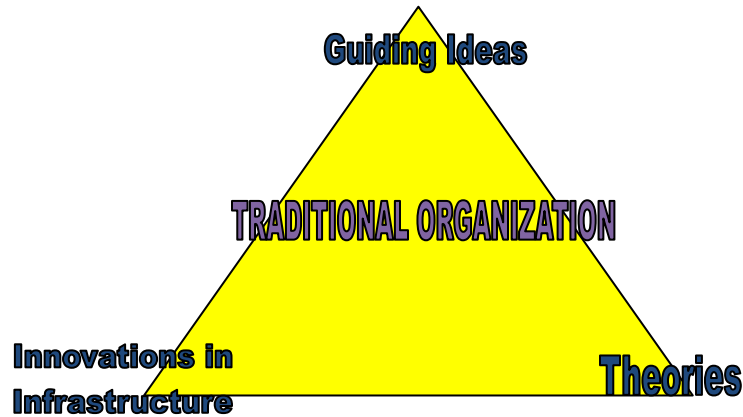


Reminders – Read Steps 1-4 in Ten Steps to a Learning Org. & Good to Great, Chptrs 1-2



**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.**