

## CANADIAN LEAN GOVERNMENT SUMMIT 2018

- **WHEN:** January 25 and 26, 2018 7:30 a.m – 5:00 p.m. daily
- **WHERE:** Shaw Centre, 55 Colonel By Drive, Ottawa, ON
- **COST:** 1-day \$595 + HST  
2-days \$995 + HST
- Public servants only please

Featuring a range of speakers and subject matter designed to address the top issues of current and aspiring Lean government practitioners accessible through two streams of content: General and Advanced.

Kevin Page  
Aligning Regions  
Harada Method  
John Seddon  
Buy-In  
Six Sigma  
The Lean CEO  
Systems thinking  
Failure demand  
World class  
Evidence-based  
Results  
flow  
Lean Government  
Transformation  
Lean HR  
Selling Lean  
EDC  
Lean thinking 4.0  
Lean IT  
Agile/Scrum  
Lean + Agile  
Command and control  
Leadership  
Municipalities  
Resilience  
Crucial Conversations  
Momentum

**Registration:** [leanagility.com/en/leangovernmentsummit\\_2018](http://leanagility.com/en/leangovernmentsummit_2018)

# AGENDA –THURSDAY, JANUARY 25, 2018

Time	General Stream	Advanced Stream
7:30 a.m. – 8:30 a.m.	<b>Registration/Networking/Breakfast</b>	
8:30 a.m. – 8:35 a.m.	<b>Welcome</b> - Craig Szelestowski, Chair, Lean Government Summit	
8:35 a.m. – 10:00 a.m.	<p><b>Lean, Systems Thinking and Evidence-Based Decision-Making in Government</b>            Kevin Page            Founding President and CEO, Institute of Fiscal Studies and Democracy (IFSD) at the University of Ottawa</p> <p>As a passionate advocate for evidence-based decision-making in Government, Kevin will address the importance of Lean, systems thinking, and execution in delivering outcomes in Canadian government.</p>	
10:00 a.m. – 10:30 a.m.	<b>Networking Break</b>	
10:30 a.m. – 12:00 p.m.	<p><b>The Harada Method</b>            Norman Bodek (via video-conference)            President, PCS Press, Co-founder, Shingo Prize</p> <p>Takashi Harada was a junior high school track and field coach at the worst school in Osaka, Japan. After many years studying the world's best coaches, he created a new methodology to uplift his students. The school went from the lowest rated to the highest rated out of 380 schools and the students won 13 gold medals - number one in all of Japan. Norman shares this breakthrough method to improve individual performance to use with your team members, or yourself as an individual contributor – to create world-class performance.</p>	<p><b>Lean Leadership in Government</b>            Jacob Stoller (via video-conference)            Author, <i>The Lean CEO</i></p> <p>In his ground-breaking book <i>The Lean CEO</i>, Jacob investigates the critical role of senior leaders in bringing about sustainable Lean progress in private and public-sector organizations. This presentation identifies three unique challenges of Lean government, and how top Lean government leaders have addressed them. Jacob will also look at lessons-learned from other sectors that are especially relevant to government. The session will wrap up with a discussion of the practical implications for Lean government leaders.</p>
12:00 p.m. – 1:00 p.m.	<b>Lunch</b>	
1:00 p.m. – 2:00 p.m.	<p><b>Individual Efficiency vs. Process Flow Efficiency</b>            Ken Eakin            Senior Advisor, Operational Excellence,            Export Development Canada</p> <p>Traditional efficiency thinking focuses on individual-level efficiency – keep individuals completely utilized (busy) and process performance will improve, or so the thinking goes. Lean, however, focuses on process flow efficiency – how quickly the end to end process delivers the product to the client (the right product, in the right amount, at the right cost and quality). A remarkable thing happens when process flow is created – individuals in the process are much less overwhelmed and the client experiences faster delivery. Win-win. Using case studies from EDC, Ken will explore this phenomenon and help you identify practical ways to get started.</p>	<p><b>Resilience Skills for Change Agents</b>            Bernard Chartrand            Senior Consultant, Lean Agility Inc.</p> <p>Improvement rarely occurs in a smooth, straight line. As a result, change agents can become discouraged and may struggle to find the energy to continue to drive change. In this presentation, Bernard will review the brain science of resilience, and offer models and tools that change agents can use to become more resilient. Finally, he will explore some of the most common preventable change setbacks, and ways to prevent them to reduce the need to draw on your battery of resilience in the first place.</p>
2:00 p.m. – 2:20 p.m.	<b>Networking Break</b>	
2:20 p.m. – 3:20 p.m.	<p><b>Lean in Municipalities</b>            Wayne Kierstead            Manager, Improvement and Innovation, City of Fredericton</p> <p>Many organizations want to get into Continuous Improvement and Lean, and start out with great intentions. However, many hit the same hurdles – lack of engagement, miscommunication, and unclear goals. The City of Fredericton has been working in Lean and Continuous Improvement for six years, resulting in \$7.8 million removed from the annual budget (recurring) and removed 58 FTE through attrition. They will provide their history and lessons learned dealing with various roadblocks and hurdles, along with do's and don't's for those about to embark. Participants should leave with points to ponder, evaluating their approach in different areas to avoid bumps along the way.</p>	<p><b>Crucial Conversations for Lean Change Agents</b>            Glen Orsak            Director, Telfer Centre for Executive Leadership</p> <p>Change agents accomplish much of their work through conversations. And yet, this incredibly important tool is often ignored or not optimized. In this session, Glen shares a number of approaches used at the Telfer Centre for Executive Leadership to make conversations as powerful as they should be. He provides an overview of three purposes of conversations: build relationships, explore possibilities and to make requests/promises. He also explores the art of listening and powerful questions, and shares the GROW model for coaching conversations.</p>
3:20 p.m. – 3:30 p.m.	<b>Transit</b>	

Presentations and presenters subject to change

Visit [leanagility.com/en/bios](http://leanagility.com/en/bios) for a list of speaker profiles

## AGENDA – THURSDAY, JANUARY 25, 2018 (cont.)

Time	General Stream	Advanced Stream
3:30 p.m. – 4:30 p.m.	<p><b>Transforming HR with Lean</b> Caroline Dunn Director General, Human Resources Branch, Corporate Management Sector, Innovation, Science and Economic Development Canada</p> <p>The Human Resources Branch at Innovation, Science and Economic Development Canada (ISED) has transformed its processes and culture, now delivering many services to clients up to 80% faster than before, and increasing client satisfaction. At the same time, they have made continuous improvement an important part of their vocabulary, routines and mindsets. Caroline will share what they did, what they accomplished and what they learned along the way.</p>	<p><b>Aligning Regional Processes</b> Mark Jarvis Senior Consultant, Lean Agility Inc.</p> <p>Many organizations in government own processes that span multiple regions of this large country. Different regions manage the process differently and practices begin to diverge over time, resulting in varying performance. In this presentation, Mark shares two case studies of how national organizations were able to agree on a single better-performing process, and a way to keep that process up-to-date and consistently used through continuous improvement.</p>
4:30 p.m. – 5:00 p.m.	<b>Q&amp;A with Presenters/Wrap-up</b> - Craig Szelestowski, Chair, Lean Government Summit	

## AGENDA – FRIDAY, JANUARY 26, 2018

Time	General Stream	Advanced Stream
7:30 a.m. – 8:30 a.m.	<b>Registration/Networking/Breakfast</b>	
8:30 a.m. – 8:35 a.m.	<b>Welcome</b> - Craig Szelestowski, Chair, Lean Government Summit	
8:35 a.m. – 9:30 a.m.	<p><b>Beyond Command and Control: eradicating the causes of Failure Demand</b> Professor John Seddon (via video-conference) Originator of the Vanguard Method, Author of <i>Systems Thinking in the Public Sector and Freedom from Command and Control</i></p> <p>Too often improvement facilitators do not begin by understanding the purpose of the process they are working on, and how the process fits into the larger system. Applying tools in an unquestioning fashion, they naively try to “industrialize” processes, for example reducing the length of client calls, or answering more calls per hour. This often leads to simply doing the wrong thing faster and, worse, drives up “failure demand”: demand that is caused by a failure to do something or do something right for the customer – robbing the system of capacity and, thus, increasing costs. John, who coined the term “failure demand” shares how to understand purpose, as central to understanding the work as a system in order to do the right things, better and faster.</p>	<p><b>Selling Lean with Respect</b> Jacob Stoller Author, <i>The Lean CEO</i>.</p> <p>Promoting Lean in any large organization is an uphill battle. A key difficulty is that the facts and figures that come with Lean success aren’t enough – Lean leaders need additional tools to convince people to leave their comfort zone and embrace new ways of thinking and working. Taking lessons from the field of consultative selling, Jacob illustrates some proven practices for achieving this. The good news is that consultative selling isn’t about hard sell – it’s about listening, asking questions, and learning to see problems from other people’s perspectives. Participants will learn to apply these strategies to augment facts and logic, and create a hard-hitting case for change that is more likely to be sustained.</p>
9:30 a.m. – 9:45 a.m.	<b>Transit</b>	
9:45 a.m. – 10:45 a.m.	<p><b>Get More Done with Kanban</b> TBD</p> <p>It is difficult to complete tasks when you cannot visualize your workload and when you spread your time and focus across too many tasks at once. Using the principles of visualization of work and limiting work in progress, it is possible for individuals and teams to dramatically increase their productivity. In this session, learn what Personal Kanban is, how it works, and leave the session with your own customized personal Kanban board design.</p>	<p><b>Lean IT – Deliver less software and delight your clients</b> Craig Szelestowski President &amp; Founder, Lean Agility Inc.</p> <p>Approaches like Agile/Scrum can radically speed up software development. However, recent research indicates that about 50% of functionality in custom software is rarely, or never used– the software is over-delivered. Learn how to start with the problem(s) to be solved – and which problems should be solved by the CIO, and which by the COO. In so doing, some organizations have reduced software requirements by 80%, and delivered better solutions, faster.</p>
10:45 a.m. – 11:00 a.m.	<b>Transit</b>	

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## AGENDA – FRIDAY, JANUARY 26, 2018 (cont.)

Time	General Stream	Advanced Stream
11:00 a.m. – 12:00 p.m.	<p><b>Agile/Scrum for Government 101</b>            Craig Szelestowski            President &amp; Founder, Lean Agility</p> <p>Agile principles and the Scrum framework adapt Lean thinking to the development of complex products in chaotic environments. Applying these approaches, a number of public sector organizations have been able to develop twice the working software in half the time. The same approach been adapted to the development of non-software products, such as the development of policies. In this presentation you will learn the basics of Agile/Scrum, how it applies in digital and non-digital products, and some ideas you can integrate directly into your work to get more done in less time with less effort.</p>	<p><b>Six Sigma for Lean Practitioners</b>            Paul Choquette            Senior Consultant, Lean Agility Inc.</p> <p>Some improvement facilitators are spooked by the language and data-analysis of Six Sigma. But in avoiding Six Sigma, they are overlooking a set of tools and approaches that can dramatically increase their effectiveness as change agents. In the presentation, Paul demonstrates a handful of Six Sigma tools and approaches that are both accessible and impactful, to integrate into the Lean practitioner's toolbox.</p>
12:00 p.m. – 1:00 p.m.	<b>Lunch</b>	
1:00 p.m. – 2:00 p.m.	<p><b>Lean + Agile Case Study</b>            Geoff Bowlby            Director General of Collection and Regional Services            Statistics Canada</p> <p>Developing an electronic survey questionnaire is a highly complex and time-consuming task, involving many stakeholders. Statistics Canada faced a dramatic increase in demand for these questionnaires and tight deadlines to deliver this increased volume. To address this urgent challenge, they used Lean to streamline the end-to-end process, and Scrum to improve the questionnaire's design. They will share a government case study on how they combined Lean and Scrum to deliver more, faster, as well as what they learned along the way.</p>	<p><b>Lean Thinking 4.0</b>            Dr. Robert Brown (via video-conference)            President, Collective Wisdom, Inc.</p> <p>Lean Thinking has taken its rightful place in the effort to improve efficiency in transactional work. However, it is not fulfilling its potential in many areas, most notably with knowledge workers. This is due to a fundamental flaw in how Lean is presented and utilized. With a better constructed approach, Lean can be of value in non-production environments, including improving the efficiency and effectiveness of how people interact; a true boon to every business. For Lean Thinking, one size does not fit all. Lean Thinking 4.0 is the latest evolution of Lean, enabling organizations to apply Lean tools and concepts to their most valuable resource, people.</p>
2:00 p.m. – 2:20 p.m.	<b>Networking Break</b>	
2:20 a.m. – 3:20 p.m.	<p><b>EDC's Journey to Becoming a World-Class Lean Enterprise</b>            Scott Powell &amp; TBD            Director Operational Excellence, Export Development Canada</p> <p>Export Development Canada has become perhaps the most advanced Lean Enterprise in the Canadian Public Sector. As candidates for the Shingo Prize, they have continuously adjusted and matured, starting as a tools-focused organization and then developing into one that puts heavy emphasis on leadership and mindsets and behaviours. The presenters will go through a timeline of EDC's journey, how they evolved, and what they learned along the way.</p>	
3:20 p.m. – 4:30 p.m.	<b>Q&amp;A with Presenters/Wrap-up</b> - Craig Szelestowski, Chair, Lean Government Summit	

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