



## Leading a Learning Organization - Deliverables

### 1. Assessments

- a. Mission/Purpose:
- b. Practical Values: Gap Analysis/ Organizational Social Character
- c. Dashboard: (Assess Measures against Mission/Purpose/Departmental Roles)
- d. Leadership Attributes (for Leadership Teams):
  - i. Leadership Philosophy
  - ii. Social Character
  - iii. Leadership Personality Characteristics
  - iv. Strategic Intelligence Inventory
- e. Strategic Objectives as related to Process Capability/Resources Needed/Processes needed to attain Strategic Objectives (Uses System Map)
  - i. Process Condition
  - ii. Process Capability
  - iii. Resources Needed
  - iv. New Processes/Products/Services Needed
  - v. Redesign of Existing Processes/Products/Services Needed
  - vi. Portfolio of Improvement Projects
  - vii. Prioritization of Improvement Projects
- f. Learning Organization Components (Gap Analysis)

### 2. System Map

- a. Conceptual Map (High level)
  - i. Defines Customers
  - ii. Identification of Driver Process Groups which Drive or Influence how the system is designed, linked and run
  - iii. Identification of Mainstay Process Groups which create Value to our Customers
  - iv. Identification of Support Process Groups which Support the Organization as a whole and are needed as infrastructure to Run the Organization
  - v. Includes coding for ownership of group processes and maps major links throughout the System
- b. Detailed Map (Provides details of what processes are located within which of the three groups (provides coding for ownership of detailed processes and how they link to other parts of the system)
- c. Departmental Maps (Isolates Departments Role in fulfilling the Mission, Defines Departmental Customers (Internal & External to the Organization)
  - i. Defines Driver, Mainstay & Support Processes which are used and run by the Department