

## AI TOPICS:

- ✓ The Art of Celebration
  - Alchemy: Turning Lead to Gold
  - Affirmation of the Human Spirit
  - Work Hard, Play Harder

The art of celebration is the affirmation of the human spirit. Much like the alchemist who turns lead into gold, organizations tap into the human spirit creating an environment where individual and group efforts thrive and are celebrated.

- a. Describe a time where your contributions (large or small) were celebrated and how this impacted the way you felt about your work.
- b. As you look to the future, what forms of celebration are the most renewing to the personal energy of our organization?

- ✓ *Back of the Envelope Organizations* (© Liam J. Burns 2000)

- Speed
- Simplicity
- Boundarylessness

➤ Given the complexity and velocity of today's business environment, organizations that adapt and move quickly will thrive. *Back of the Envelope Solutions* (© Liam J. Burns 2000) are characterized by speed, simplicity, and boundarylessness.

- a. Describe a situation when you successfully implemented a back of the envelope solution? What was one surprising insight from this experience?
- b. If you were the CEO, what would you do to make *Back of the Envelope Thinking* (© Liam J Burns 2000) the way we do business?

- ✓ Risk Taking: A Core Competence
  - Pervasive Risk Thinking
  - Failure as part of greatness/growth



- ✓ Creating Exceptional Service Experiences
  - Backward Integration of Customer Centric Behavior
- ✓ Feeding The Passion