

**KEYS TO BUILDING  
YOUR TOOLKIT**

**1**

**STEP ONE**

Find tools that point you towards empathy and creative thinking.

**2**

**STEP TWO**

Test the tools in a safe space and adapt as necessary.

**3**

**STEP THREE**

Go kick some \*ss with the tools, changing mindsets as you go.



**HOST**  
**Shawn Nason**



**CO-HOST**  
**Simeon Sessley**

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**A TOOLKIT FOR DISRUPTION**

As you build your toolkit, pay attention to which tools can move your organization towards embracing disruption.

|                   | <b>Traditional Organizations</b>                                    | <b>Innovative Organizations</b>  | <b>Disruptive Organizations</b>  |
|-------------------|---|--|--|
| <b>CULTURE</b>    | No time for innovation<br>Afraid of taking risks and losing money   | Selective innovation efforts<br>Speak for hourly staff and don't let them participate                                    | Focused on systems of people, community, and solutions<br>Not afraid to take risks |
| <b>LEADERSHIP</b> | Driven by compliance<br>Focused on gaps                             | Visible but not active in the neighborhood<br>Focused on SDOH (Social Determinants of Health)                            | Walk among the people (internal and neighborhood)<br>Focused on equity             |
| <b>PEOPLE</b>     | Systemic negativity leads to loss of passion<br>Hard to find talent | People still passionate but can't see the vision<br>Focused on metrics and quality                                       | Actions and behaviors speak of empathy and compassion<br>Focused on the individual |
| <b>MINDSETS</b>   | Survival mode/Scarcity<br>Self-absorbed                             | Lean Six Sigma non-human focus<br>Treat everyone the same vs. differentiated experiences                                 | Tear down the status quo<br>Human-centered   |
| <b>COVID-19</b>   | Unprepared<br>Reinforced sacred cows                                | Able to adapt near-term with great effort/burnout<br>Curve stays the same, just elongated<br>Did NOT address sacred cows | Avoided peak curve, knew neighborhoods and needs<br>Uses constraints to innovate   |



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