The Successful Leader's Results Model

Washington State Department of Enterprise Services | Lean Transformation Services

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Purpose

What problem are we trying to solve for our customers?

Capability

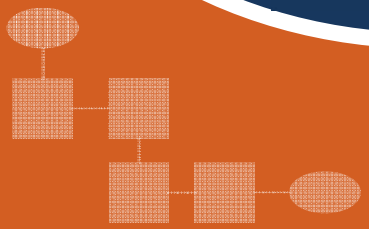
What capabilities do our public servants need to do the work and achieve our purpose?

Mindset

What mindset, beliefs and assumptions will support our efforts?

Process

What work do we need to do to deliver value to our customers?



Management System

What management systems will support all our efforts?

Some Important Questions to Consider

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Purpose

When you get clearer about the problem you're solving for the customer, how do you think that may effect your processes?

Capability

When you deepen capability in your team members, how do you think that may effect their mindset?

Mindset

When team members embrace a mindset that improving the work is part of the work, how do you think that may effect the management system?

Process

When you change your processes, how do you think that may effect your workforce's capability?

Management System

When you get better at paying attention to whether you're on track or off, how do you think that may effect your purpose?