Why Connected Intelligence?

A roadmap to faster evolution & surprising results

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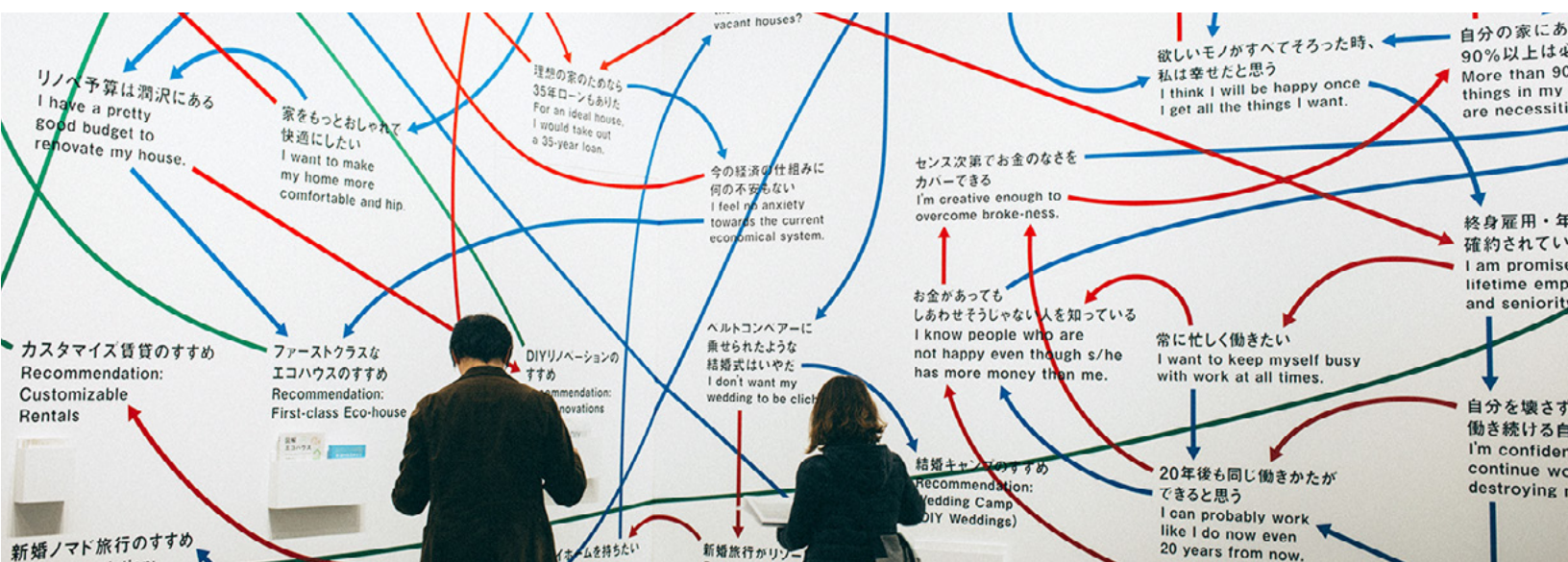# What Is Connected Intelligence?

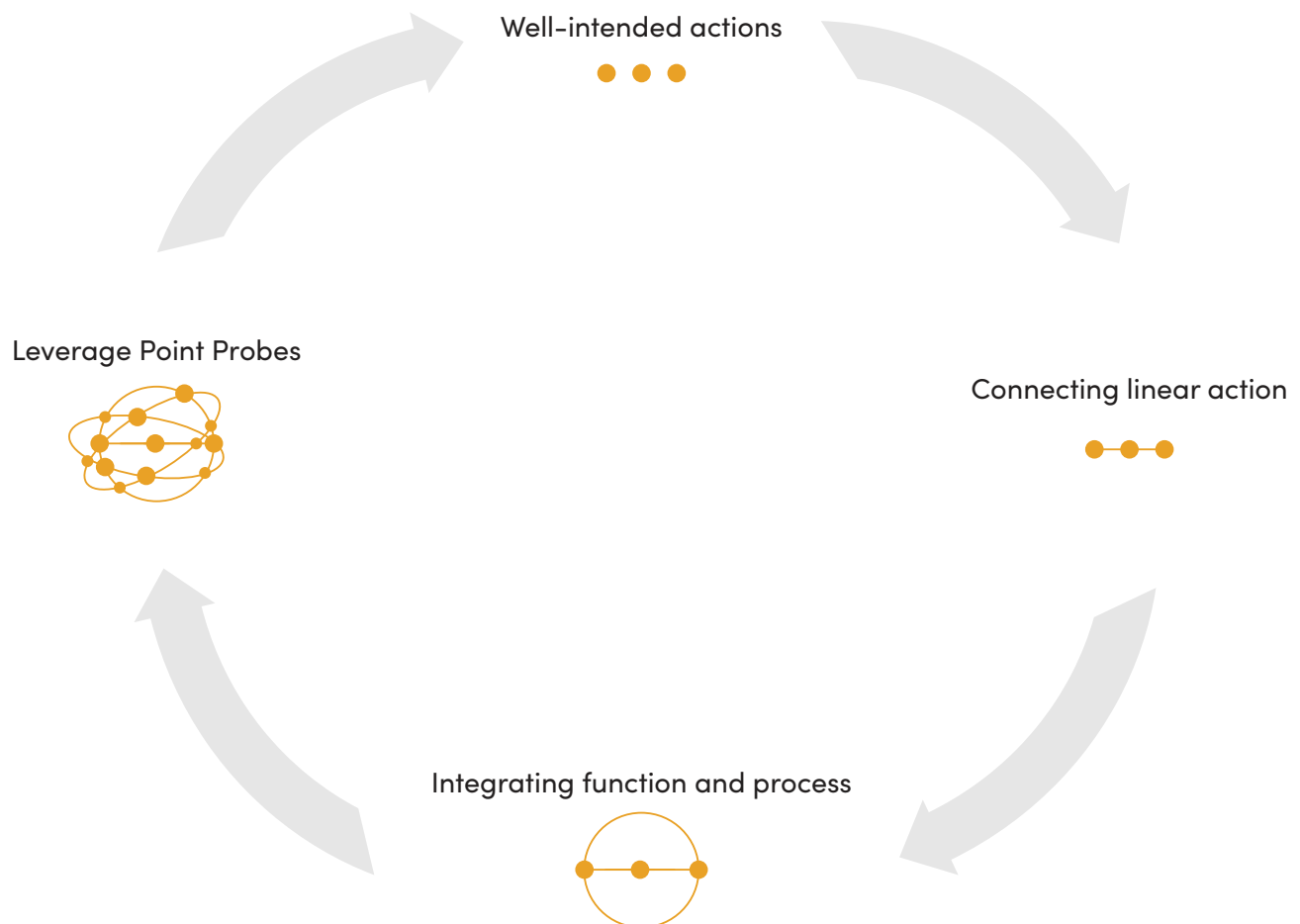**Connected Intelligence is the ability to:**

- Solve previously unsolvable problems

- Recognize problems of complexity (when conditions are dynamic, unpredictable, and interdependent)

- Understand that problems of complexity require new ways of thinking, leading, and working

- Embrace uncertainty and understand that including diverse perspectives in rapid cycles of learning is the only successful way to respond to that uncertainty

Conversant partners with you to design a custom program that builds Connected Intelligence within your organization, people and teams.

Why Is Connected Intelligence Needed?

A Connected Intelligence approach is needed in order to move the organization from disconnected but well-intended actions to a coherent system where key leverage points are known and can be impacted.

Well-intended actions

Connecting linear action

Integrating function and process

Leverage Point Probes

The Benefits of Connected Intelligence

- Improves time to results

- Builds alignment among crucial stakeholders

- Accelerates conflict resolution

- Creates committed, energized accountability

- Reduces risk

- Focuses resources for greatest return-on-investment

- Embeds a systems leadership mindset that lasts long after the mission

1. **Get the system in the conversation.** Connect with the minimum number of people needed to see the whole, interdependent system of relationships.

2. **Accountability is a function of ownership, not instruction.** Involve those who will execute to create smarter plans and genuine accountability. Unprecedented involvement leads to unprecedented collaboration, which leads to unprecedented success.

3. **Commit to a "moon shot."** Focus on a big leap forward, not mere incremental improvement. As Peter Senge (the "father of systems thinking") says, "a moon shot is about more than the moon." The big, inspiring goal loosens the grip of the past, accelerates innovation and speeds the trip to new ways of working. The results are often unpredictable and usually exceed expectations.

4. **Test the power to evolve.** Does current leadership have the will and skill needed to transcend entrenched habits, beliefs and rules?

5. **The truth accelerates execution.** Create an environment that values truth-telling more than temporary discomfort.

6. **See the system and discover leap-forward leverage.** Create a shared picture of the system of work to understand current ineffective dynamics and reveal leverage points for change (leverage point: a small, focused achievement that produces big changes in the system).

7. **Accelerate change and reduce risk with short, rapid cycles of execution.** When conditions are complex (dynamic, unpredictable and interdependent) risk is increased by prolonged predictive planning and reduced by rapid cycles of learning.

8. **Clarify what you will preserve.** Acknowledge current strengths and build on them. We all need a confident place to stand to lead change.

9. **Free your superstars.** Unleash responsible leaders by granting autonomy to those reliable for doing the right things for the big leap forward.

10. **Celebrate victories and redeem disappointments.** People love to make a meaningful contribution. Track and appreciate contributions to build momentum and support. When we fall short, the rate and quality of learning make mistakes worthwhile.

Over the course of six-months, Conversant will support you through a collaborative and hands-on experience to help build Systems Intelligence within your organization, teams and people. Although the program is customized for each of the organizations we partner with, a typical journey may look something like the following:

Clarify Purpose → Reveal Patterns → Leverage Point Probes → Learn & Adjust

Want to learn more about Connected Intelligence?
To find out how your organization can benefit from this work, please connect with us.