



OPTIONAL DISCUSSION

CHAPTER 4

- What in this chapter surprised you?
- Reflect on a time when you approached a challenge as a system challenge?
- Explore challenges you face at this moment in time. Are your challenges due to special cause or common cause errors? Are you unfairly blaming employees when the real issue is the system - training, tools, and methods - that they have been provided?
- Does your formal or informal innovation system enable or control?
- Is your formal or informal innovation system grounded in intrinsic or extrinsic motivational factors?
- What do you think are the top three improvements in your innovation system over the past year?

NOTES