

Notes from May 21, 2015 STS/USI webinar

Q&A and Comments relative to the content of the webinar

Question: I'm hard pressed to see what strengths the NA approach has (other than its emphasis on participation) that is not within the Dutch approach - what do you think?

Answer: Participation is a key issue in redesigning organizations. In the beginning, the Dutch approach was rather 'technical, engineering'. The Dutch approach developed by engaging people in the (re-)design process.

Question: Of course participation is important but what other strengths do you see in the NA approach?

Answer: Change management

North American STS is more focused on variance control and, more recently, on deliberation analysis.

What are the distinctive features of the systems approaches?

- OST – especially focused on the external environment; simplicity and depth of the 2 design principles (DP 1 and DP2) along with the six motivational factors
- VSM – especially useful in non linear environments; management processes and the application to managers' work/contributions in a self managing environment; application of recursiveness for each business unit/team

The application of systems organisation design is especially relevant in the context of IT driven projects

Comments:

- Great overview!
- Thank you everyone, it was a pleasure!
- Regarding future webinars about other design approaches, can you continue to summarize what you see to be the benefits that are applicable for a systemic approach?

Comments relative to next webinars:

- We should spend half time on presenting material and the other half on Q&A
- All participants should see the chat going on in the background
- All to receive reminders and instructions on sign in for both the web and audio portions

Follow up notes from Jean:

- In the next webinars, we will be more explicit in our instructions for signing on to both the web and the audio portions.
- After conversation with our supplier, it will not be possible for participants to see the chat comments during the conference. We will, however, send them to you afterwards.