MAKE THE WORK EASY - CULTURAL SHIFTING THROUGH LEARNING

Slides - https://dojoandco.com/speaking
ABOUT ME

Joel Tosi

- Last 7 years – make it easier for people to learn and do great work at orgs – Product → Tech → Process

- Wrote a book

- Past lives – Architect at Red Hat; Trading Platforms; Blah blah blah
WHAT ARE WE LOOKING FOR?
WHAT IS CULTURE?
People Want a ‘Better Culture’

‘Engineering Culture’

Less Bureaucracy

More Innovation

Autonomous Teams

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What is Culture?

"Shadowing People" by ckilger is licensed with CC BY-NC-ND 2.0. To view a copy of this license, visit https://creativecommons.org/licenses/by-nc-nd/2.0/
HOW DO YOU GET THERE?

SLOW DOWN
LISTEN
LEARN
MAKE IT EASY
Continuously Learn

Learning New Practices

Doing Real Product Development

The Sweet Spot
LET’S NOT CONFUSE ACTIVITY FOR PROGRESS

LET’S NOT CONFUSE MOVING WITH GOING SOMEWHERE
How do we typically solve this?

The task we are blocked on

We increase inventory so we can stay busy

Now we are “busy”, but still blocked!

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The people closest to the work know their challenges

Listen to them

Firefighting isn’t helping

Escalating isn’t helping
There are multiple ways to solve a problem. What makes you think the first one you tried is the best?

Make it cheap and easy to learn and experiment.

“Light Fantastic: Laser at Inner Harbor Beams Hubble’s Heartbeat” by NASA Goddard Photo and Video is licensed under CC BY 2.0
But First, A Tale of Two Teams
A Tale of Two Teams
A Tale of Two Teams
Make it easy for people to do their work

Make it easy for people to do the right thing

Make it easy for people to have pride in their work
CONTINUOUSLY LEARN TO MAKE IT EASIER FOR PEOPLE AND YOU WILL GET THE CULTURE YOU WANT
Long-term commitment to new learning and new philosophy is required of any management that seeks transformation. The timid and the fainthearted, and people that expect quick results, are doomed to disappointment.

W. Edwards Deming
EMBRACE LEARNING

CONTINUOUSLY EXPERIMENT,
LEARN, EVOLVE
The greatest waste in America (and more) is failure to use the abilities of its people.

W. Edwards Deming
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