



THE LENS



Management & Technology



Sharing stories defines our culture.



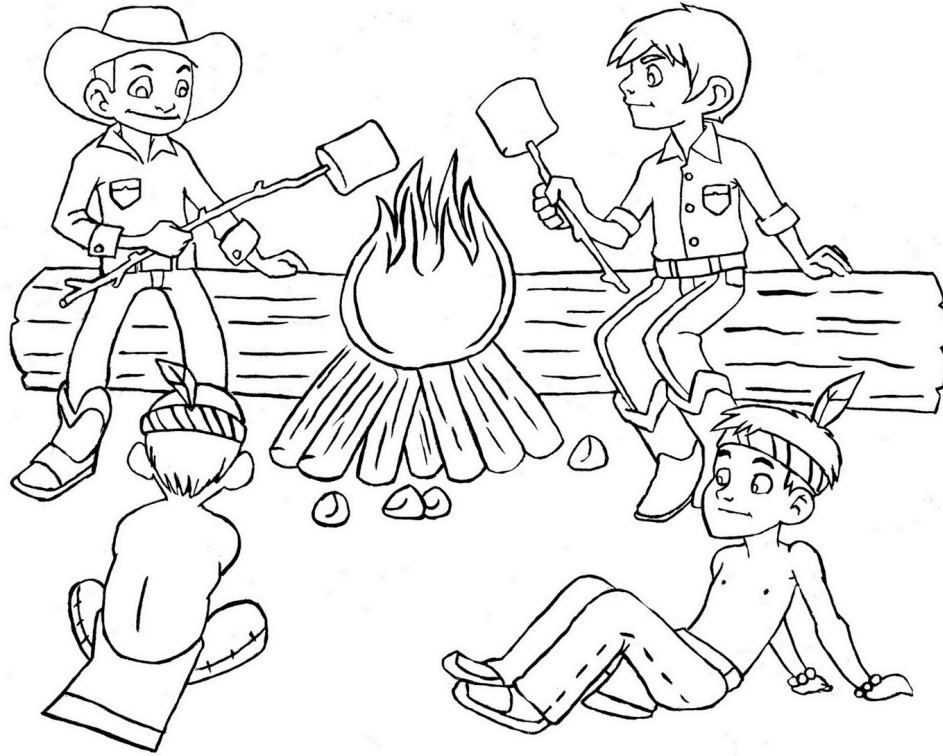
Knowledge



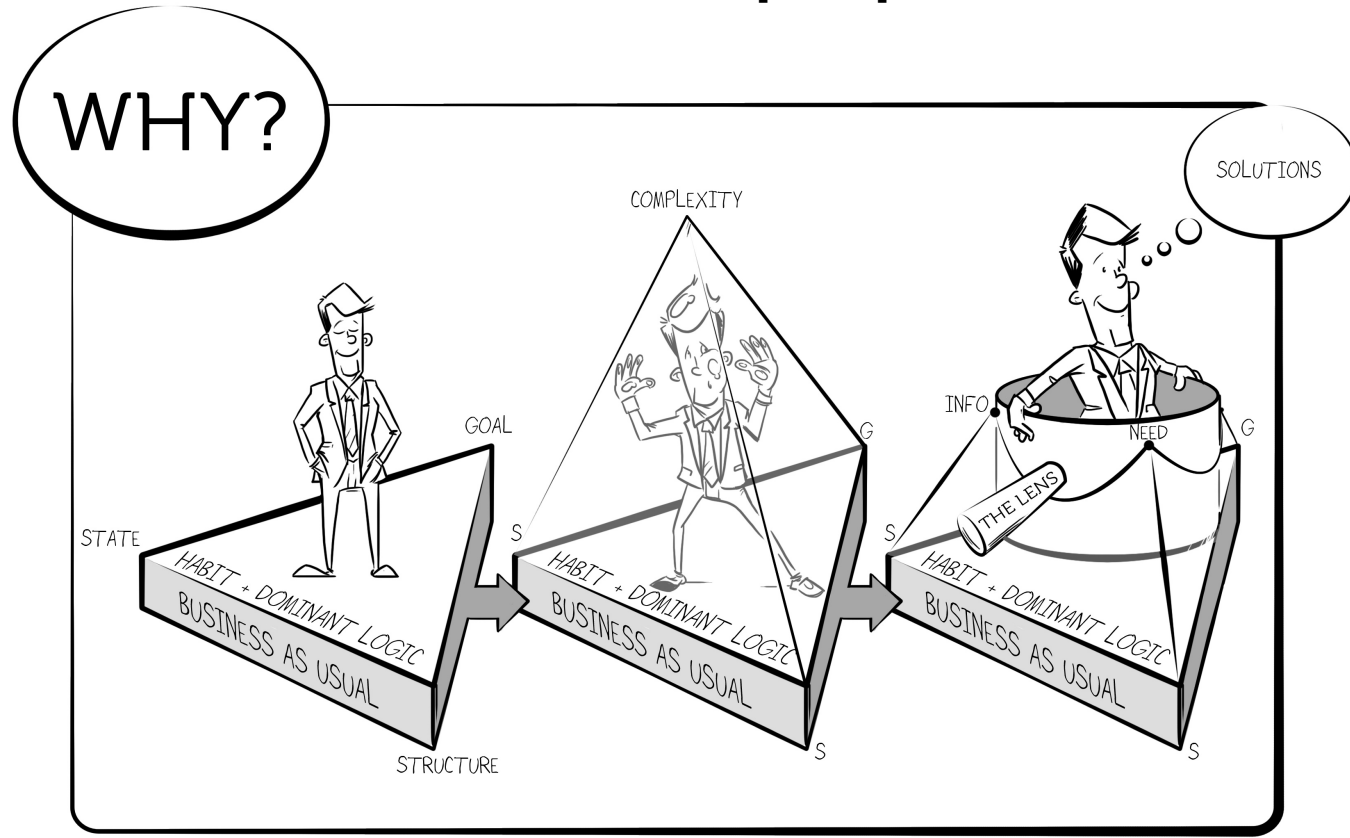
Identity

Culture

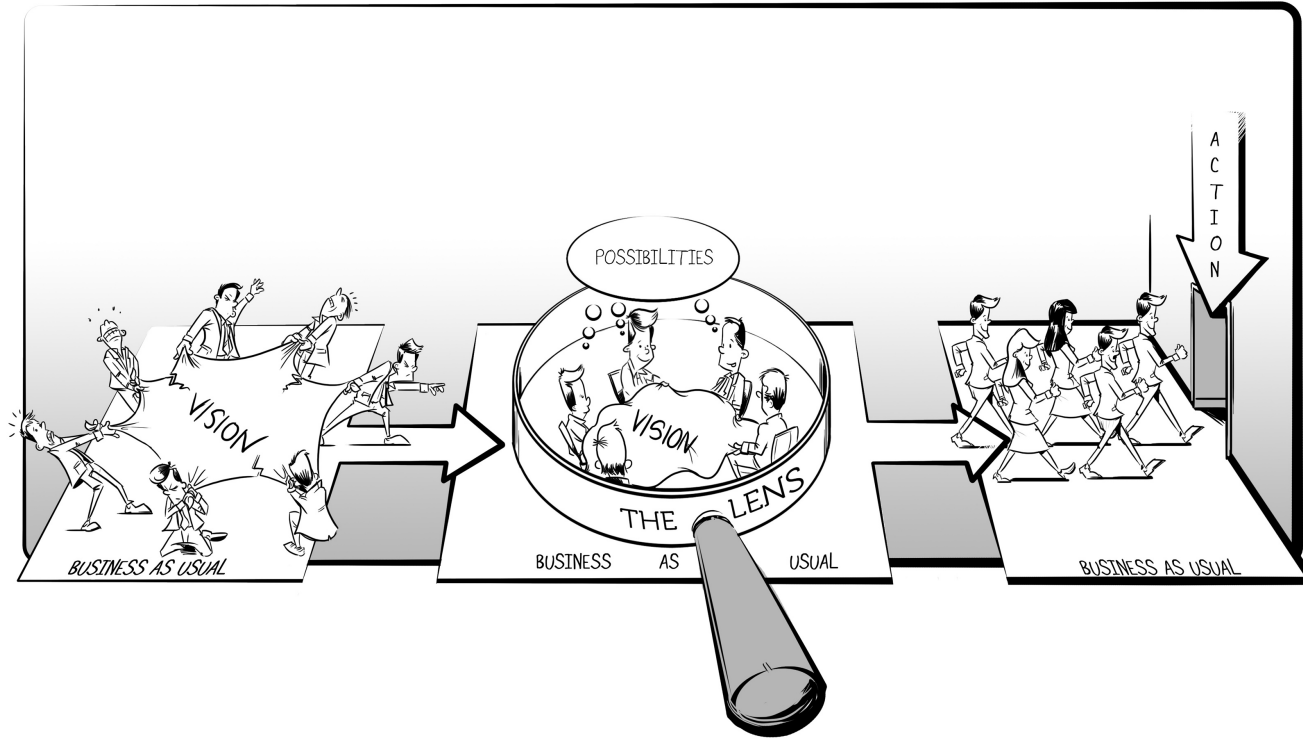
We create a space to experience stories together.



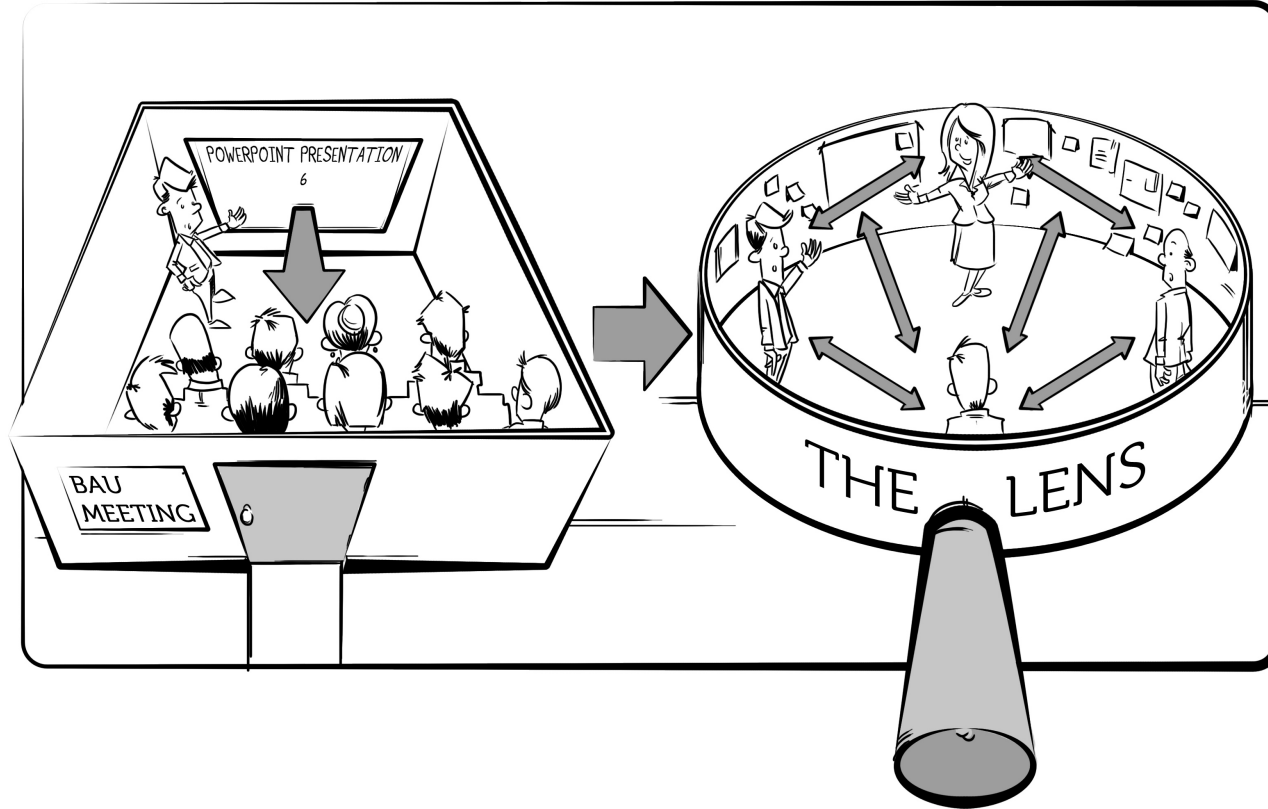
We need to allow our ambitions to prosper.



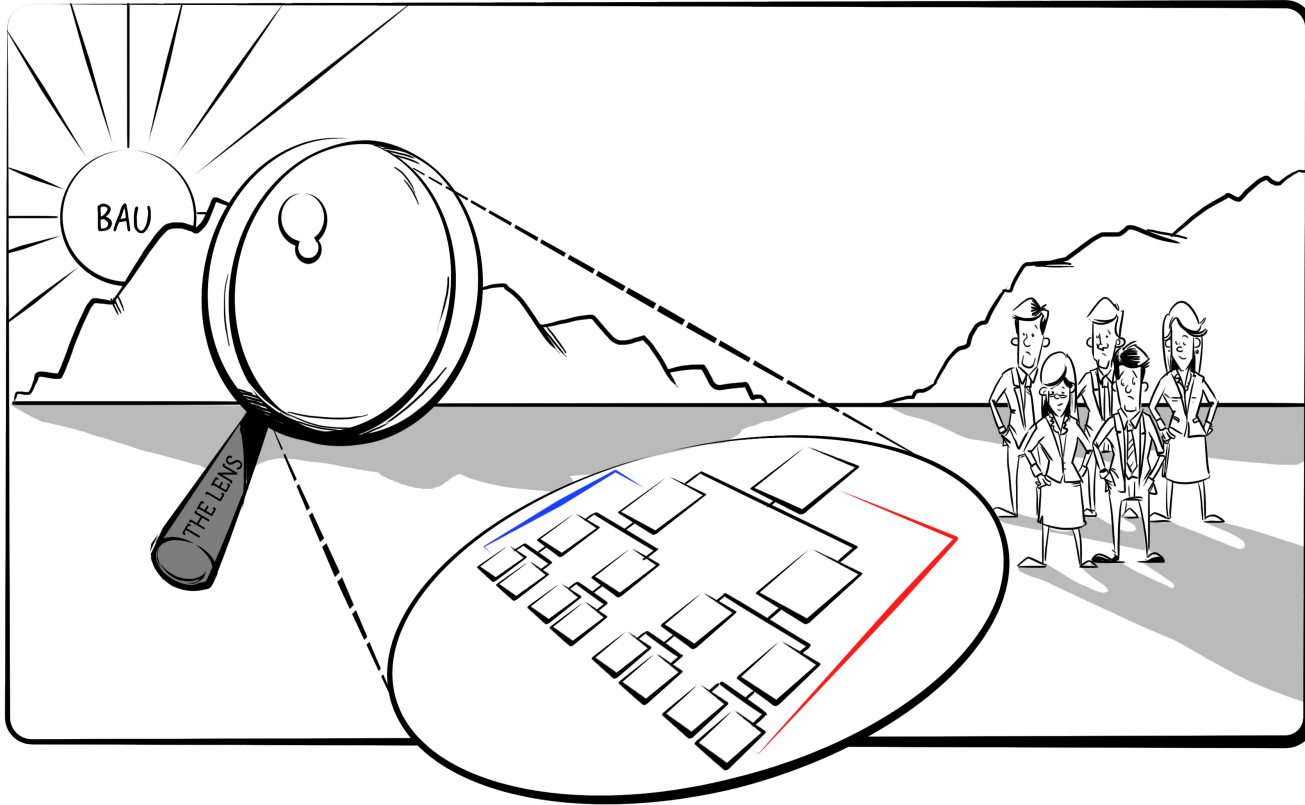
We create a way to focus and observe.



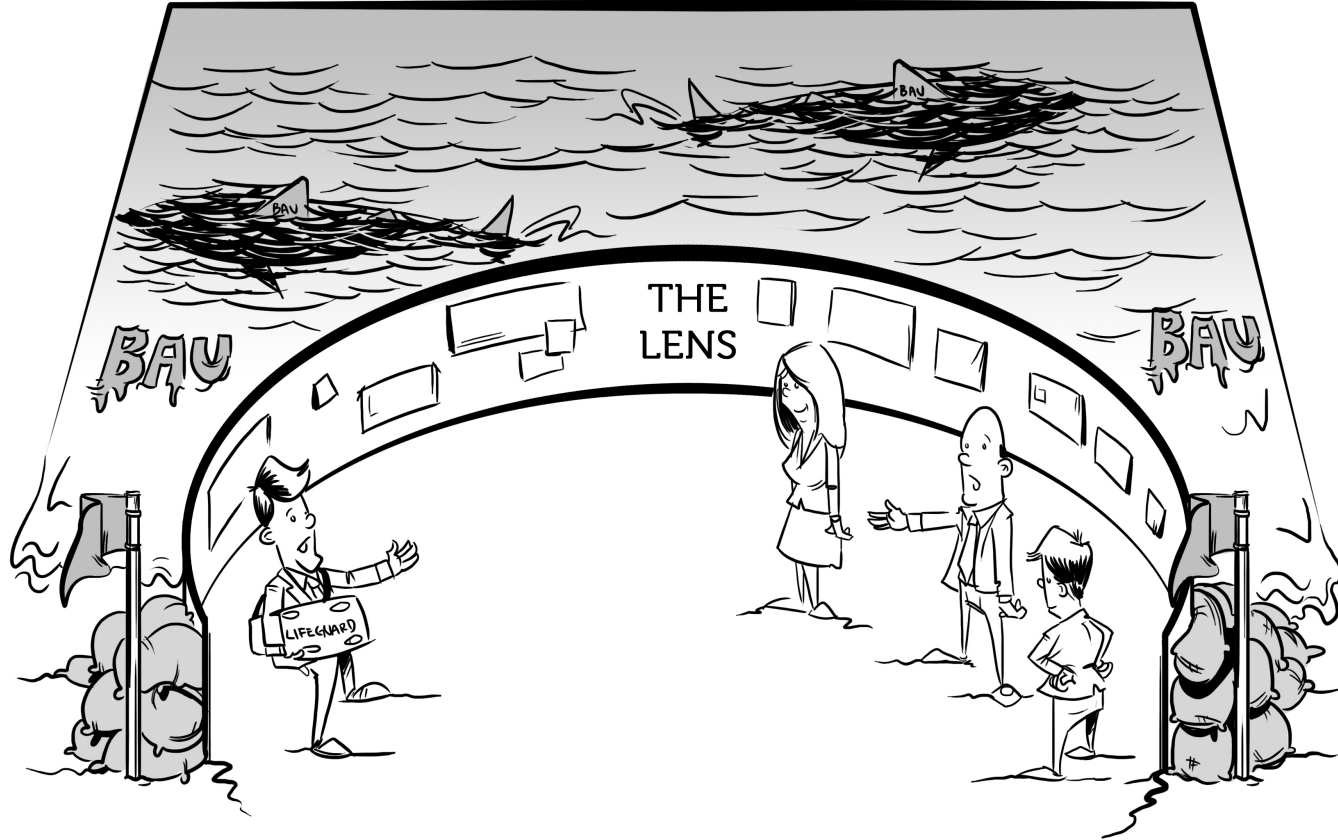
Trigger new forms of enquiry to find new information.



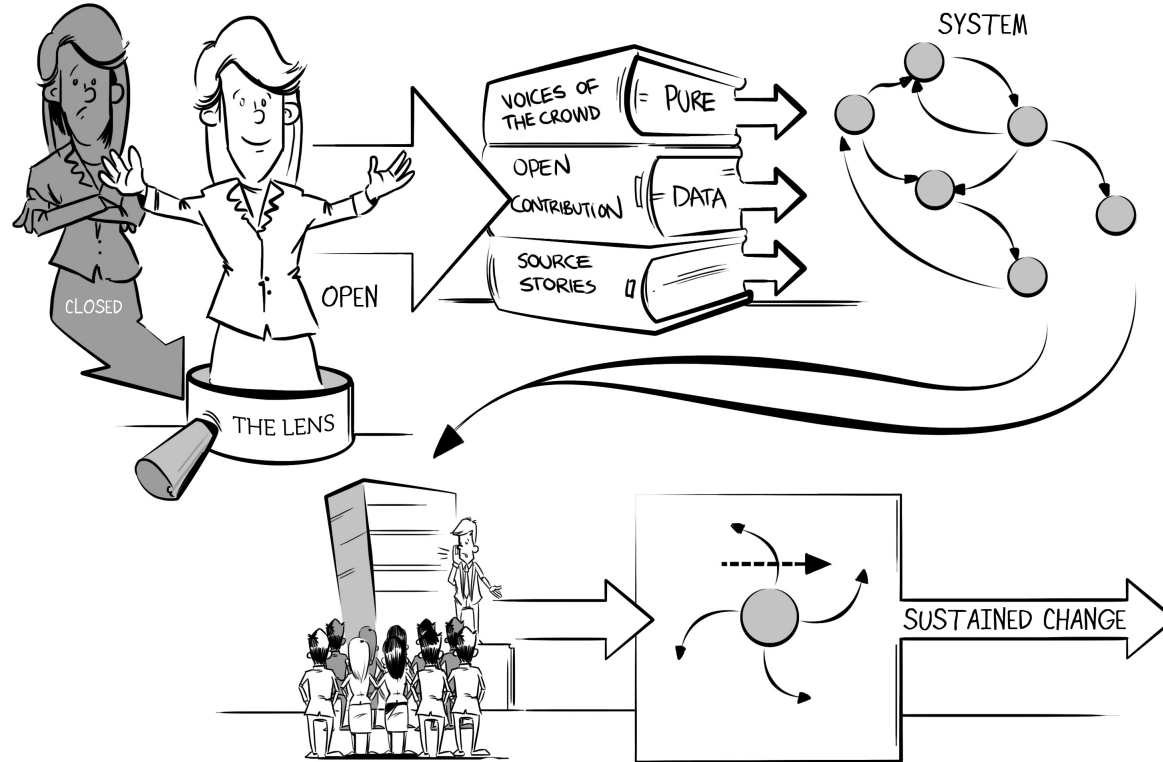
These connections rarely align with existing structures.



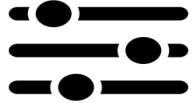
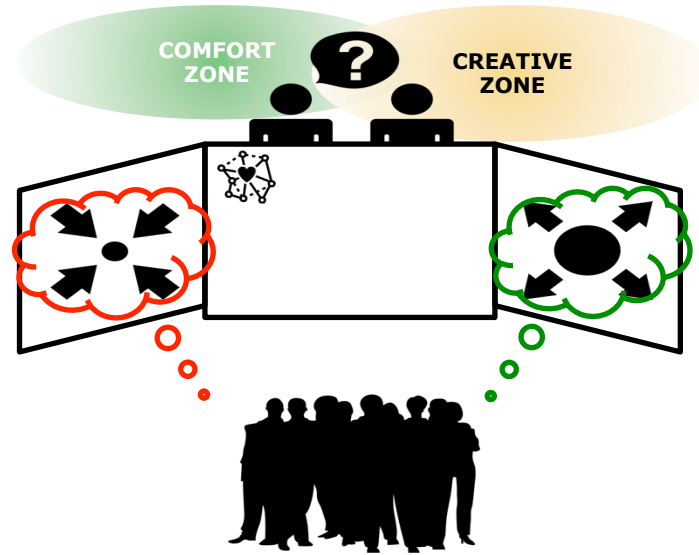
Shared meaning is encouraged through safety.



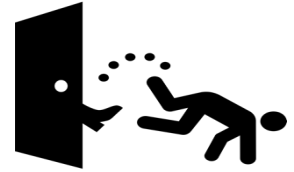
This approach harnesses the energy to inspire action.



Sponsors must lead by example.



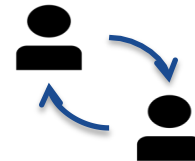
Sliding to success



Creators can't be here forever

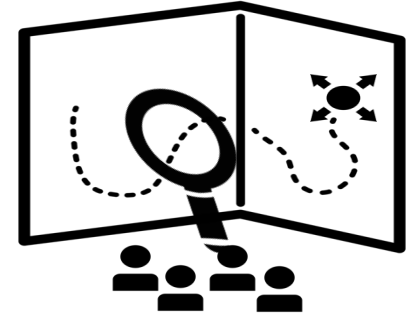
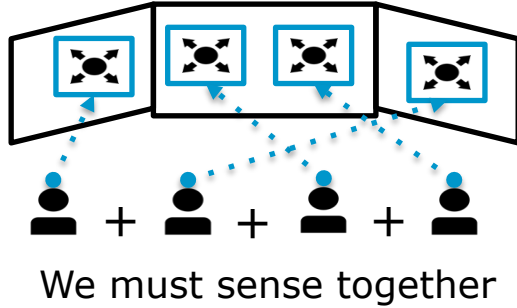


Qualifying feedback

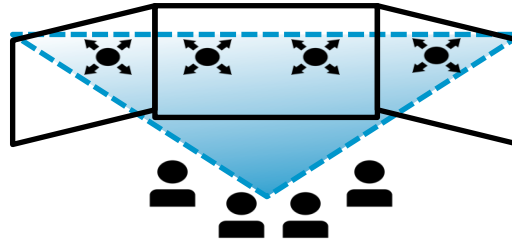


Co-creation until acceptance

Many people need to be involved.

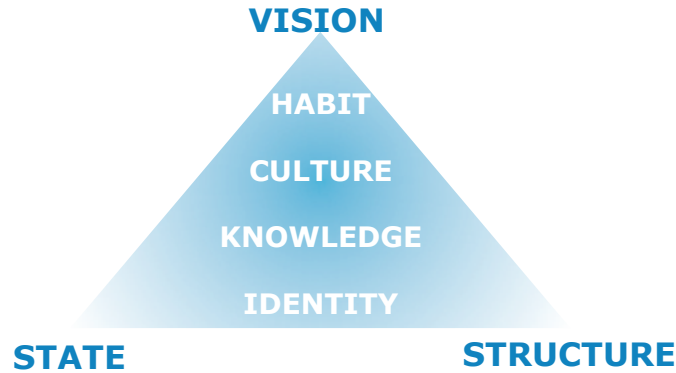


Together we discover the route to change



Real needs emerge from shared meaning

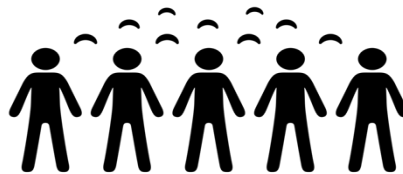
Together, we broaden our perspective.



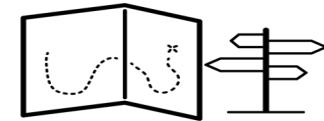
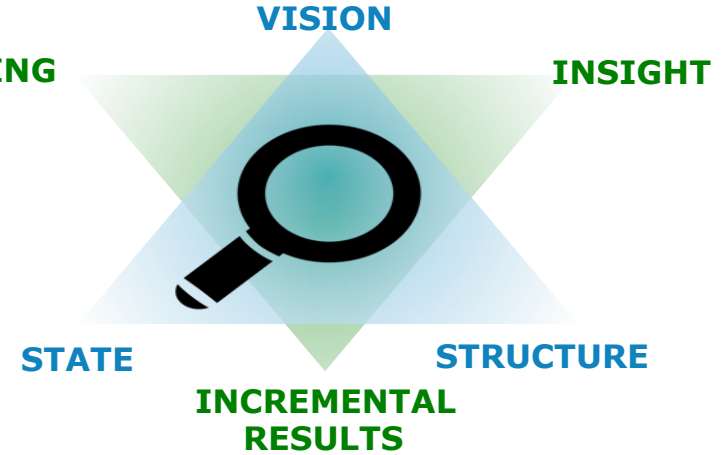
Reassess our mental models



New information



Co-create



Navigational leadership

SMS IMMERSION ROOM

PROGRAM JOURNEY

HOW

CAPABILITY & CULTURE

Our culture and capability act as a conduit through which we deliver our service and value

WHAT

DELIVERY MECHANISMS

We leverage and idevelop capability that allows us to deliver on our promise to our clients

SERVICE DESIGN

We design our service to meet the client need

EXPERIENCE



INTERACTION



SERVICE



PROPOSITION



WHY

CLIENTS & MARKETS

We understand our market and their needs

NEEDS & TASKS



CLIENT PROFILE



FUTURE TRENDS
SOCIETAL DRIVERS



CULTURE



PURPOSE



BUSINESS
ARCHITECTURE



ROADMAPS



PROJECT FLOW



INSIGHTS



CELEBRATIONS



PROGRAM
PACKAGES

ORGANISATIONAL
DESIGN



AGILE
DELIVERY



DESIGN
THINKING



sms
Management & Technology
your vision. Delivered.

DELIVERY
PROCESS

PROGRAM
IMMERSION
ROOM



[START]



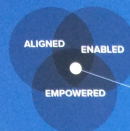
SMS EXISTS TO
EMPOWER BUSINESS



TO BE SUCCESSFUL IN THIS WE MUST
EMPOWER OUR PEOPLE

EMPOWER PEOPLE

Good people come together with energy & a desire to
make a difference and bring about positive change.



This is where the
effort we need to be
to achieve the goal of
empowering our clients.
It is not enough to just focus
on empowerment, we
need to ensure we are
aligned and effectively
enabled for impact and
change.

EMPOWER SMS

SMS doesn't own its technology. It doesn't have any patents
or proprietary. We deliver solutions and value propositions.

When it comes down to it, all of the value of SMS is in our
people. This is reflected in the fact that we have our
clients to create it and have them of themselves they
bring. It also reflects on how open SMS is to that energy
they want to see.

EMPOWER BUSINESS

SMS harnesses the energy and capability of our
people to focused and deliver value, which is the
heart of the matter.

With this, we get on a journey with our clients to
bring about change, working them to that
conclusion to that future and growth, about their
place in the world.

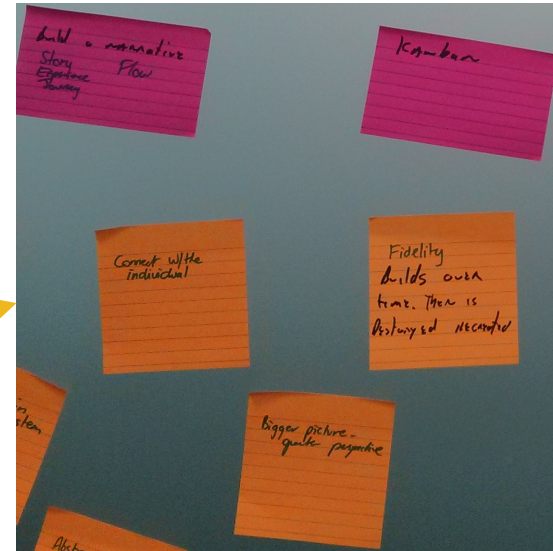
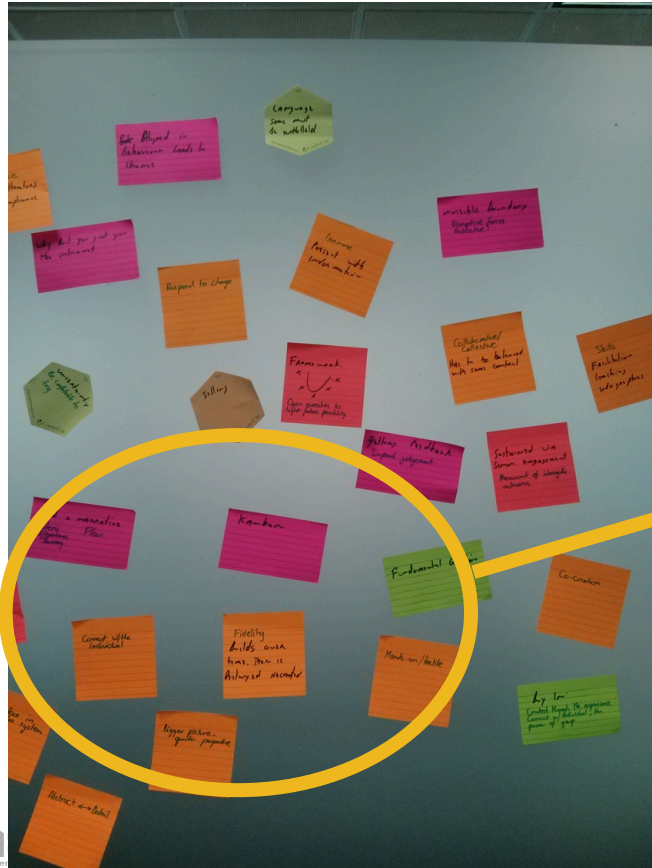


EMPOWERED:

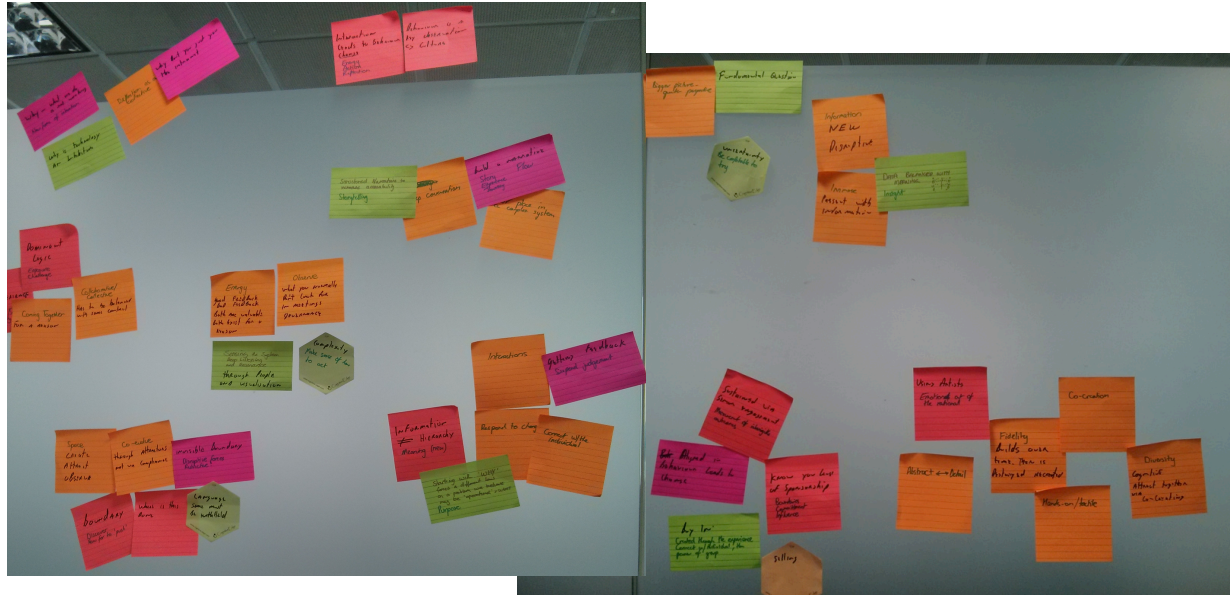
The ability to decide, to move, to
bring about change.

Our journey to Agile Australia 2014

First, we brainstormed...



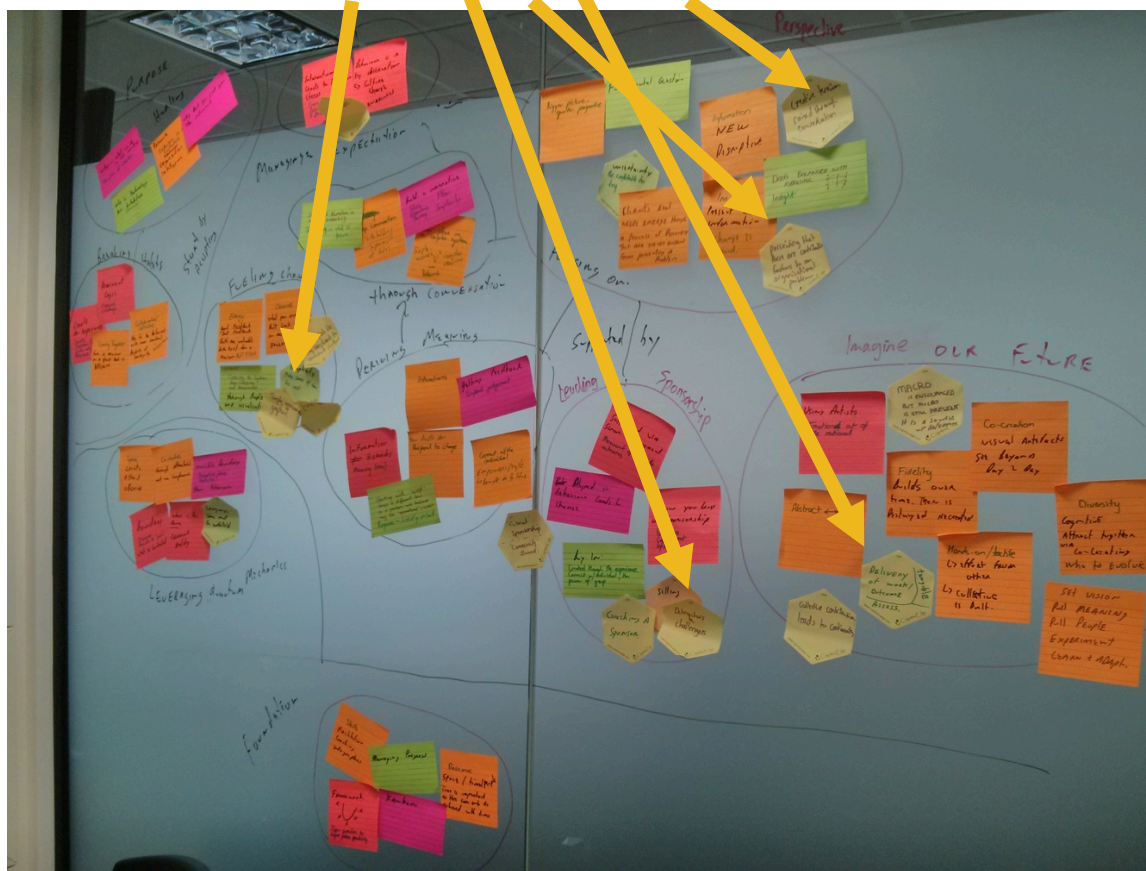
Then, we clustered:



From those clusters, we drew connections to form our narrative.



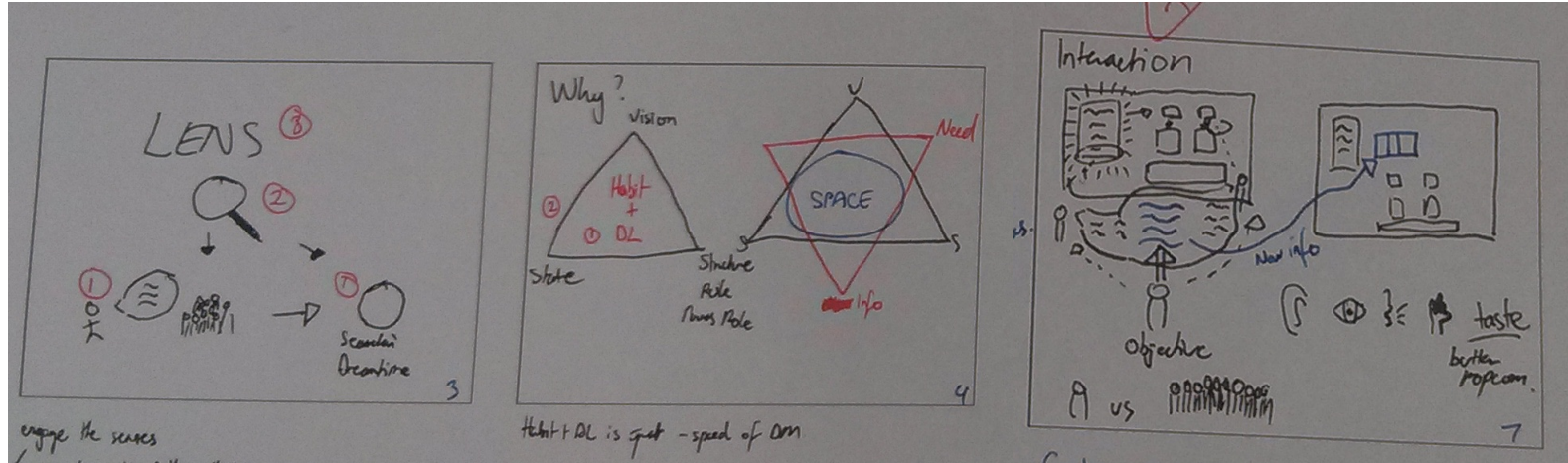
We opened up our thoughts to feedback from others



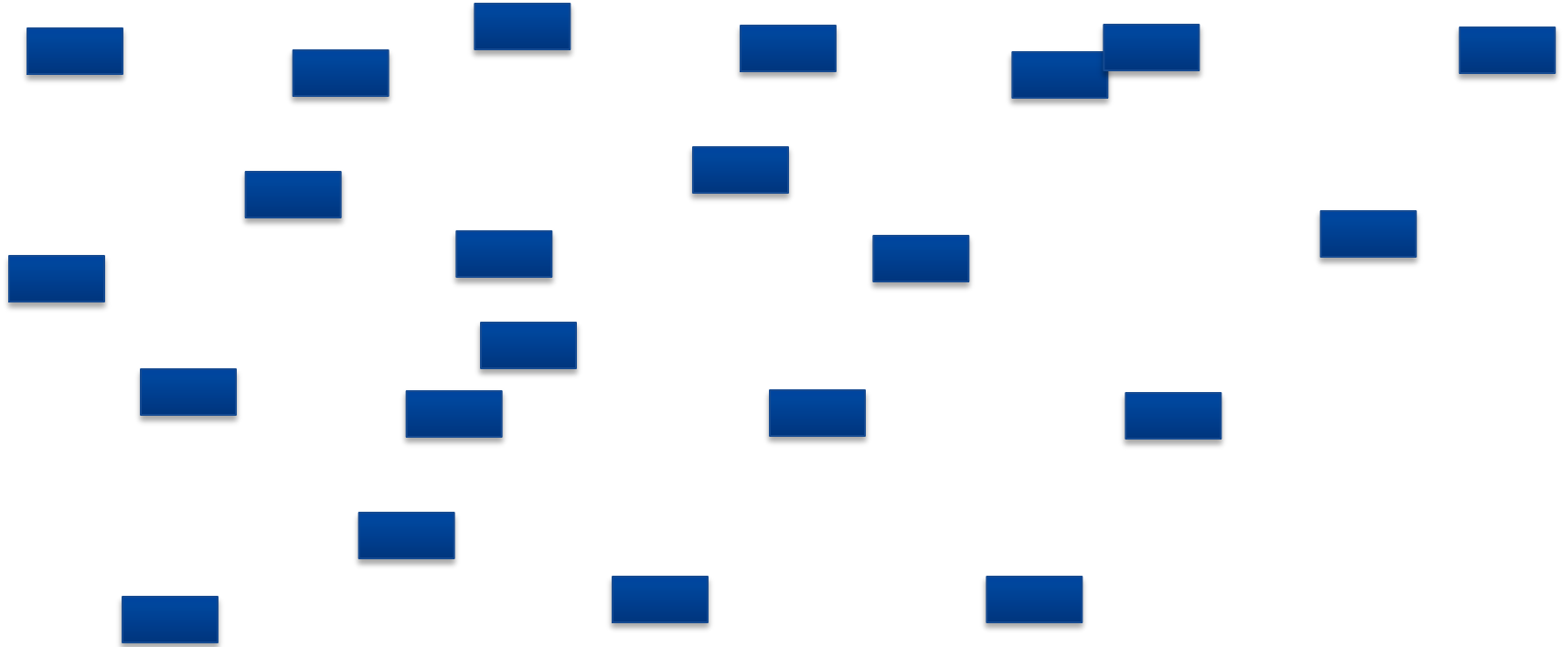
Dialogue led to a completely new chapter - thanks to our shepherd @timnwblid!



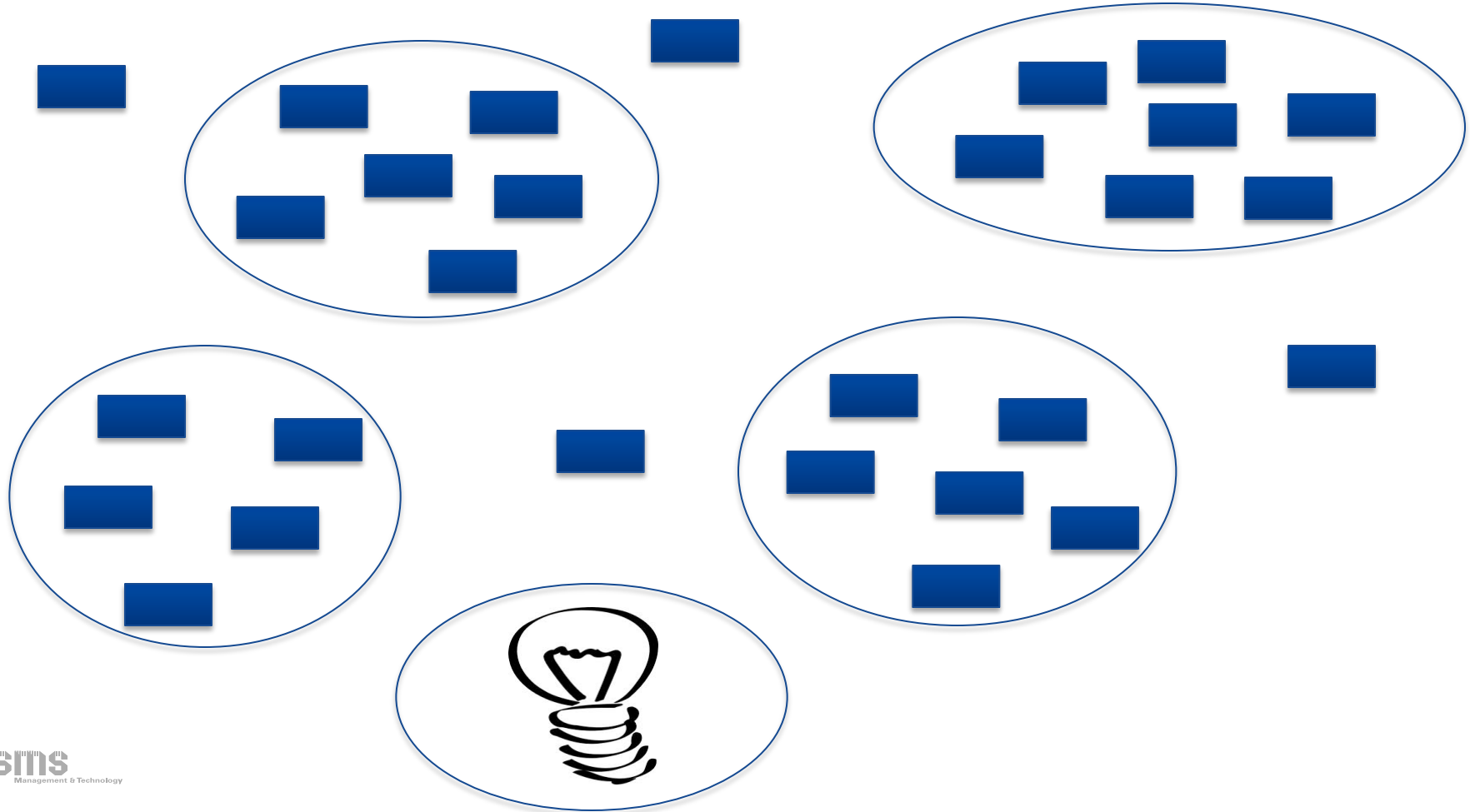
These were the sketches we drew as we spoke about the narrative, and they have formed the basis of all the content you see here today.



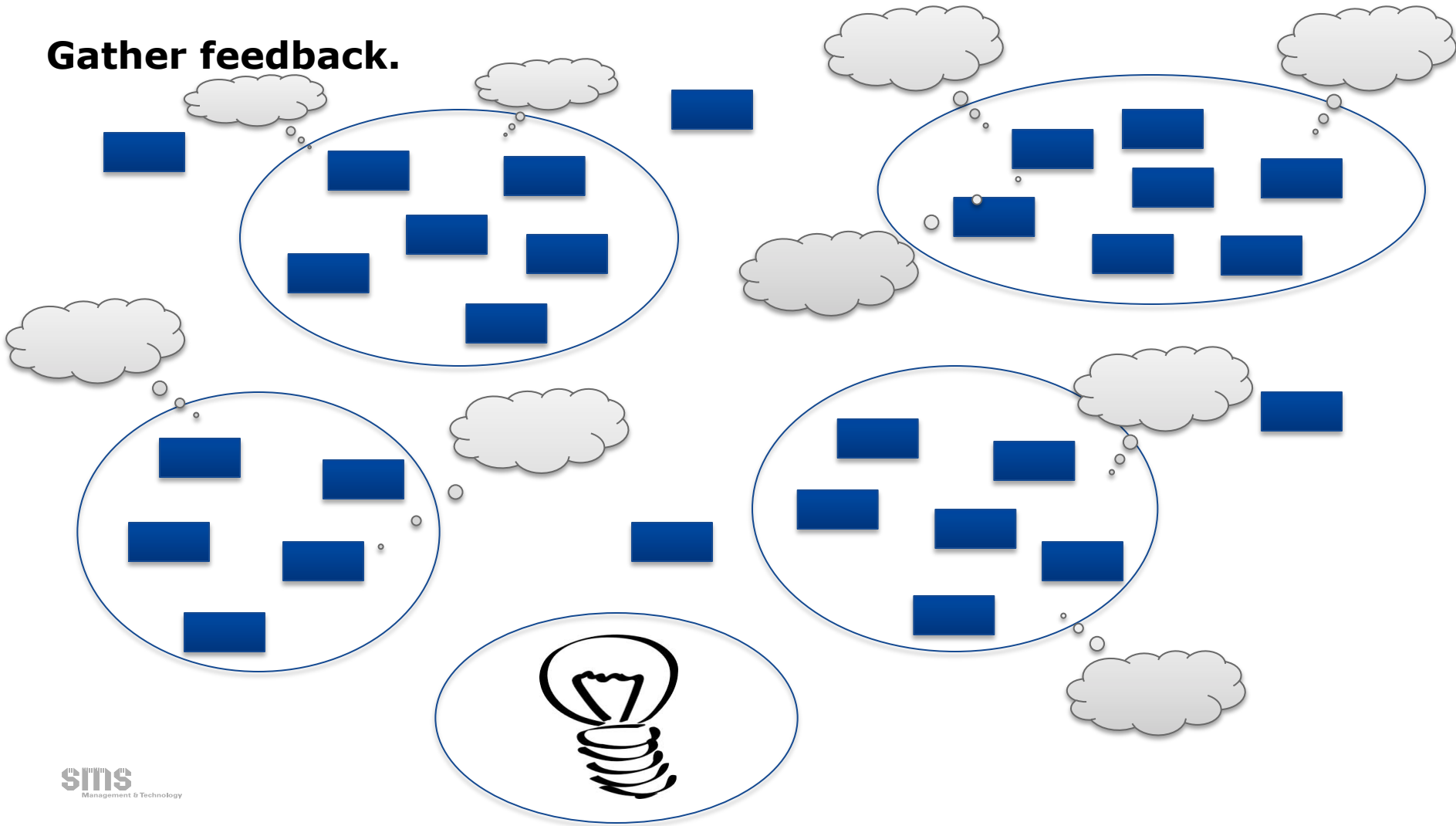
Gather ideas.



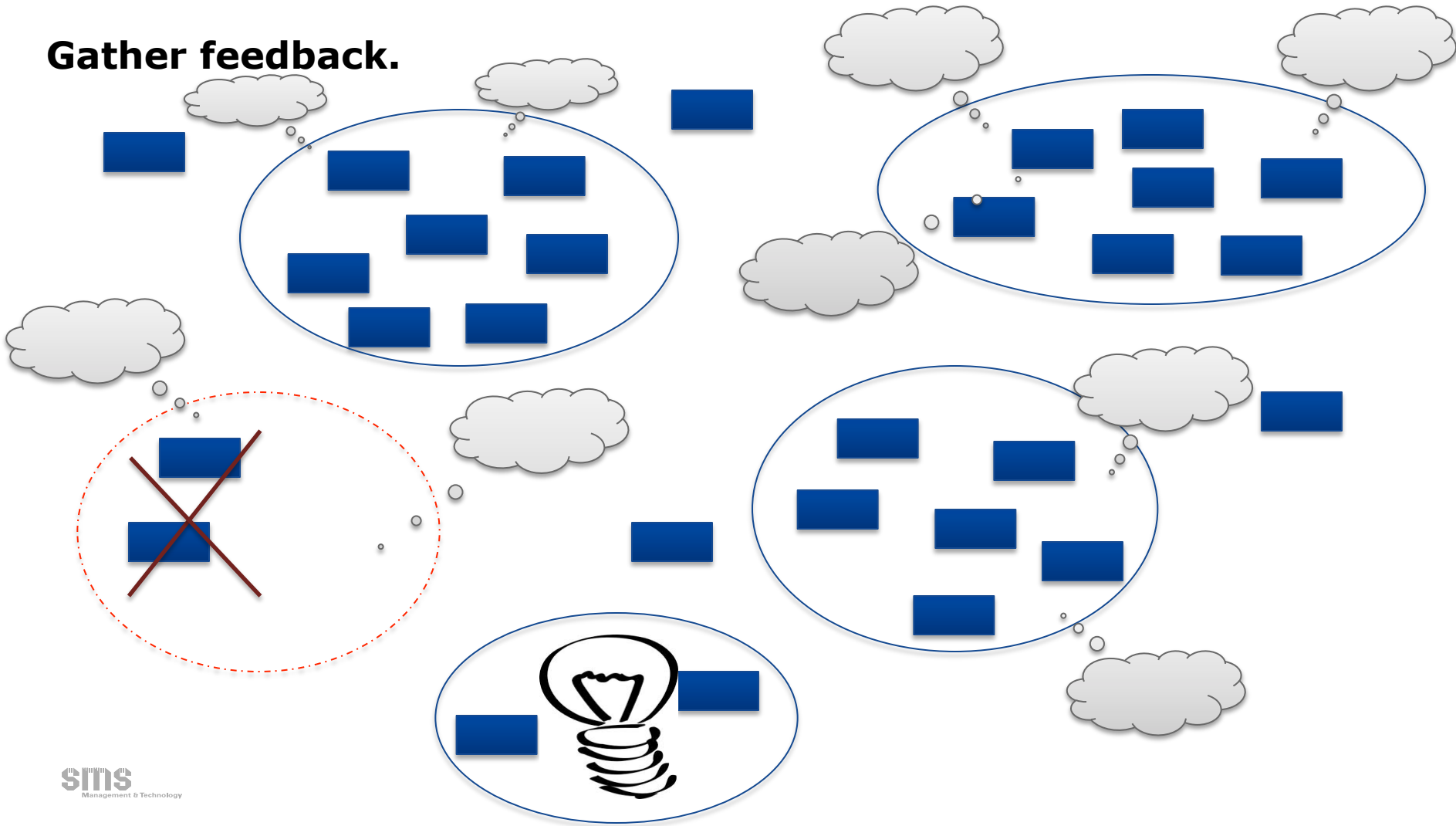
Form clusters.



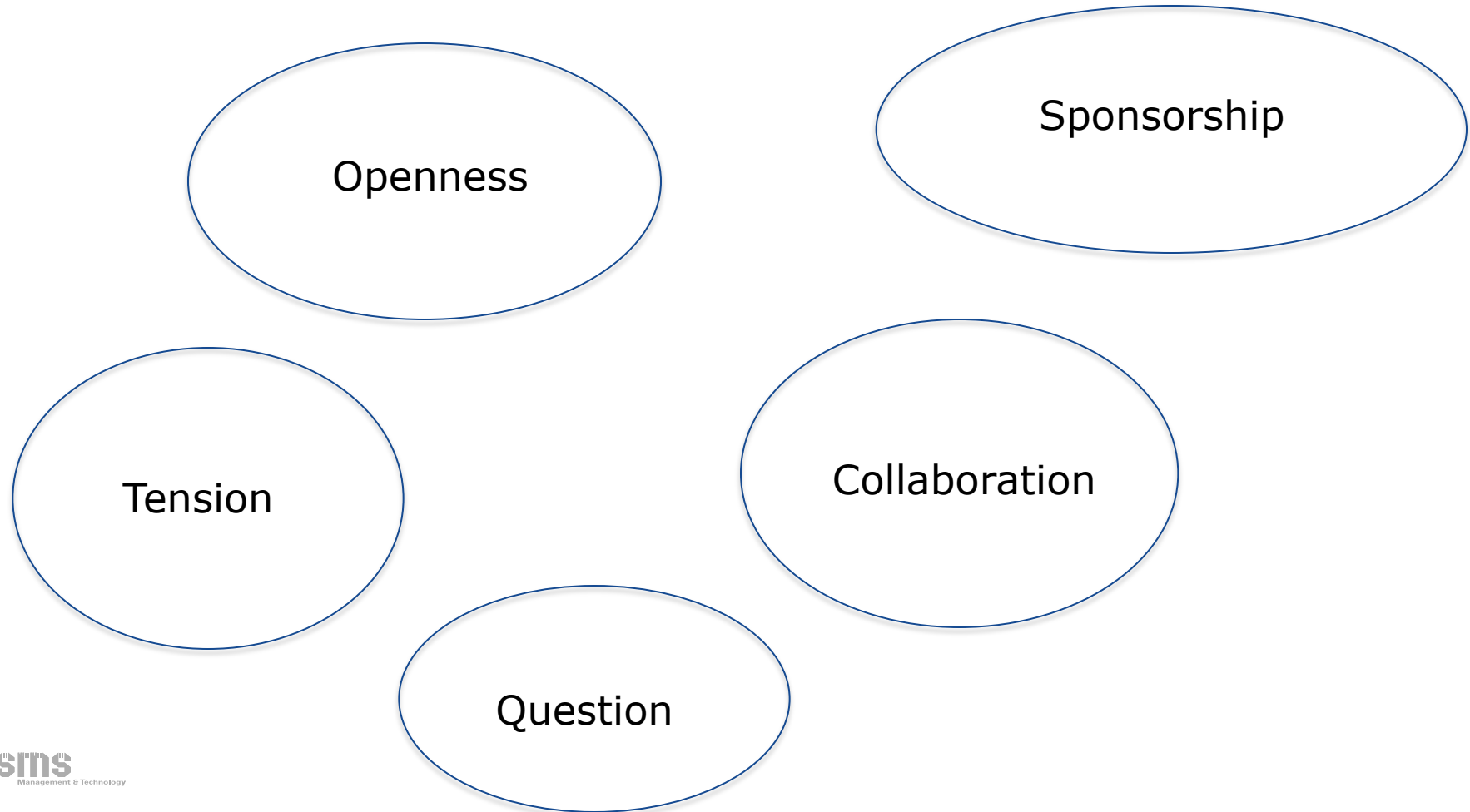
Gather feedback.



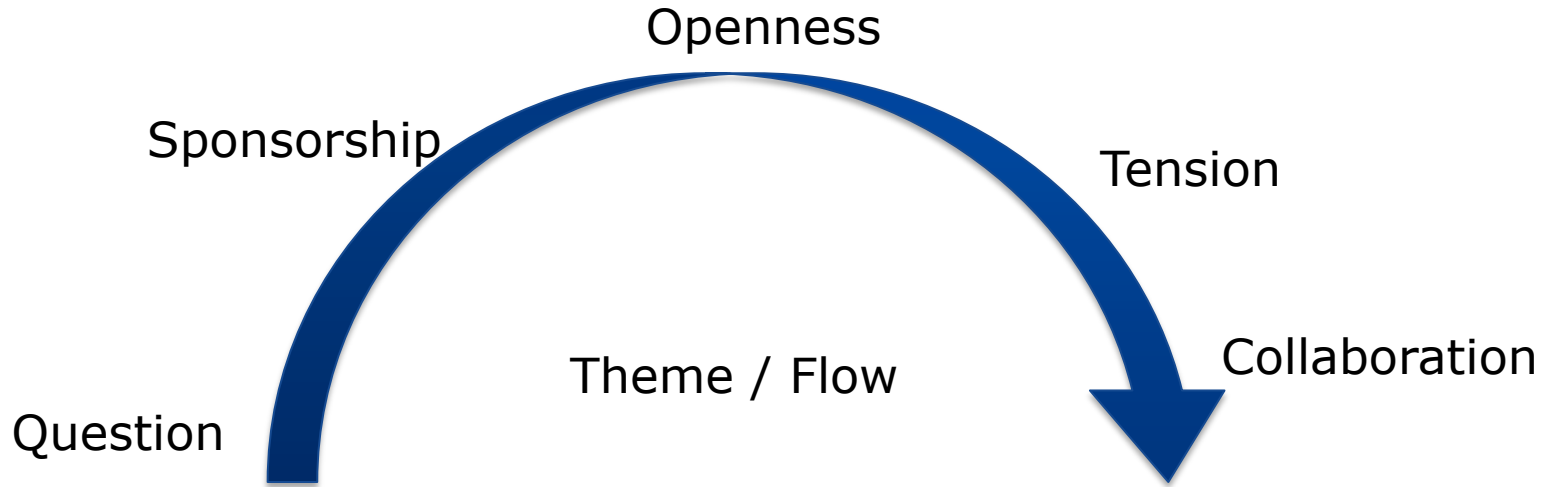
Gather feedback.



Make sense of the clusters.



Build a narrative.



Produce a refined outcome.

Question

Establishing the fundamental question to support all observation is the key to a good start

Openness

This is achieved by not having a vested interest in the outcome and ensuring others feel comfortable as a result

Collaboration

By developing ritual, symbolism, humor, infographics to disarm and inspire others the diversity needed for transformation change is fostered.



Sponsorship

Identifying the appropriate sponsor and stakeholders shapes the quality of input and the level of information needed in order to be accepted

Tension

Through the capturing of unsolicited information there is a critical point where the tension of surprise is controlled and allowed to form into new insight, misalignment etc...

The foundations for our approach.



Ikujiro Nonaka and Hirotaka Takeuchi, Margaret Wheatley, David Bohm, Otto Scharmer, Jean Tabaka, and many more...

Share your thoughts on how we can all create a better future,
together.

#TheLens #AgileAus



@darylinabarrel



@kearnsey



@leighwhittaker



Thanks also to:

Luke Watson Creations

Hans Guingard

Snooth

Kullilla Art

Mind Blowing designed by [Luis Prado](#) from the [Noun Project](#)

Signpost designed by [hunotika](#) from the [Noun Project](#)

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