Q31260 Flow Ambassador – Excelling at Business Agility Masterclass

Duration: 2 days

"FLOW is game-changing.……I came away with a different perspective on how to compete in the digital world…..looking forward to taking FLOW to my clients"

- Colin Houlihan, Advisor McKinsey Digital

Course Overview

The FLOW Ambassador - *Excelling at Business Agility* masterclass is a unique two-day journey into how to create value fast and continuously. It provides you with intellectual and strategy tools to deliver value to your customers in new ways; it promotes a culture of value-seeking behaviour rather than a culture of rules; it helps build multidisciplinary and autonomous teams that are capable of designing the right way to do the right work at the right time. FLOW is business agility defined. FLOW is not a methodology. It is a philosophy and a light framework for bringing change to an organisation.

Who should attend?

- Change Makers
- Business Mavericks
- Innovation Activists
- Leaders

Prerequisites

Proficiency in and familiarity with Agile Projects is very desirable.
It is essential that you take the time to read the following short books before attending the course:

1. 12 Steps to FLOW by Haydn Shaughnessy and Fin Goulding

2. FLOW: A Handbook for Change Makers, Mavericks, Innovation Activists and leaders by Fin Goulding and Haydn Shaughnessy

Having read the books you will be fully prepared to properly immerse yourself in the masterclass activities and discussions and gain full benefit from your involvement.

Course Objectives

FLOW is a post-agile way of working. It guides people by using a strong set of values and a few simple and easily acquired methods for work design and collaboration. Using social psychology, new work design tools and everyday common sense language and principles rather than a set of rules, FLOW provides you with autonomous employees who will obsess over value for you.

The FLOW Excelling at Business Agility course is a primer on how to work collaboratively in multidisciplinary teams that can be trusted with creative, empowered decision-making.

The course has a limited but important set of objectives.

- Learn the tools for a genuinely authentic customer-centric approach to business value
- Understand new ways to create value and take waste out of the work pipeline

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- Practice working in a visual and accountable environment shaped by clear (value) goal setting at all levels of the organisation
- Practice working in multi-disciplinary teams
- Understanding critical market dynamics, why they force us to change the way we work and how they should influence the design of new services
- Learn how to accelerate the cadence of work

Related Certifications

None

Recommended Follow-on Courses

This is the first step on your FLOW Ambassador Journey and the accreditation that follows will allow you to become a member of the FLOW Ambassador Circle. This is a group of accredited FLOW Ambassadors who collaborate regularly and share their FLOW journey experiences.

Course Outline

This 2 day course covers the following:

Module 1:

- Build an understanding of the problems internationally trading companies face
- Recognise the new importance of customer success
- Explore the limitations of existing methods

Module 2: Introduction to FLOW

- Recognise the key elements of FLOW
- Recognising the framework

Module 3: The Importance of Visualisation in FLOW

- Recognise the importance of visualisation
- Build a critical non-essential Wall

Module 4: Visualising Work Design Around Customer Success

- Understanding authentic customer success factors beyond customer satisfaction scoring
- Understanding how relationships with customers shape work design
- Practising how to design innovation around customer success and visualisation
- Create your own Customer Innovation Wall
- Practice identifying FLOW customer success factors

Module 5: From Hierarchy to Relationships

- Understanding the importance of social interaction and fairness
- Understand the concept of flexibility
- Create Your Own Thank You Wall

Module 6: Creating Value with CATE

- Recognising the importance of business ecosystems

Practice a value-driven innovation method

Module 7: Setting FLOW Goals from Insights

- Recognise the meaning of FLOW "Goals"
- Use goals to define areas of work
- Understanding the importance of FLOW value-thinking in work design

Module 8: Ensuring Value in Work Breakdown Through Goal Setting

- Recognising that FLOW work design integrates with other ways of working
- Understand the role of descaling
- Recognising the importance of multidisciplinary teams and multidisciplinary people

Module 9: Implementing FLOW

- Understanding how one might start a FLOW Ambassador role
- Understand the ecosystems of support
- Understanding how to create a plan to get certified

Our Clients really like what we do:

I wanted to test this out with a team I am currently working with at NHS NSS to help us understand what our customers need. Using a combination of the customer and team wall has helped create conversations that allow us to validate our work and create a space for others to participate or challenge our approach in real time. I have gone back to NHS NSS and shared my learnings and in less than a week have an air of positivity that I don't often see

- Donald Henderson, Agile Coach NHS National Support Services

The FLOW course provided me with a new string to my bow, a greater understanding of the upstream factors in delivering success for our customers and the tools to allow both the identification and development of customer offerings that will allow innovation to flourish with good people and in the right environment. FLOW is a great framework that focuses on the right things, visualises everything, and excites me to use and continue to learn with

- Matt Evans, Agile Coach, Enterprise Solutions, Royal Bank of Scotland

Details

- Duration: 1 day
- Level: Intermediate
- Code: T60410

Contact

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