

Improvisation and Leadership

Teaching Your Leaders Positive and Effective Behaviors for Employee Engagement

ATD Human Capital Community

September 9, 2014

Webcast

Presented by Karen Hough, Founder and CEO, ImprovEdge

Today

- Improvisational principles
- Application of behaviors
- Case studies

Peter Drucker

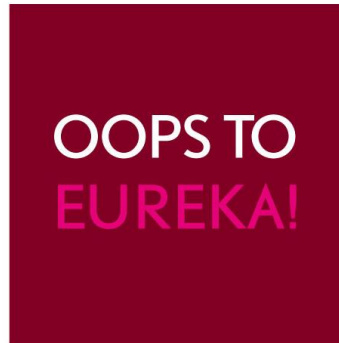
“The model for management that we have right now is the opera. The conductor of an opera has a very large number of different groups that he has to pull together. The soloists, the chorus, the ballet, the orchestra, all have to come together but they have a common score. What we are increasingly talking about today are diversified groups that have to write the score while they perform. What you need now is a good jazz group.”

- *Wired*, 1996

The Improvisation Edge

“Engagement, like collaboration, is based in behavior.”

ImprovEdge Principles



ImprovEdge Principles

Bring positivity
and creativity into
the workplace.

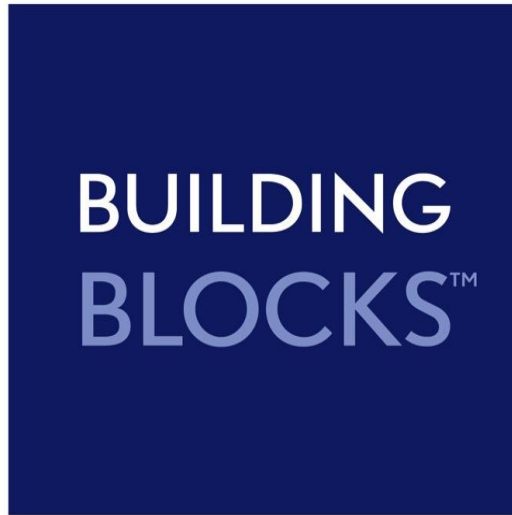
YES!
SPACE[®]

BUILDING
BLOCKS[™]

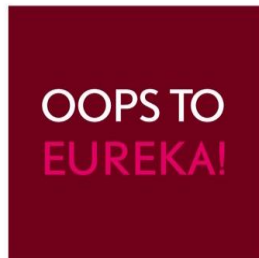
TEAM
EQUITY[™]

OOPS TO
EUREKA!

ImprovEdge Principles



Take something small and build it into something exceptional.



Story time

NBBJ

Global architecture firm

The Art of Yes, and...

“Yes, and I’d like to know more...”

“Yes, and what are your thoughts...”

“Yes, and I hear your concern...”

“Yes, and what would you suggest....”

Norton Juster

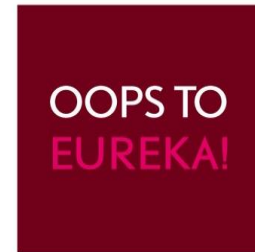
“You may not see it now, “ said the Princess of Pure Reason, looking knowingly at Milo’s puzzled face, “but whatever we learn has a purpose and whatever we do affects everything and everyone else, if even in the tiniest way.”

- *The Phantom Tollbooth*

ImprovEdge Principles



Leverage the combined power of the people in your organization.



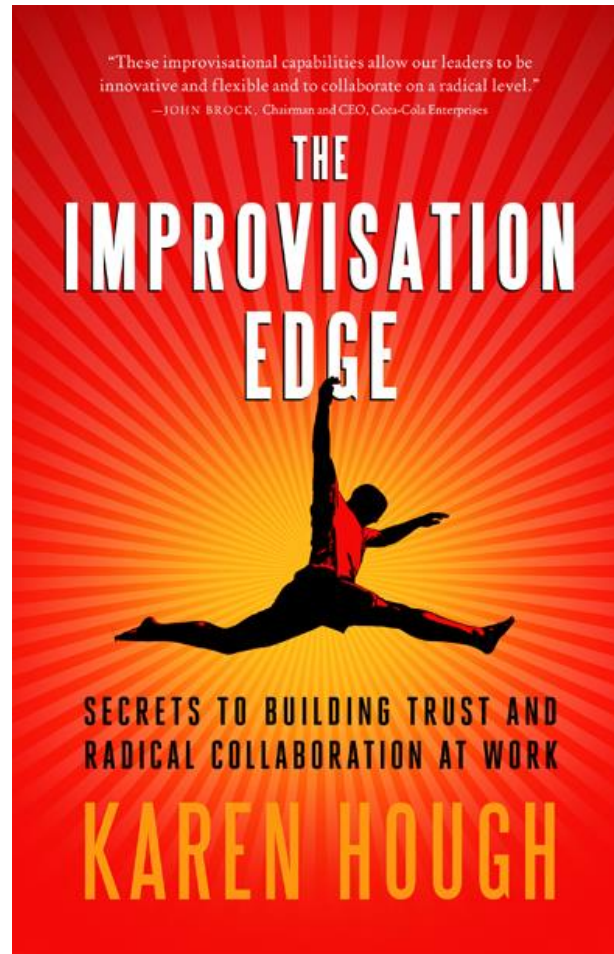
Story time

Coca-Cola Enterprises Global beverage

Margaret Mead

"Never doubt that a small group of thoughtful, committed people can change the world; indeed it is the only thing that ever has."

Amazon #1 Bestseller 800CEOREAD Top 25 Biz Book



ImprovEdge Principles



Understand that the unexpected often yields the greatest discoveries.

Harvard Business Review

May 2006

“The right kind of failure is success. The Mayo Clinic gives a ‘queasy eagle’ award to individuals who fail for the right reason. Managers must balance the confidence to start going in an uncertain direction, the humility to recognize that the direction is wrong, and the fortitude to listen, learn and adapt.”

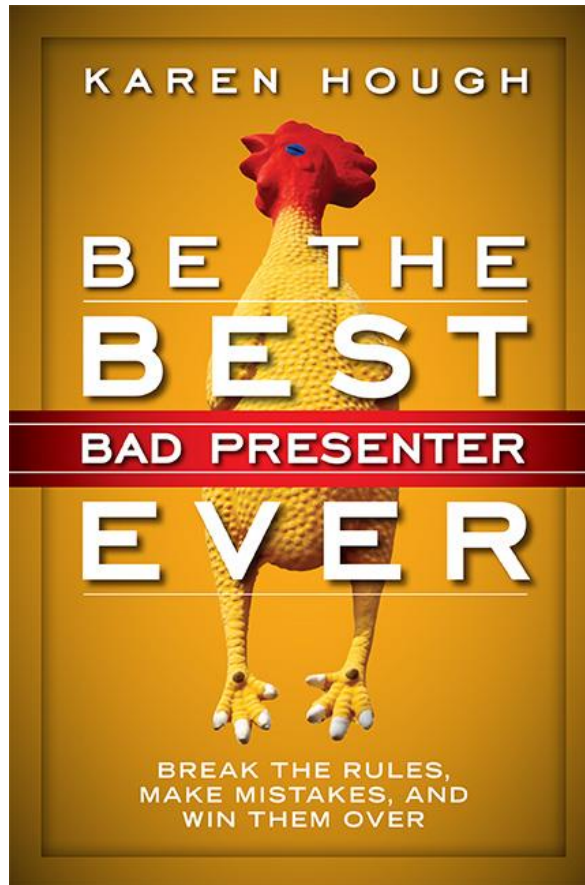
Oops to Eureka!

Acknowledge it
Deal with it
Move on

Thomas Edison

“Many of life’s failures are people who did not realize how close they were to success when they gave up.”

Award-winning new book!



Berrett-Koehler Publishers



Harvey Firestone

"It is only as we develop others that we permanently succeed."

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