

Karen Walker
up and to the right


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SCALABILITY THROUGH OUTCOMES

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WHY IS IT NECESSARY TO **SCALE?**



"There's no
such thing as
steady state,
it's growth or
decline."

HOW TO SCALE THROUGH OUTCOME-BASED FOCUS

**AWARENESS****ACTION****ACCOUNTABILITY**

That things can be
different and that
they need to be

Bias for action, but
not overdone

Mutual and
outcome based

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AWARENESS

It's hard to change behavior, it's impossible if you don't believe:

- That things can be different
- That they need to be – its in your best self-interest

Steady state, status quo is a myth – you will grow or decline

Awareness + respect for the needs, goals, methods of others

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ACTION

Pro-Active

- Get in front of the need for change
- Action includes planning

Create cross-functional alignment on outcomes

- Work in the "white spaces" on the org chart

Develop a bias for action, tempered with a comfort with ambiguity

- Don't over do – any strength overdone is a weakness

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ACCOUNTABILITY

The Achilles heel of most organizations, especially those in hyper-growth mode

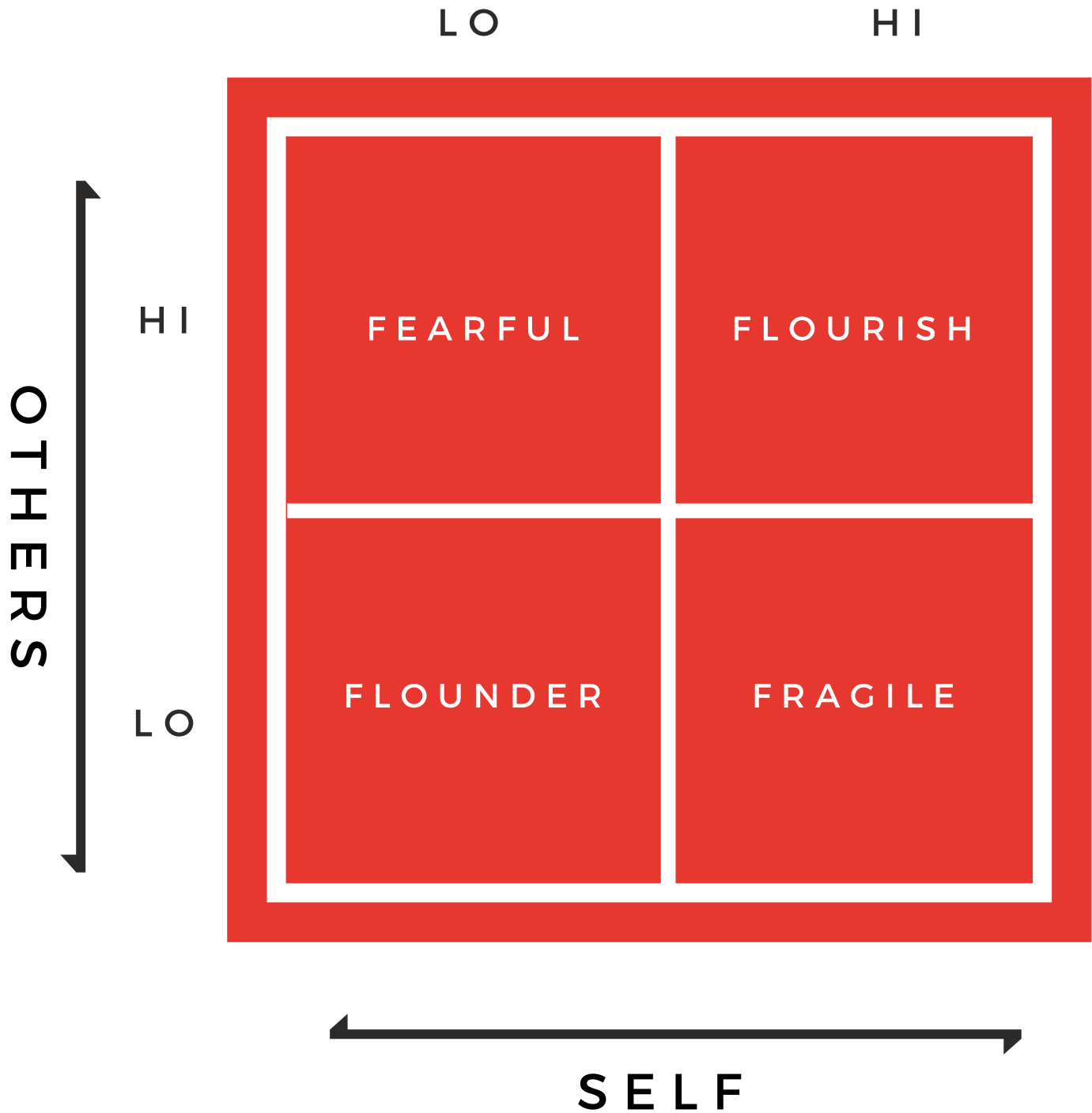
- Growth covers a lot of sins

The Power of Mutual Accountability (see pg. 6)

Debrief – The Accelerator

- All along the way – not just at the end in a “post-mortem,” (nothing died!)
- What’s working? What’s different than we expected? How do we need to adjust to achieve our outcomes?

THE FOUR QUADRANTS OF **ACCOUNTABILITY**



FIVE TAKEAWAYS

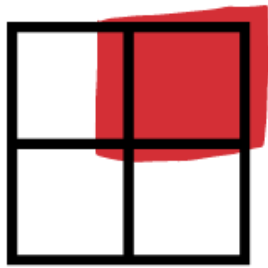
FOCUS ON OUTCOMES

FIND WAYS TO INCREASE AWARENESS

**HONE YOUR CONFLICT MANAGEMENT
SKILLS**

**CULTIVATE A BIAS FOR ACTION,
TEMPERED WITH COMFORT FOR
AMBIGUITY**

**CREATE A JOINT ACCOUNTABILITY
FRAMEWORK**

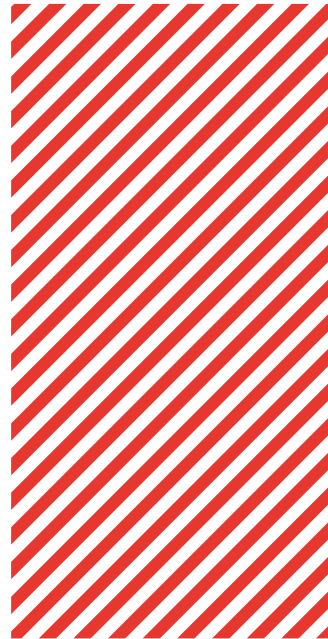


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