

Organizational Culture Detectives

- Are skilled at investigating
- Are aware of and attuned to the emotional states of those around them
- Are willing to learn and practice keying in on subtle facial and body language
- Are aware of multiple intelligences
- Can use concept maps

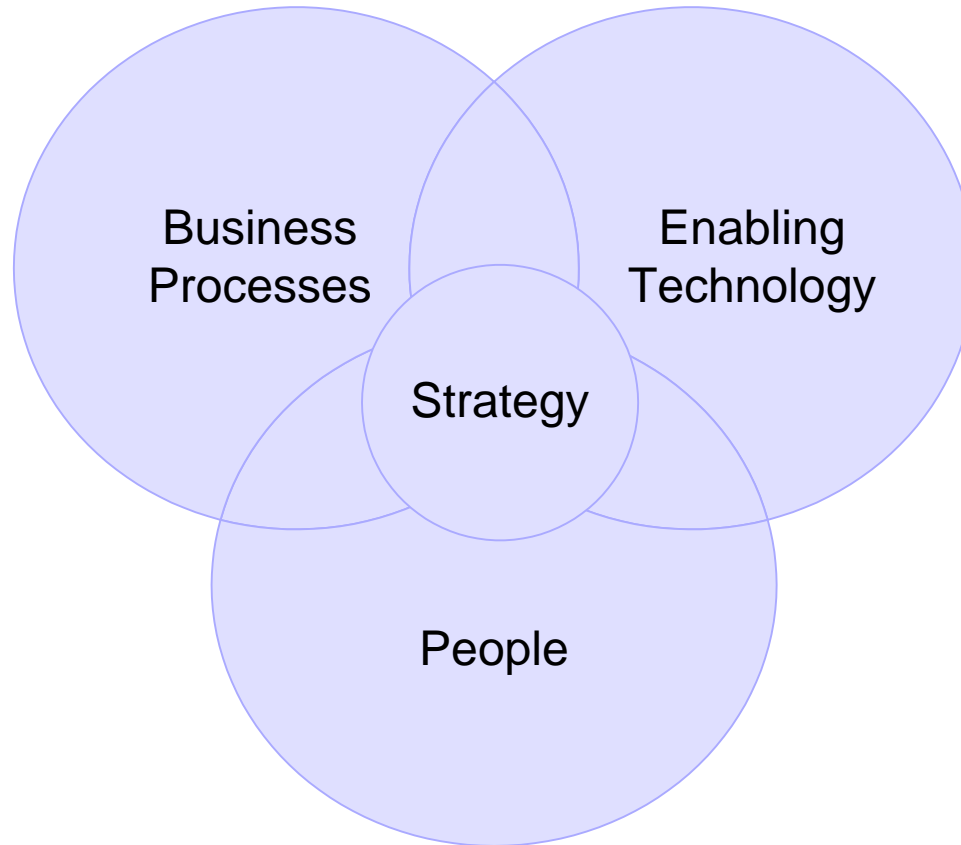
Topics for today

- Guest speaker Kathy White
- Organizational Culture and Services – the connection
- Groups
- Language conceptual maps
- Exercise
- Homework/quiz for next week



- Thanks to Craig Nygard of IBM for this slide

Service Science

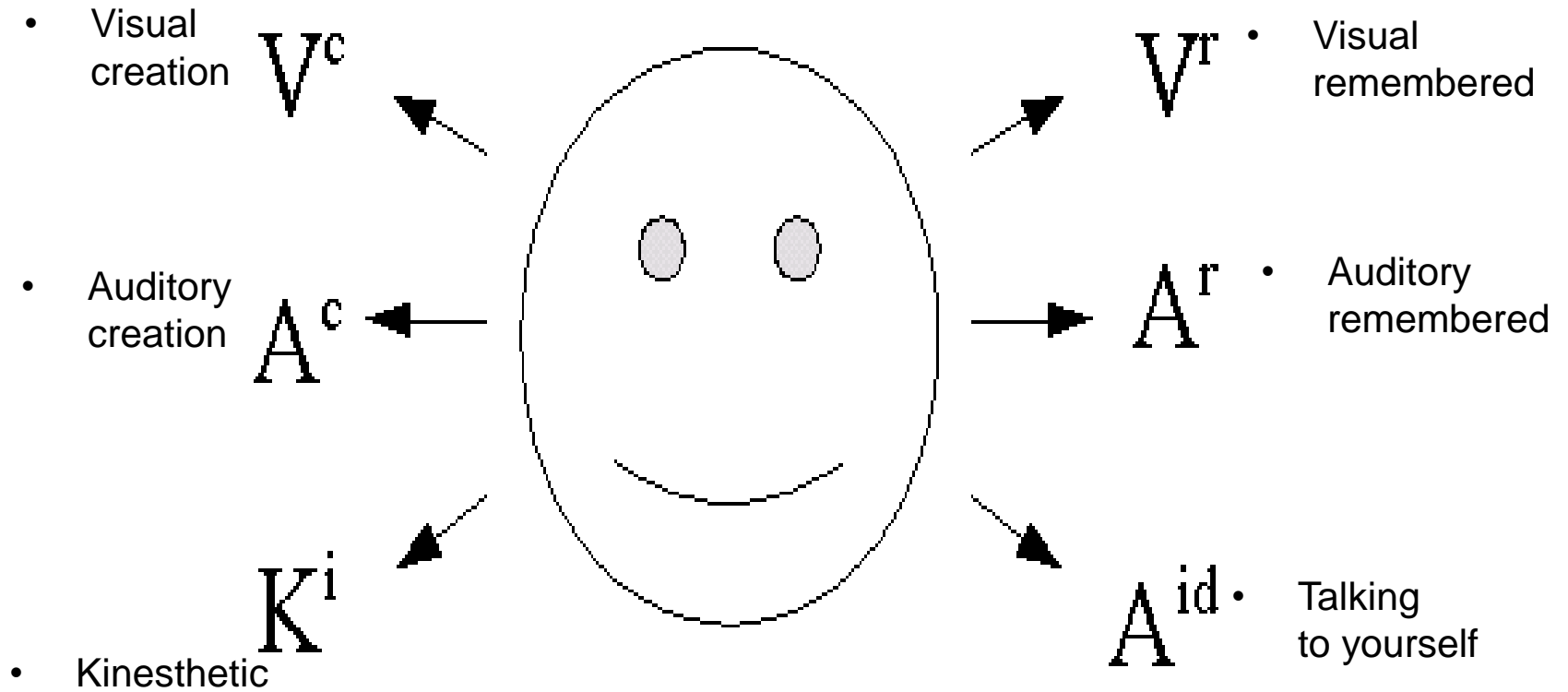


- You are developing deep smarts about observing People Then => week 6 we move to organizational factors

Time to form groups

- IBMers together
- Progress Energy folks together
- Folks who are not currently working – step to the front
- All others – find out something you have in common (e.g. type of organization work for, size of organization, etc)
- Form into groups of 3 people based on some commonality
- Then people not currently working get to choose a group to join – I want you dispersed

Language representational system Visual, Auditory, Kinesthetic



- Right handed person

Conceptual maps

- Almost Dr. Cantwell – please take over

Homework

- Over the next week, while you're in an organization (it could be where you work, it could be the library, it could be a coffee shop) practice your keen observation skills.
- Identify what seems to be a process that is not working, that seems to be a “problem” – write about it in your learning journal
- This will also turn into a quiz topic which will be posted 2-13-07 and due 2-20-07.