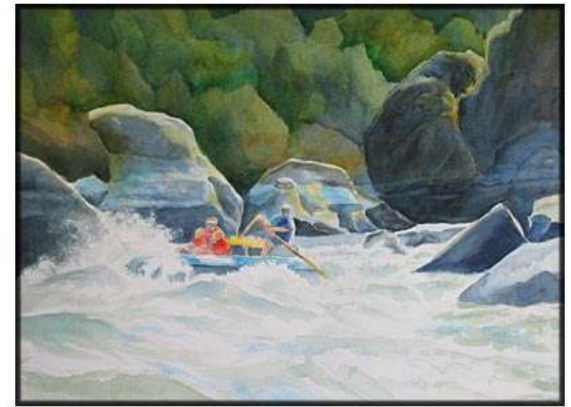


***A Special Presentation for the
Governor's Conference on Tourism
Sunriver, 2007***



The Leadership Edge

Lessons from and for the front lines

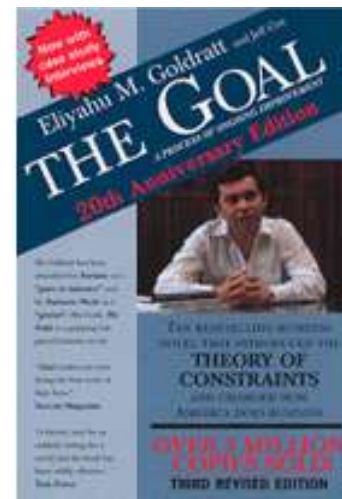


***Randy Harrington Ph.D.
CEO Extreme Arts & Sciences***



You think you are doing the right thing...

- Improvements are always a change
- But a change is not always an improvement
- But change is always a *threat inviting resistance*.



Eliyahu Goldratt



Leaders Defeat Resistance

- Act from Fact
- Open Our Motives and Shoot Straight
- Clarity and Discipline
- Connect, Cooperate, Collaborate
- Change the World



Inexorable

Synchronous

Asynchronous



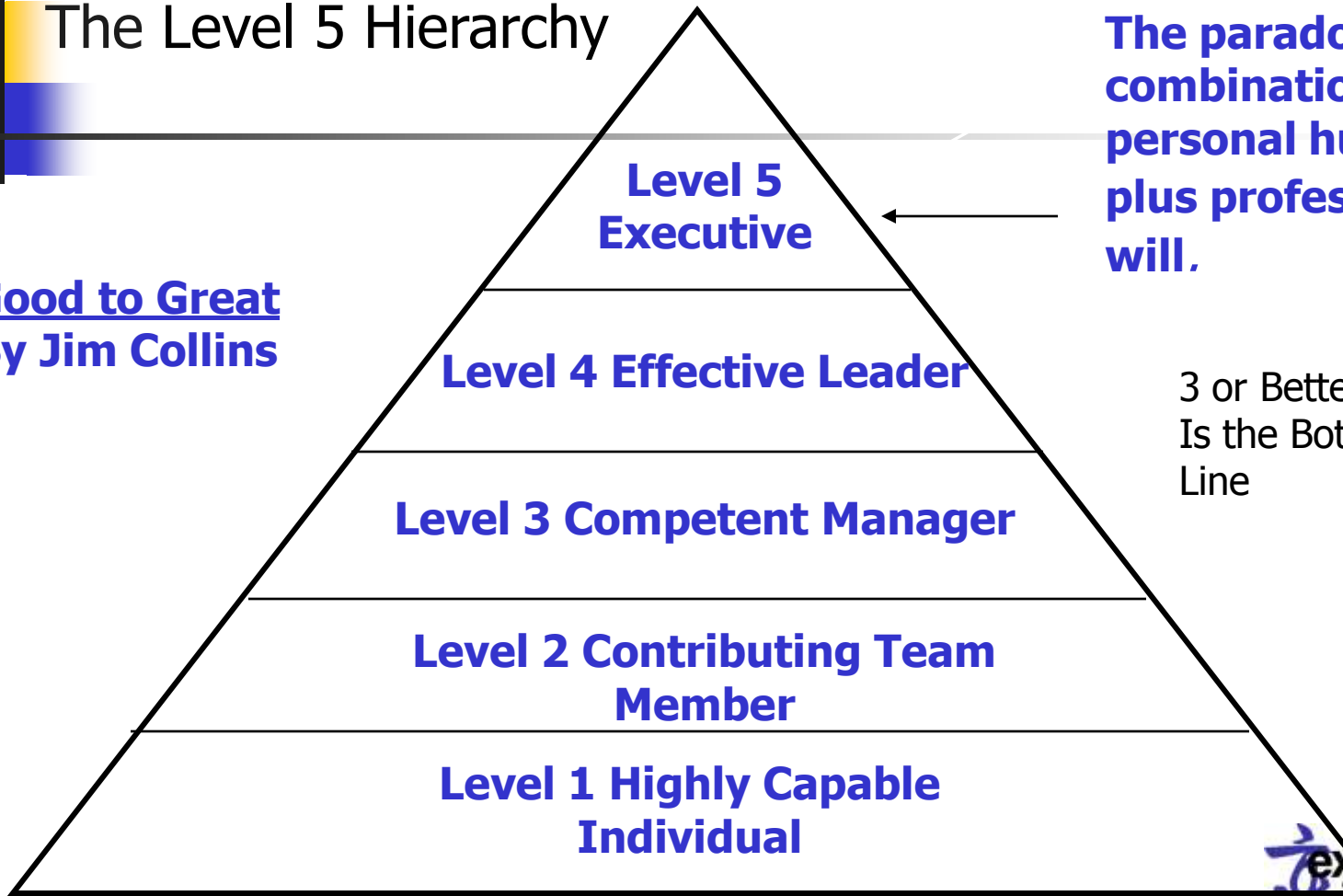


Task Saturation

- Shortcuts
- Rationalization
- Excessive Frustration with “extra” hassles
- Prevents Strategic Engagement
- Increased Criminal Opportunity
- Burnout

The Level 5 Hierarchy

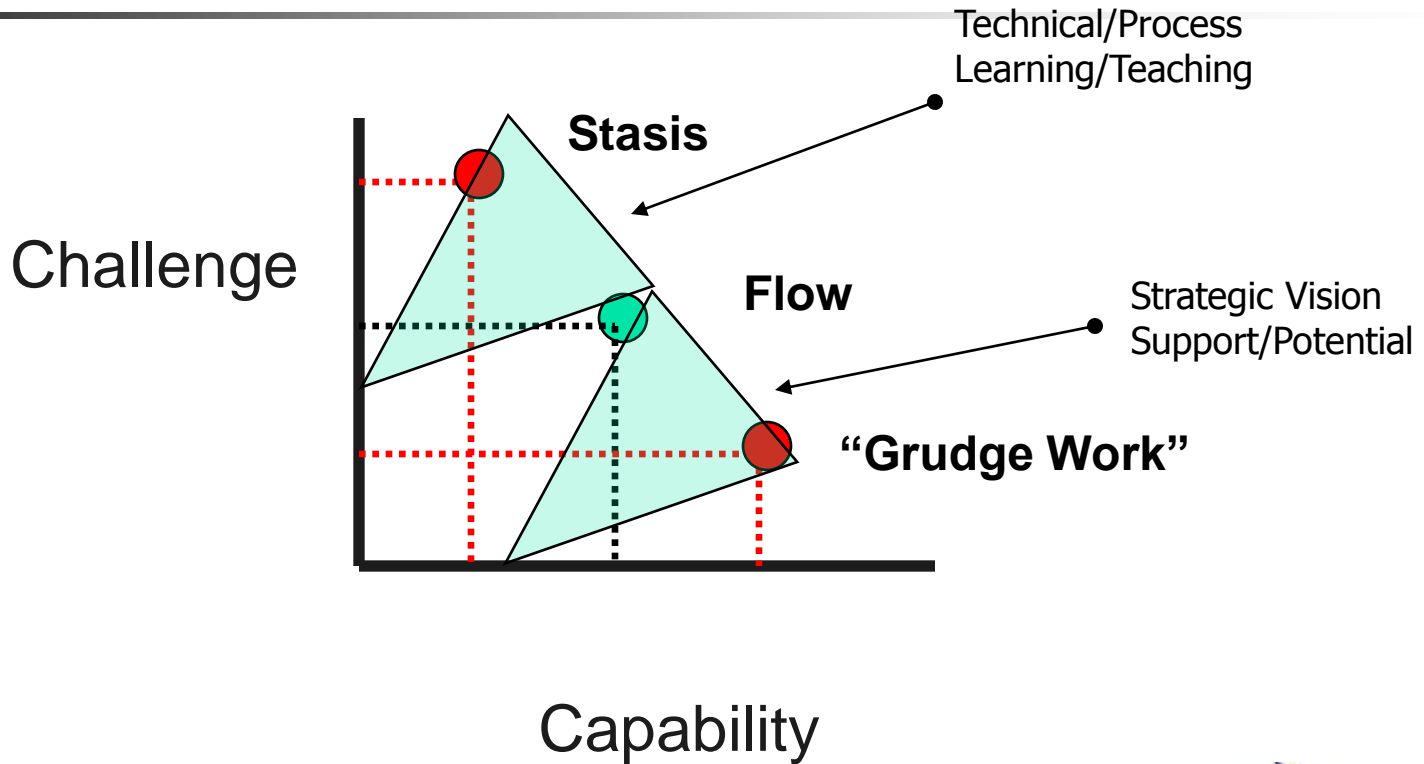
Good to Great
By Jim Collins



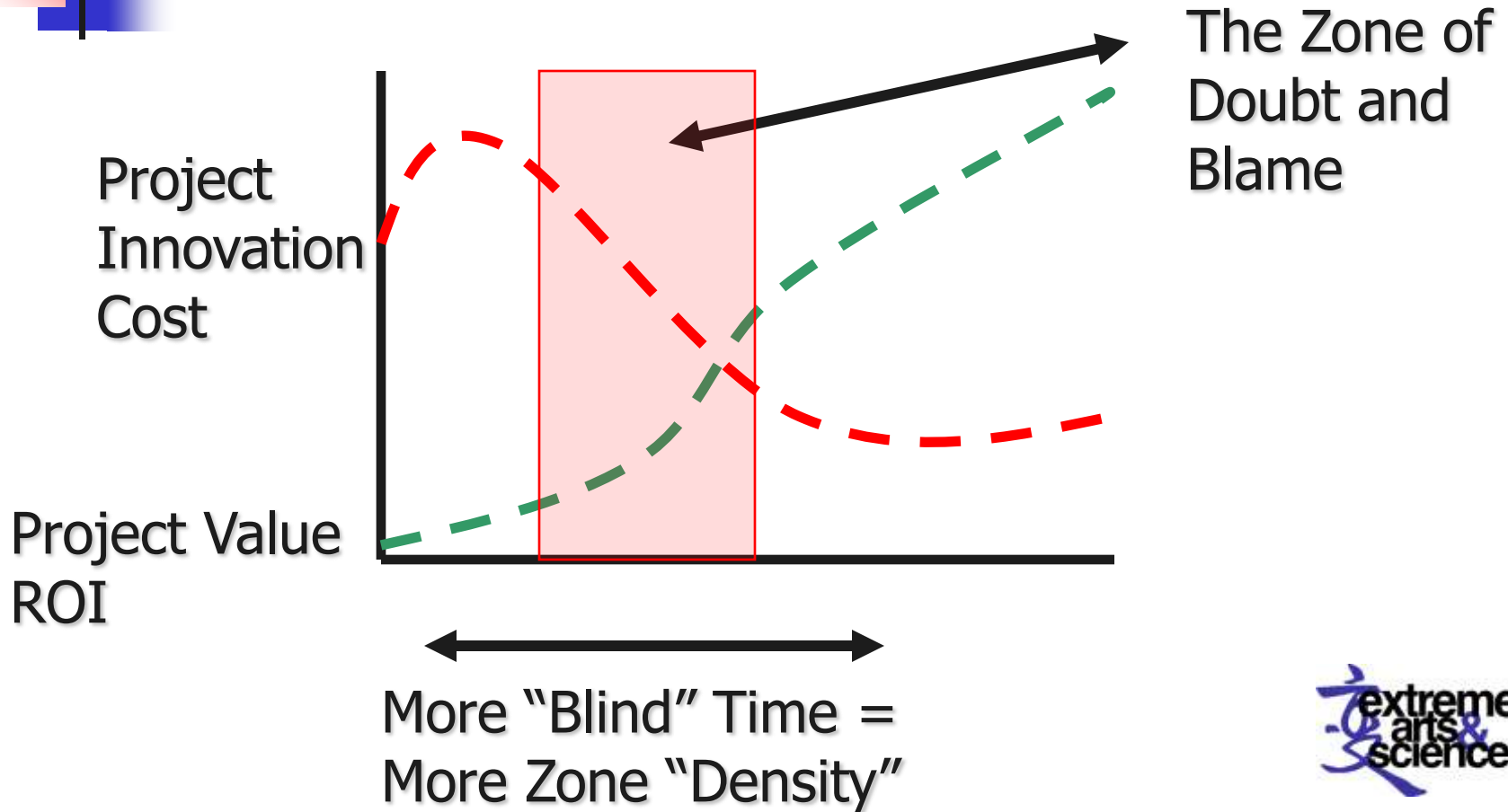
The paradoxical combination of personal humility plus professional will.

3 or Better
Is the Bottom
Line

Welcome to Flow



Welcome to the Zone





Expressive/Direct

- Think it--Say it...
- Not Concerned with Reciprocity
- Not Afraid of Conflict

Conventional/Break



Even

- Concerned with Rules and Roles
- Consider “Face” when communicating
- Conflict is a symptom/problem



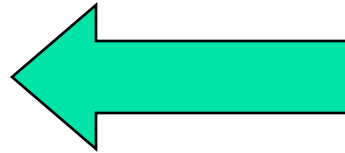
Rhetorical/Bonding

- Breaks Rules and Roles
- Role Switching is Easy
- Great Breadth of Knowledge



Who is Best to Lead Change?

- Direct



Why?

- Break Even

- Bonding

“I know where I stand”

“He/She makes a decision.”

“Things are consistent.”

Two Things

- Is the Mission Clear
- Do we believe in the value of the mission?





Thanks!

- For more information, slides or comments, please write me at
- *randy@easci.com*