The TameFlow Connection Newsletter

The latest news and ideas about the *TameFlow Approach*

TameFlow Connection No 12

Hello Friends of Herbie,

Here's a new edition of *The TameFlow Connection* newsletter. Let's start by checking up on the online presence we have.

TameFlow Media Presence

Recent Events

- On August 3rd, 2020 Daniel Doiron, was the guest on John Coleman's *Agility Chef* show, and talked about Flow Efficiency - The first step to improvement. I just so "happened" to join as well on camera, and shared replying to the questions by the audience with Daniel.

  One of the interesting questions developed into characterizing the difference between *Pull* and *Push*. I explained it as the difference between the cry (*Replenishment Signal*) of a baby that is hungry and asks for food; and the force-feeding of geese to make foie gras (fattened duck liver). That gave many a good laugh!

- On August 4th, 2020 I hosted the Campfire Talk No 20. My guest was Cherifa Mansoura. The dialogue was very engaging; but then Cherifa started asking questions about TameFlow, and we ended up reflecting on how TameFlow relates to the **Cynefin Framework**, **Beyond Budgeting** and **OKR**s. It turned out to become a very intensive session!

Upcoming Events

- On August 10th, 2020 at 18:30 CEST [Daniel Doiron](#), will once again be the guest on [John Coleman](#)'s *Agility Chef* show, and will talk about [Exceptional management and management by exception](#). And maybe I will join in as well.

- On August 11th, 2020 at 20:00 CEST the next **Campfire Talk with Heribie** (22) will have [Jitesh Dineschandra](#). Jitesh is the first **Certified TameFlow Trainer** in the UK (specifically in London). Jitesh will want to know what I think about *Apex Predator Theory* and market disruption - especially when it comes to the *TameFlow Approach* entering the "Agile" market. The broadcast will be [accessible via Youtube](#)

Re-Read Saturday with Tom Cagley

[Thomas "Tom" Cagley Jr.](#), the host of the [Software Process and Measurement Cast](#), published his weekly [Re-Read Saturday](#) covering Chapters 9 of my [Tame your Work Flow](#) book.

Tom elaborated on discovering the **Constraint in the Work Flow** and the **Constraint in the Work Process**. The difference between the two is not an intuitive one, as Tom himself says:

> *"[...] the distinction between constraints in the work process and workflow initially felt academic. It was not until my second reading of this chapter during an early review that the understanding that knowing the two types of constraints can occur in different parts of a delivery process and that how you exploit and then evaluate each type of constraint can be very different."*

TameFlow

Revisiting the Jungle, Jeep and Journey Metaphor

Tom's statement above prompted me to explain in more detail how the "three locations" of a *Constraint* - in the **Work Flow**, **Work Process** and **Work Execution** - are really critical for understanding how to manage the **Operational Flow**.

You can read my explanation in the post [Constraints Everywhere](#) in the *TameFlow Blog*.

The Secret of an Approach that Never Fails

In reply to a [LinkedIn Post](#) by [Al Shalloway](#) about the failure modes of most Agile Approaches, I wrote:

> The secret approach that will never fail...
>
> Step 1: Attend to people's needs.
>
> Step 2: There is no step two.
>
> (Oh... but that's #tameflow in a nutshell! :)

That's really all we do in the *TameFlow Approach*, when we strive to trigger the moment of **Enlightened Self-Interest**, based off the new understanding provided by the **Mental Models**. People, no matter at which level in the organization, will recognize that we are addressing some important need they have. That is why TameFlow adoption is so transformative: it is driven by **Intrinsic Motivation** of all folks involved, all going in the same direction, creating the **Unity of Purpose**.

Theory of Constraints

Perspective on Full-Kitting

Our very [David Hodes](#) has posted another must-read article: [Work Fully Kitted](#). Of course, this is the original TOC perspective on the **Full-Kitting** activity, so mostly tied to a engineering/manufacturing context.

However it gives several pointers worth to consider in the broader knowledge-work setting we deal with in the *TameFlow Approach*.

Let's see what they might be.

The *Full-Kitting* activity is primarily about ensuring we have all we need to finish any piece of work without any interruption. During the activity we need to establish what tasks need to be done, who will do them, where, and when. We need to assure the right skills, tools and equipment are available. Even better if we can highlight what risks can be presumed, and have contingencies ready for them.

The activity will be significant not only for the teams actually doing the work, but also for the team leads, supervisors and mid-managers; especially in larger organizations where staff management, training and turn-over are an issue.

Even top-managers and execs will have an interest in the activity; as it sets the stage for what is possible in the short/medium term. This is when deeper discussions about the current organizational constraint will emerge and made actionable through top-level decision making.

The insights might lead to redesign the organization, in light of the new capabilities needed. And this is also when top management can articulate or reiterate what the business priorities are.

This is also the moment when the insights gathered during the **MOVE Retrospectives**, informed by the **Reason Logs**, **Frequency Analysis** and **Root Cause Analysis** should be made operational.

Dave's final consideration is really powerful: *"make a conscious effort to turn the heuristics into algorithms*. He is referring to the fact that as we repeatedly perform these *Full-Kitting* activities, we are well advised to capture and formalize those elements that are recurring. The easiest way is to create a **Full-Kitting Checklist**. Just as airplane pilots have their pre-flight checklists, our *Full-Kitting* activity should be guided by a checklist. We will know our *Full-Kit* is ready once its checklist is complete. Naturally, we must be ready to update the checklist itself, should we discover new factors that become relevant - or, likewise, remove checklist items that have become obsolete or irrelevant. Such a checklist is a living document that keeps on evolving with the ever changing context of the organization.

That's it for this time.

Have a great week!

Steve

P.S.

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