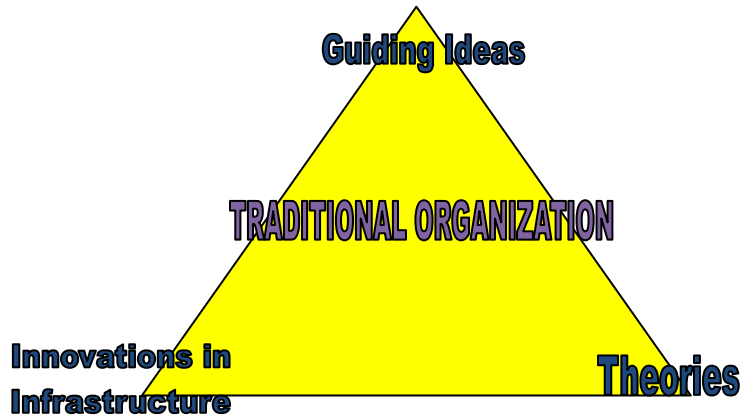


Reminders – Read Steps 1-4 in Ten Steps to a Learning Org. & Good to Great, Chptrs 1-2



Infrastructures – how organization makes resources available to people

Innovation – changes in the infrastructure to support organizational learning

Examples – Teams, Quality Circles, TQM – success only when infrastructure is supported by Guiding Ideas of the organization.

Theory – Methods or Tools

Tools – fundamental beliefs – 5 disciplines

Methods – procedures to translate theory

Methods

- **Intimacy** – know each other well enough to anticipate activity...
 - Willingness to pass on honest information
- **Shared Authority** – everyone is equally responsible for results
 - Similar to Bickel & Lakes' concept of the "facilitator model" in "The Rights and Responsibilities of the Modern University" (use as an example)
- **Promote New Relationship Model** – SHARE relevant information rewards

NOTE GOOD RESOURCE: Pritchett, Price (1996). Resistance: Moving beyond the barriers to change., Pritchett & Assoc.