaboration, improve understanding of purpose and create alignment between all parties



T H E

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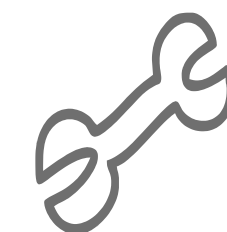
ACT

M E T H O D



TOOLING [TOOLS]

Activites, Dashboards, Tactics to bring to life and embed agility



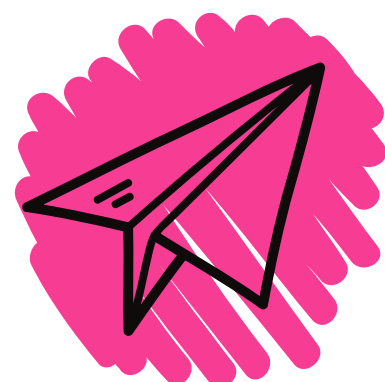
TOOLS

Engagement + Collaboration



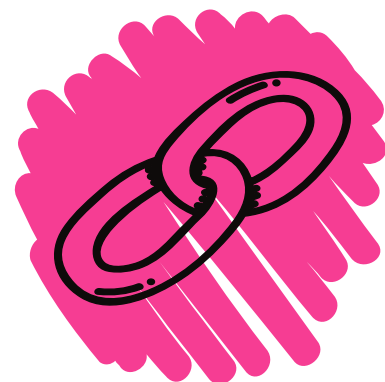
TO INSPIRE [NORTH STAR EXPERIENTIAL] [T]

Bring to life your 18month – 3yr vision by ‘prototyping’ it up in an ‘experience room[virtual / physical] to make your vision ‘tangible’



OBEYA [ROADMAP TO NORTH STAR] [O]

How will you get to North Star, qtrly plan which aligns outcomes, metrics, work to be done, people



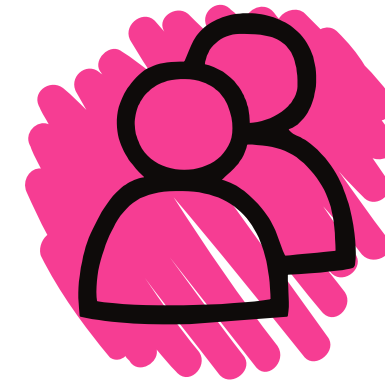
ARCHITECTURE AS LEGO [O]

Represent your system architecture, interfaces, customer journeys using lego



WORK VISIBLE COMMON LANGUAGE [L]

Taxonomy of language defined for easy identification of work across large scale teams



CUSTOMER FIRST VALUE STREAMS [S]

Cross functional teams and path to value/flow visible with wait times, hand offs, dependencies optimized for speed



MEASURING SUCCESS PREDICTIBILITY [S]

Real Time Tracking of Metrics, Assessing Predictability of teams to enable improved forecasting accuracy





5 – Healthcheck

Recognition Agility Framework

Structured team learning and development with rewards and recognition built in. Learning and embedding new skills is a 5 step process with badges awarded at each stage. Teams need to achieve badges to mature to the next stage.

Encourage monthly check ins/fine-tuning



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TEAM STRUCTURED LEARNING AND DEVELOPMENT

An ecosystem of learning, development, reward and recognition

Learning and embedding new skills is a 5 step process with badges awarded at each stage

Failure is to be expected, it takes time to learn and embed new skills. Help teams understand if they are on the right track. Encourage teams to embrace continual fine-tuning. Teams need to achieve badges to mature to the next stage. Encourage qtrly check ins/fine-tuning



HEALTHCHECK

Incentives reward and recognition for TEAMS



BADGE 1 ROLE MODEL / OBSERVE

If you have never done something before, you cannot be expected to know what good looks like, so you need to learn from someone who has done it before



BADGE 2 LEARN BY DOING ASSISTED

Learn by doing is the only way to embed new behaviors / skills, however doing it for the first time requires an EXPERIENCE coach to guide / mentor the team



BADGE 3 LEARN BY DOING UN-ASSISTED

You are now ready to try the activities, autonomously, but with access to data/metrics so you can self correct your own journey with regular check in



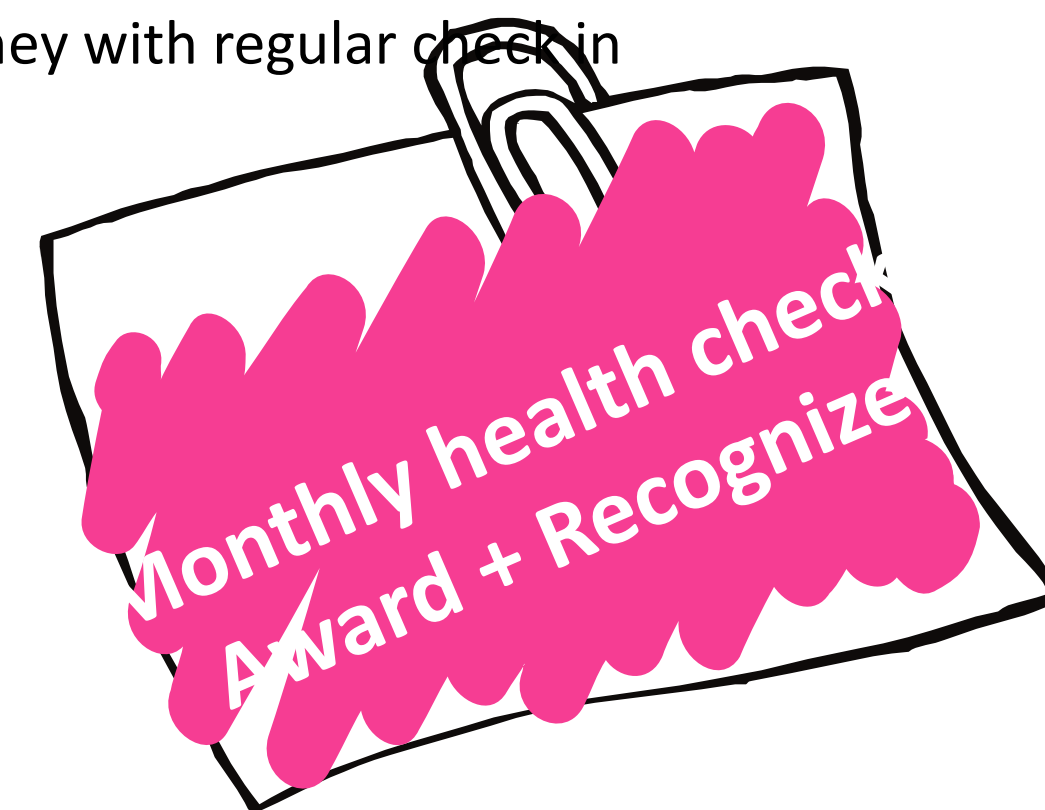
BADGE 4 AUTONOMY

You are by now, strong, self-correcting and an expert at this skill set, continuously improving, adapting

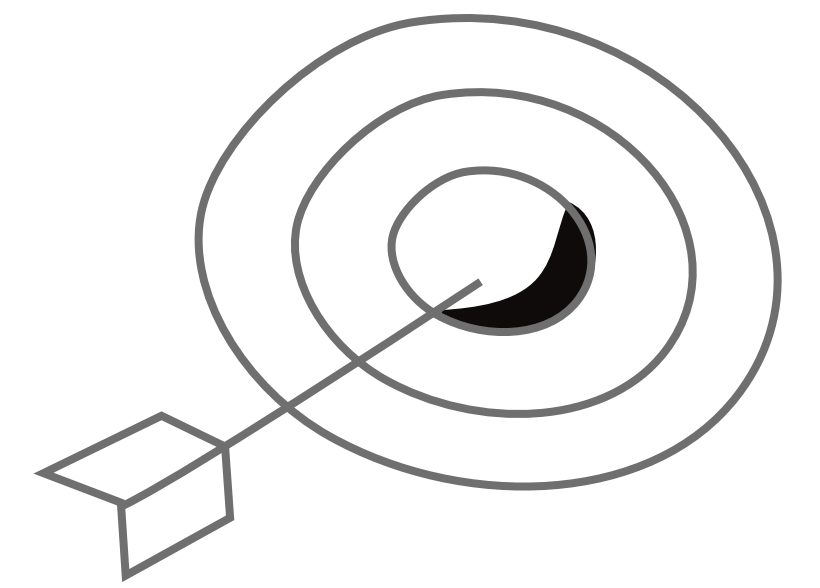


BADGE 5 TEACH OTHERS

It is important that the learning system is growing and scaling, if you can teach another team what good is, then you have achieved mastery!



5.



30 years experience – specializing in organizational performance, agility and strategic execution



Experience across a wide range of organizations including Citibank, Credit Suisse, SEEK, ANZ, Westpac, Auspost, Suncorp, Arq Group, Ausnet



Practitioner of ‘best in class’ agility methods leverages fit for purpose approach depending on organizational need and maturity



Approach is ‘people centric’ with a focus on cultural and behavioral change to create high performance teams that have fun!



THE
IMPACT
METHOD

**“MAKING AGILE REAL, RELEVANT
AND SUCCESSFUL IN YOUR
ORGANISATION
ENTERPRISE AGILITY IN 2022”**