

Leadership

/ One Team: Business Agility requires a One Team mindset of co-creative efforts to achieve shared goals that span functions, teams, and divisions within the organization.

/ People Management: Business Agility requires leaders to recruit, hire, nurture, and develop people with a strong fit for future potential and mission alignment, over fit to position.

/ Strategic Agility: Business Agility requires leaders who sets, and clearly communicates, an adaptive strategy that empowers teams to identify opportunities to execute that strategy in potentially innovative and previously unforeseen ways.

Operations

/ Structural Agility: Business Agility requires the ability for an organization to create coalitions or change structure as needed to embrace new opportunities with ease and without disruption.

/ Process Agility: Business Agility requires operations to adapt and continuously evolve as needed in service of creating value for customers.

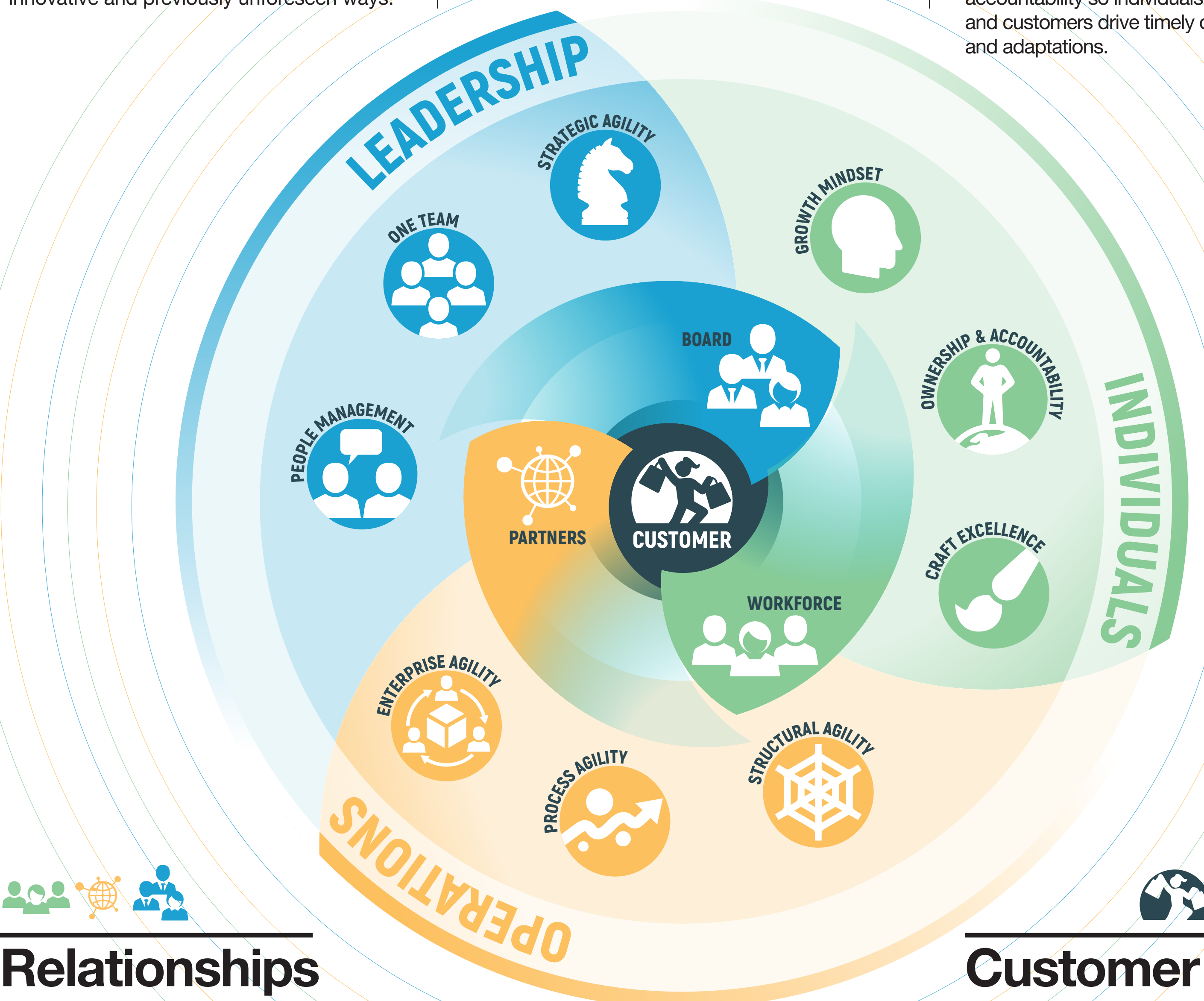
/ Enterprise Agility: Business Agility requires business operations governance frameworks that enable, rather than stifle, individuals and teams pursuing emergent opportunities.

Individuals

/ Craft Excellence: Business Agility requires craft excellence that continually improves over time, is the most impactful to creating value, and enables individuals to take advantage of emergent opportunities for customers.

/ Growth Mindset: Business Agility requires that individuals are open to learning by doing, continuous learning and personal development as well as being comfortable operating and making decisions in a dynamic and ambiguous environment, free from the fear of failure.

/ Ownership & Accountability: Business Agility requires deep ownership and accountability so individuals close to the work and customers drive timely decision making and adaptations.



Relationships

/ Workforce: Business Agility requires a mission-aligned, passionate, empowered workforce built of individuals with a strong culture fit and potential over fit for a specific position.

/ Partners: Business Agility requires partnerships crafted with flexibility and driven by customer value so both an organization and its partners are able to adapt in a coordinated and complementary manner, rather than a series of contractual transactions.

/ Board: Business Agility requires an open, 2 way, relationship between an organization's leaders and the board of directors; built upon customer-focus and long-term success, which enables the company leaders to go after long-term bets, as opposed to short-term wins.

Customer

/ Customer: The heart of business agility is no less than the very reason we exist: **our Customer.**