BREAKING THE RULES: A RULEBOOK FOR PERFORMANCE IMPROVEMENT

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WHAT IS INTELLIGENT DISOBEDIENCE?

Meet Chap!
THE RULES...FOR BREAKING THE RULES!!

1. Act for the benefit of the business, not yourself
2. Communicate your activities – do not break the rules in stealth
THE RULES...FOR BREAKING THE RULES!!

3. These actions are not a protest, or an expression of passive aggressive behavior
THE RULES...FOR BREAKING THE RULES!!

4. Perform homework before acting – including short and long term risk assessments
THE RULES...FOR BREAKING THE RULES!!

5. Do not break the law
EXAMPLE OF “THE RULES” – FROM A LOGISTICS MANAGER

1. Do not take action as a means of self-promotion. The overall organization must benefit from your actions.
2. Do not shift supplies to benefit one group at the expense of another.
3. Do not break the laws of our country and state.
4. Do not exceed budget limitations by greater than 10% for any given part number.
5. If you see an opportunity that will increase the effectiveness of the organization that does not follow standard practice, and that action does not violate guidelines 1 through 4, then feel free to act.
INTELLIGENT DISOBEEDIENCE EXAMPLE - #1

Sylvia – She got a job for showing up!
INTELLIGENT DISOBEEDIENCE EXAMPLE - #2

Getting in touch with your “inner stalker.”
Determine a set of rules for you (or your team) to engage in “rule breaking.”
INTELLIGENT DISOBEEDIENCE TIP

Embrace the 30/3/30 Model
Travellers must stop, queue and present their passport for validation at multiple touchpoints.

Processes are manual, siloed and time consuming.

Future Traveller Pathway

- Technology advancements
- Integrated services
- Shared data

Digital passports, biometric technology and shared data will create a “non-stop” pathway for travellers.

Processes are integrated and efficient.

Current Traveller Pathway

A vision for international travel

20% ↑ in traveller volume

↑20 minutes to traveller pathway

A One Page (30 Second) Communication Model
Dottie – The Hiring Chess Player
In what instances would lying be a form of intelligent disobedience?
A SHORT DISCUSSION

Should everyone in your organization be empowered with the ability to engage in intelligent disobedience?
## CAPABILITY MATRIX – ENGAGING IN INTELLIGENT DISOBEDIENCE

<table>
<thead>
<tr>
<th>Recommended Level of ID</th>
<th>Required Characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Driven to contribute</td>
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<tr>
<td></td>
<td>Short and long term focus</td>
</tr>
<tr>
<td>Level 2</td>
<td>Change Ambition</td>
</tr>
<tr>
<td></td>
<td>“Healthy ownership”</td>
</tr>
<tr>
<td>Level 3</td>
<td>Boundary based relationships</td>
</tr>
<tr>
<td></td>
<td>Long term relationships</td>
</tr>
<tr>
<td>Level 4</td>
<td>Capable of finesse</td>
</tr>
</tbody>
</table>
Sometimes you just ask permission for intelligent disobedience

- Chateau Roussillon
- REBRANDED and sales took off
- Now the best selling French chardonnay in the USA
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ONE FINAL STORY...

- Meet Janice

- Intelligent Disobedience supports authenticity and adherence to values
There are many options to get additional information on Intelligent Disobedience:

- **BOOK** – *Intelligent Disobedience: The Difference Between Good and Great Leaders* by Bob McGannon (focus on business)
- **BOOK** - *Intelligent Disobedience: Doing Right When What You are Told to do is Wrong* by Ira Chaleff (focus on education)
- [www.intelligentdisobedience.com](http://www.intelligentdisobedience.com) templates, videos, blog and more!
- YouTube channel – “Intelligent Disobedience Leadership”
HOW TO COMMUNICATE WITH BOB

THINK **ACT!** - On the back of your business card write the following letters as you see fit

- **A** – means you want be ADDED as a connection on LinkedIn to receive notice of all Intelligent Disobedience blog entries and other materials.
- **C** – means you want Bob to CONTACT you for some reason. We’ll give you a call!
- **T** – means you want the electronic version of the Intelligent Disobedience Leadership TEMPLATE discussed during this presentation (it's free!)