

Servant Leadership

Agile Prague

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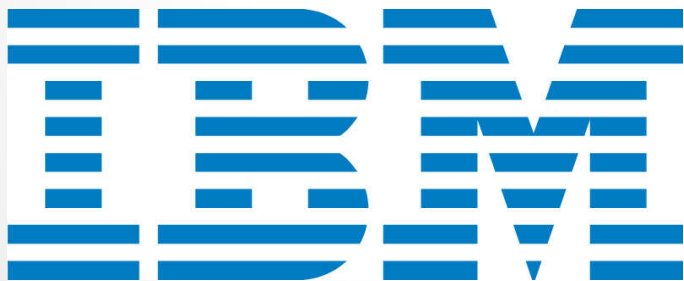
 @twykowski

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1. My Story
2. Q&A
3. Management History
4. Leadership Principles

Chapter 1

My Story

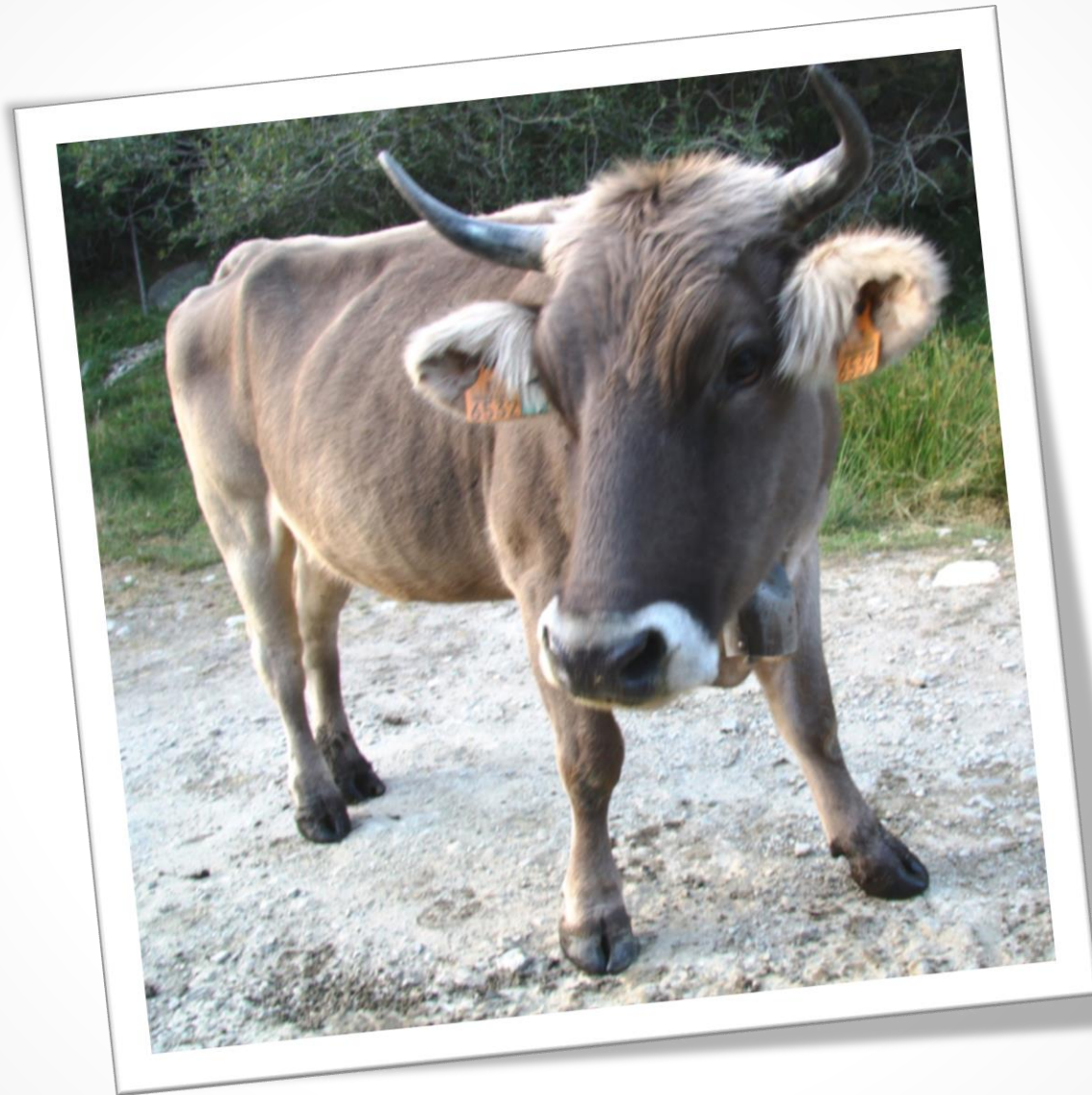




if...then formulas

Work pretty well for
computers

but certainly not for
the people



“learning is a journey”

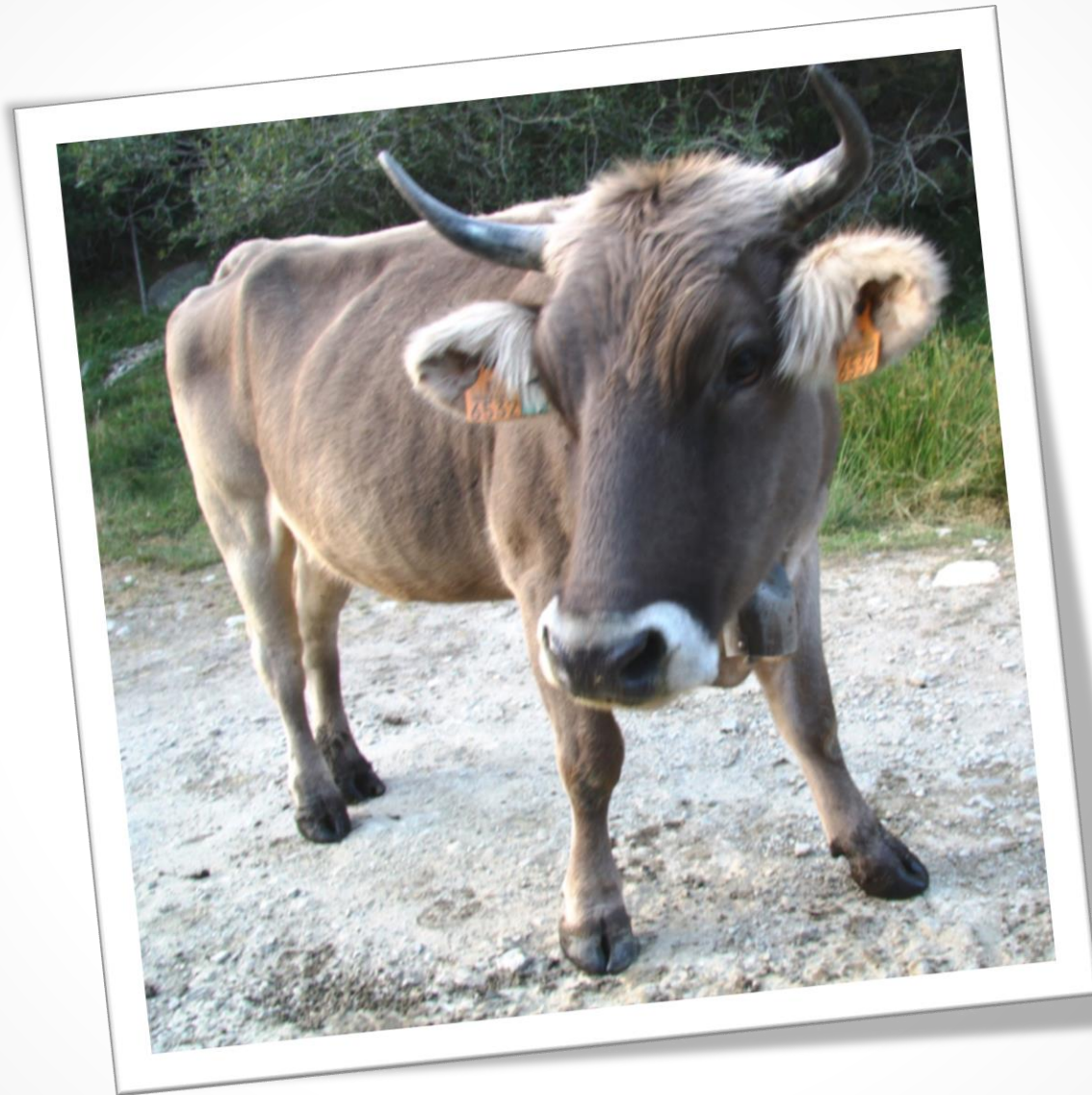
- me -



Chapter 2: Few Questions...

*Have you received
education on
Software Engineering?*

*Have you received
education on
Milking Cows?*



*Have you received
management education?*

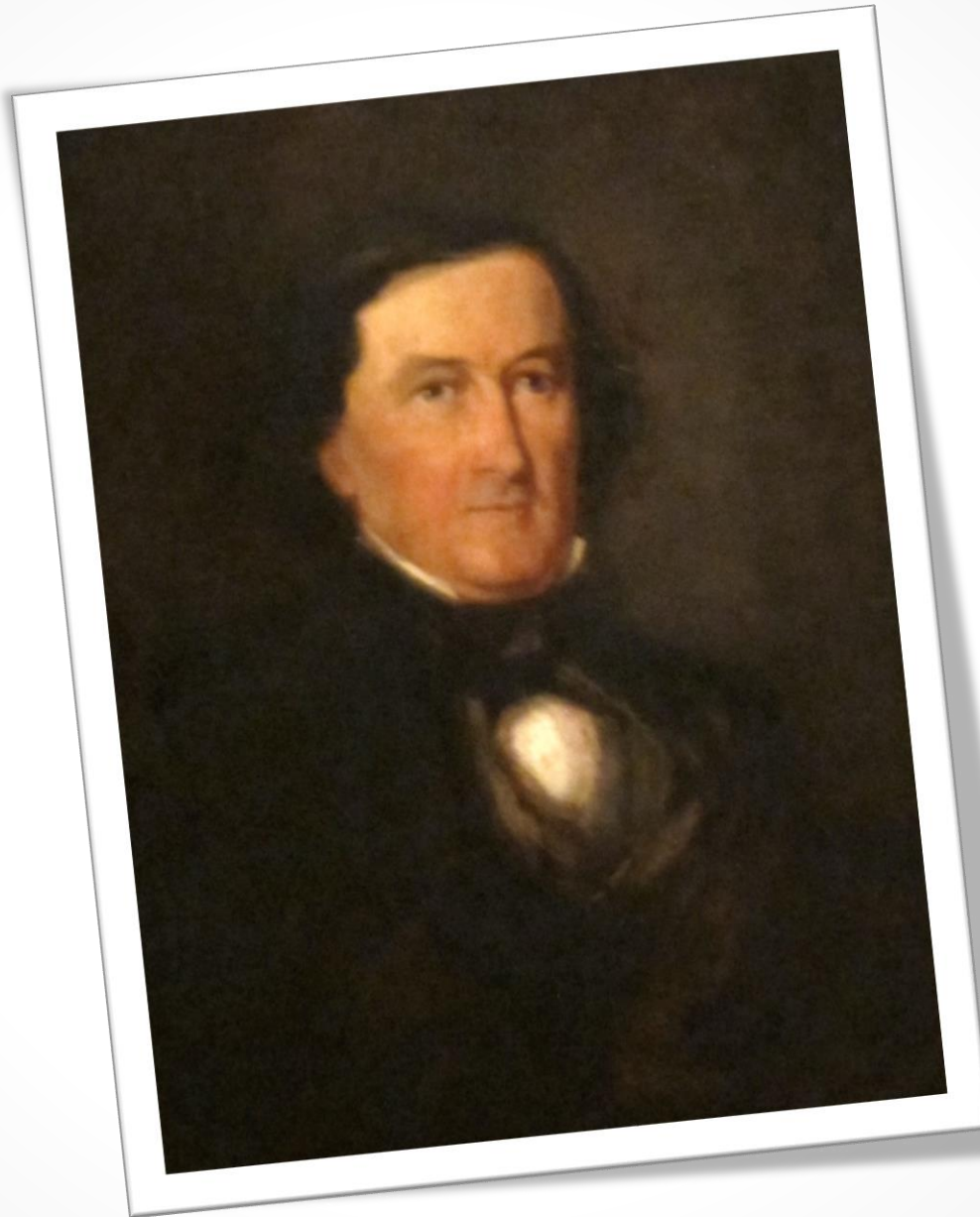
Chapter 3: A short history of management

“Those who cannot learn from history are doomed to repeat it.”

– George Santayana –

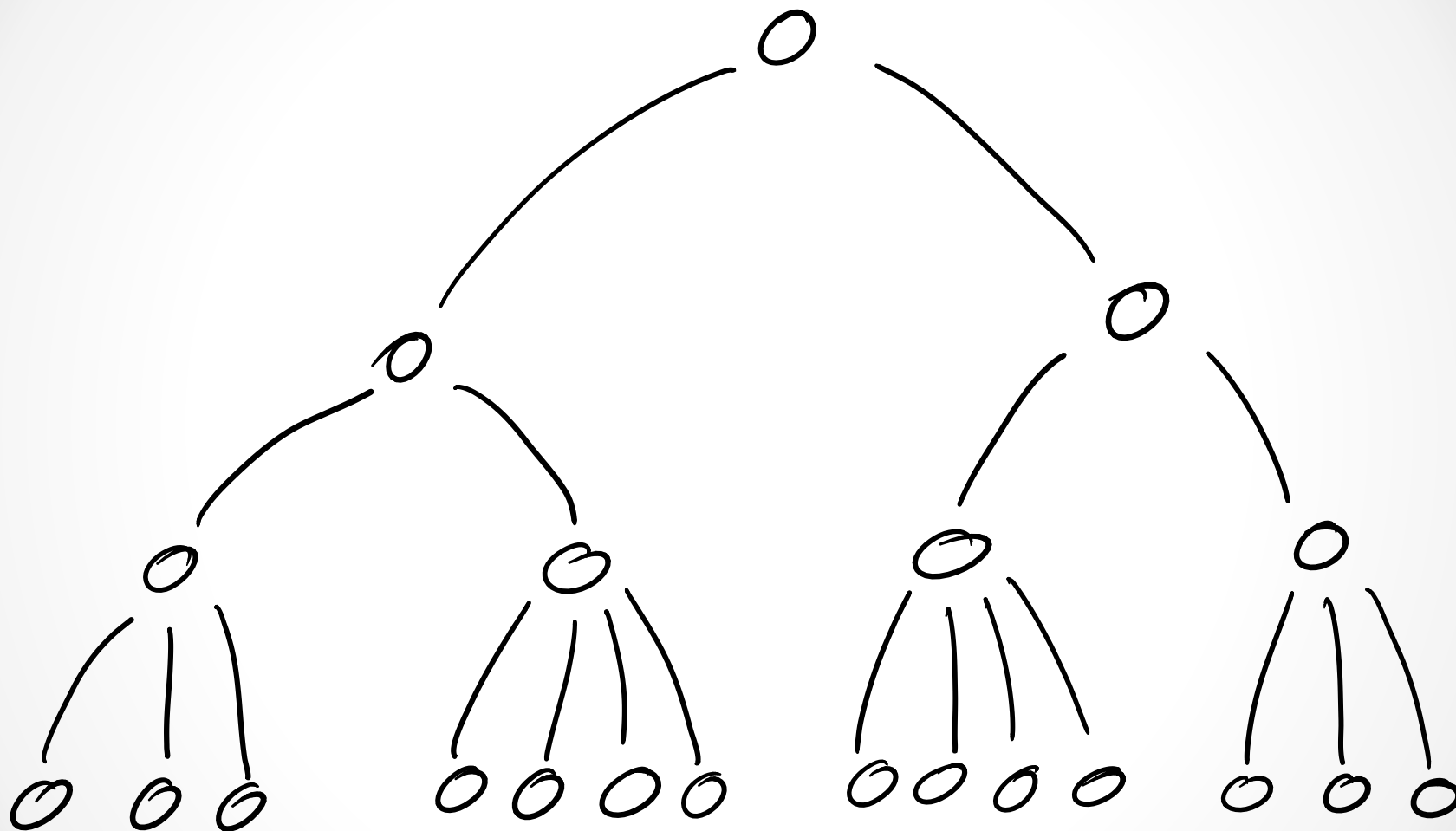


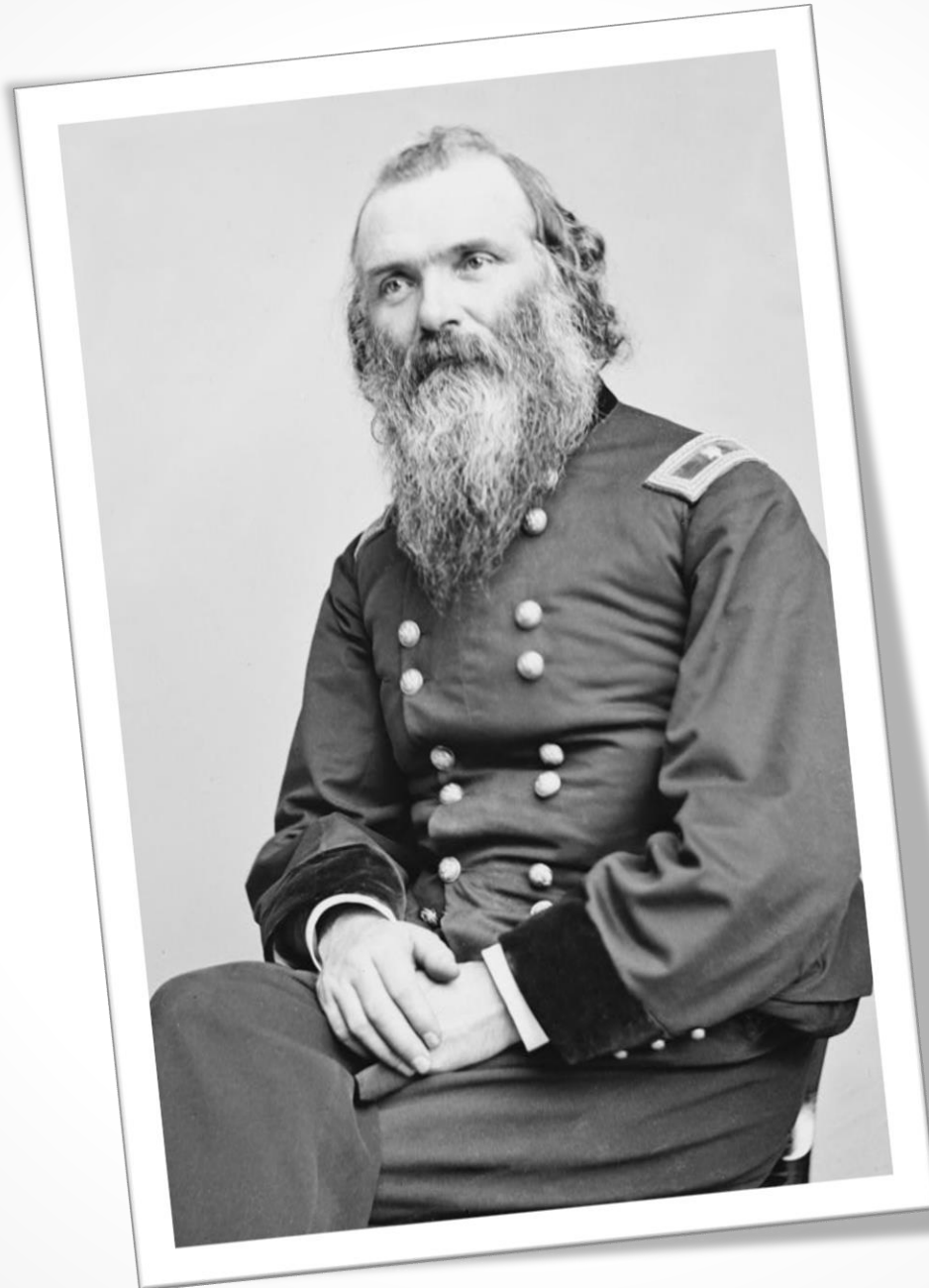
1841



Report on Avoiding Collisions and Governing Employees

- Define responsibilities
- Introduce functional managers
- Define regular reporting and lines of reporting
- Detailed instruction on timetables.
- No changes could be made without written permission.





“A proper division of responsibilities.”

“Sufficient power conferred to enable the same to be fully carried out, that such responsibilities may be real in their character”

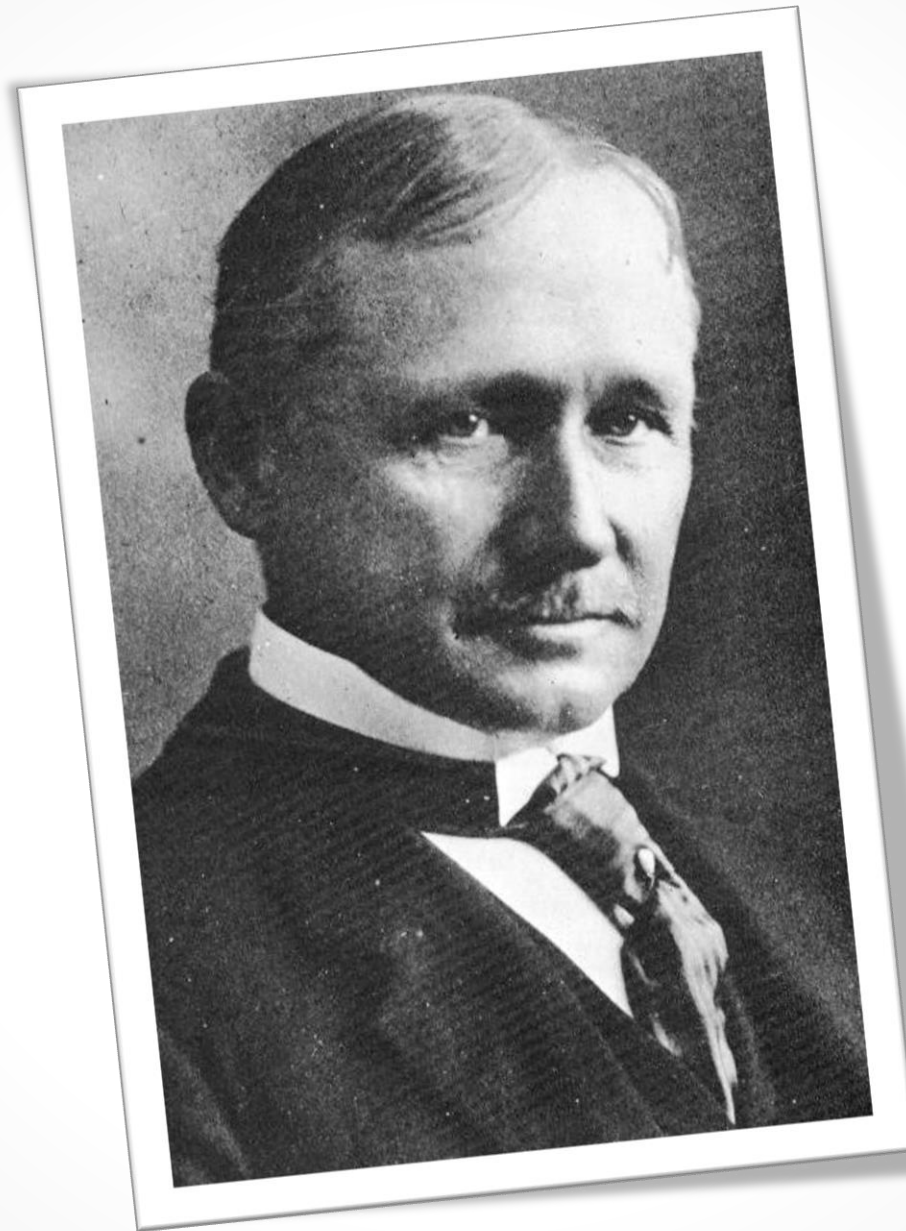
“The means of knowing whether such responsibilities are faithfully executed.”

“Great promptness in
the report of all
derelictions of duty,
that evils may be at
once corrected.”

“Such information, to be obtained through a system of daily reports and checks, that will not embarrass principal officers nor lessen their influence with their subordinates.”

“The adoption of a system, as a whole, which will not only enable the General Superintendent to detect errors immediately, but will also point out the delinquent.”

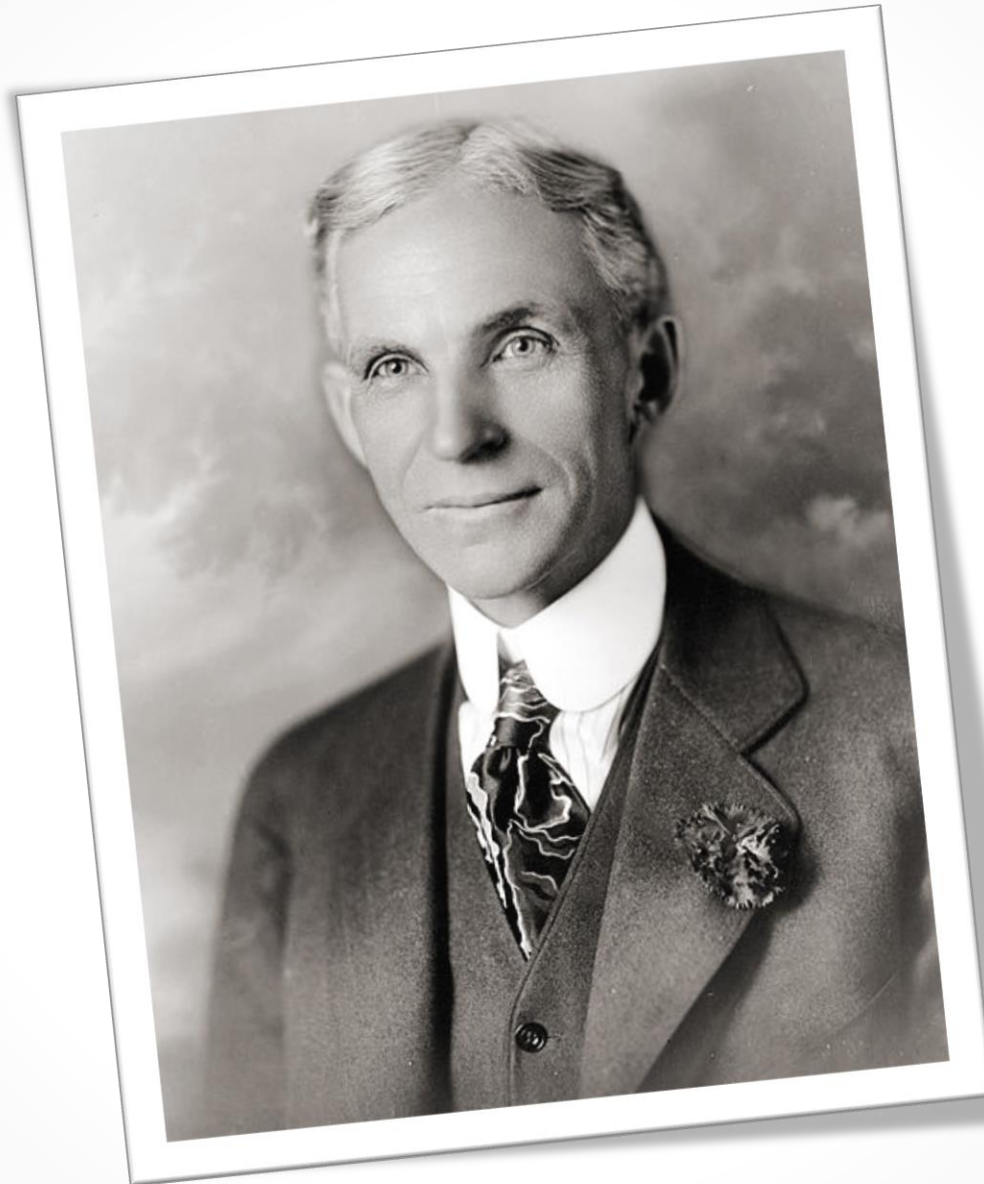
– Daniel McCallum –



“It is only through enforced standardization of methods, enforced adoption of the best implements and working conditions, and enforced cooperation that this faster work can be assured...”

...And the duty of enforcing the adoption of standards and enforcing this cooperation rests with management alone.”

- Frederick Winslow Taylor -

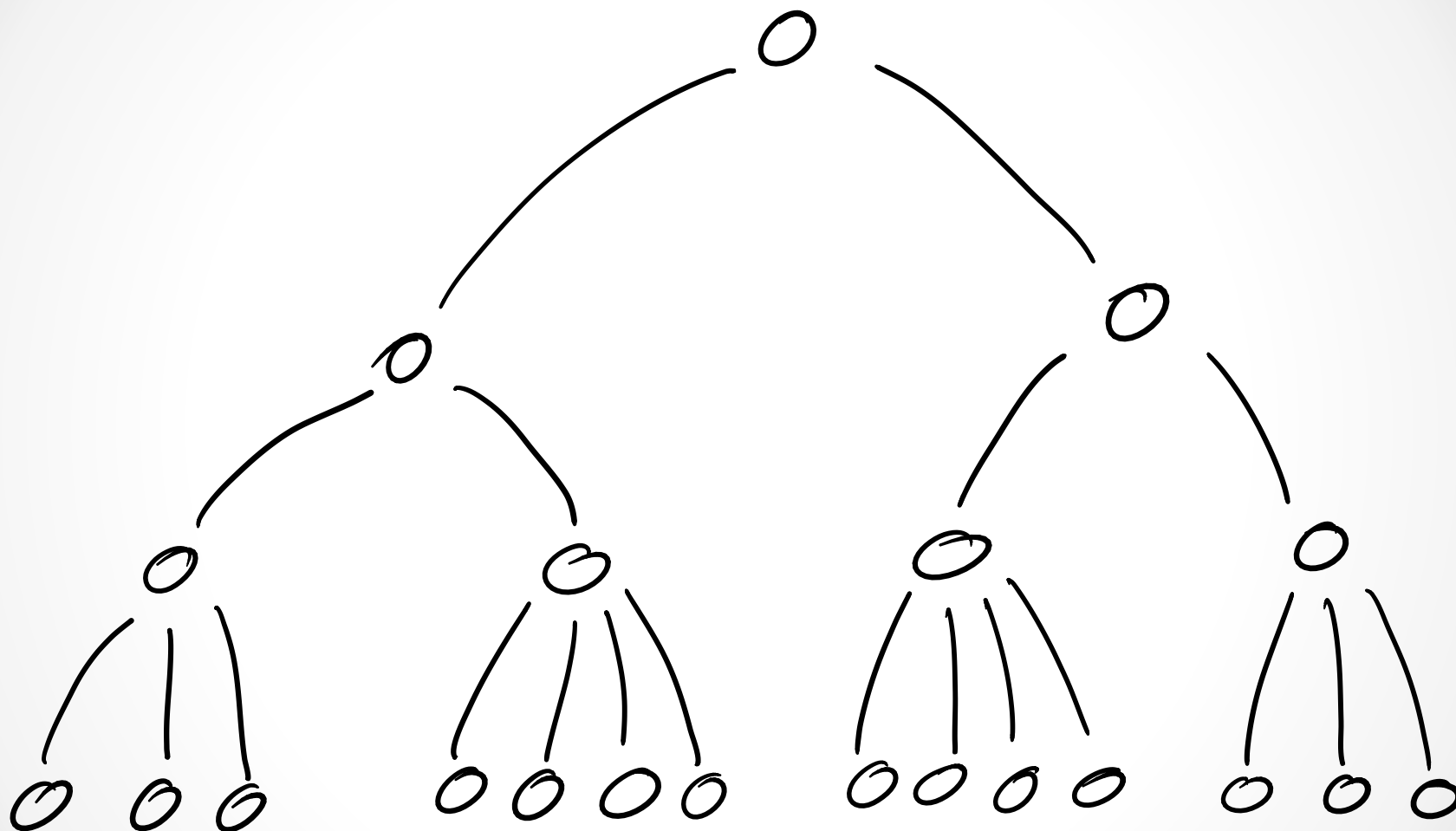


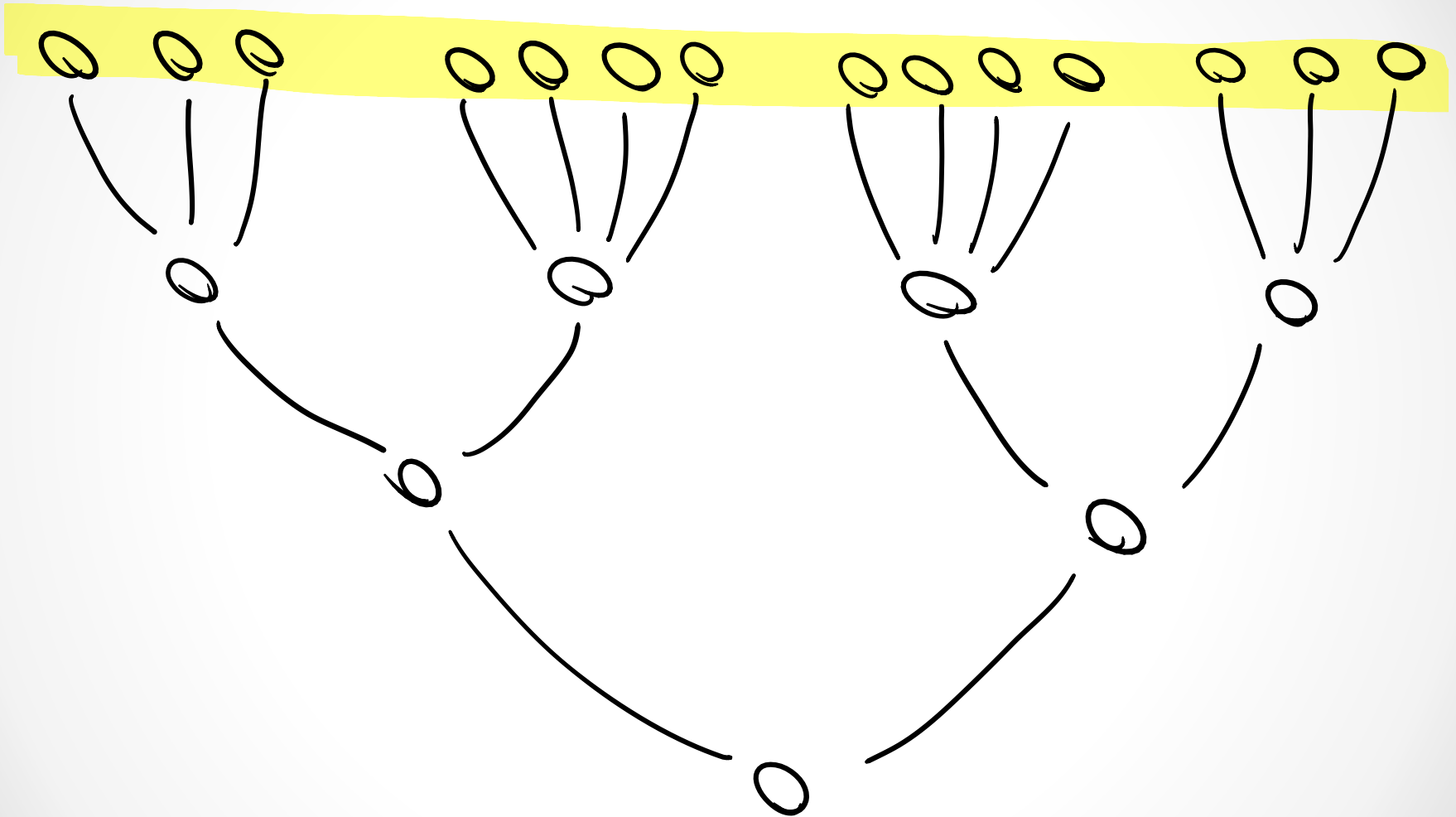
“When all you want is
a good set of hands,
unfortunately a person
is attached.”

- Henry Ford -

“The only thing we
learn from history,
is that we learn
nothing from history.”

– Georg W. F. Hegel –





*“The great leader is
seen as servant first”*

– Robert K. Greenleaf –

Leadership is helping
others achieve our
common goals

- me -

Chapter 4: Leadership Principles

- I. Start from myself
- II. Work with others
- III. Improve the system

1.
Start from myself

*“Words instruct,
examples lead”*

- Latin Proverb -

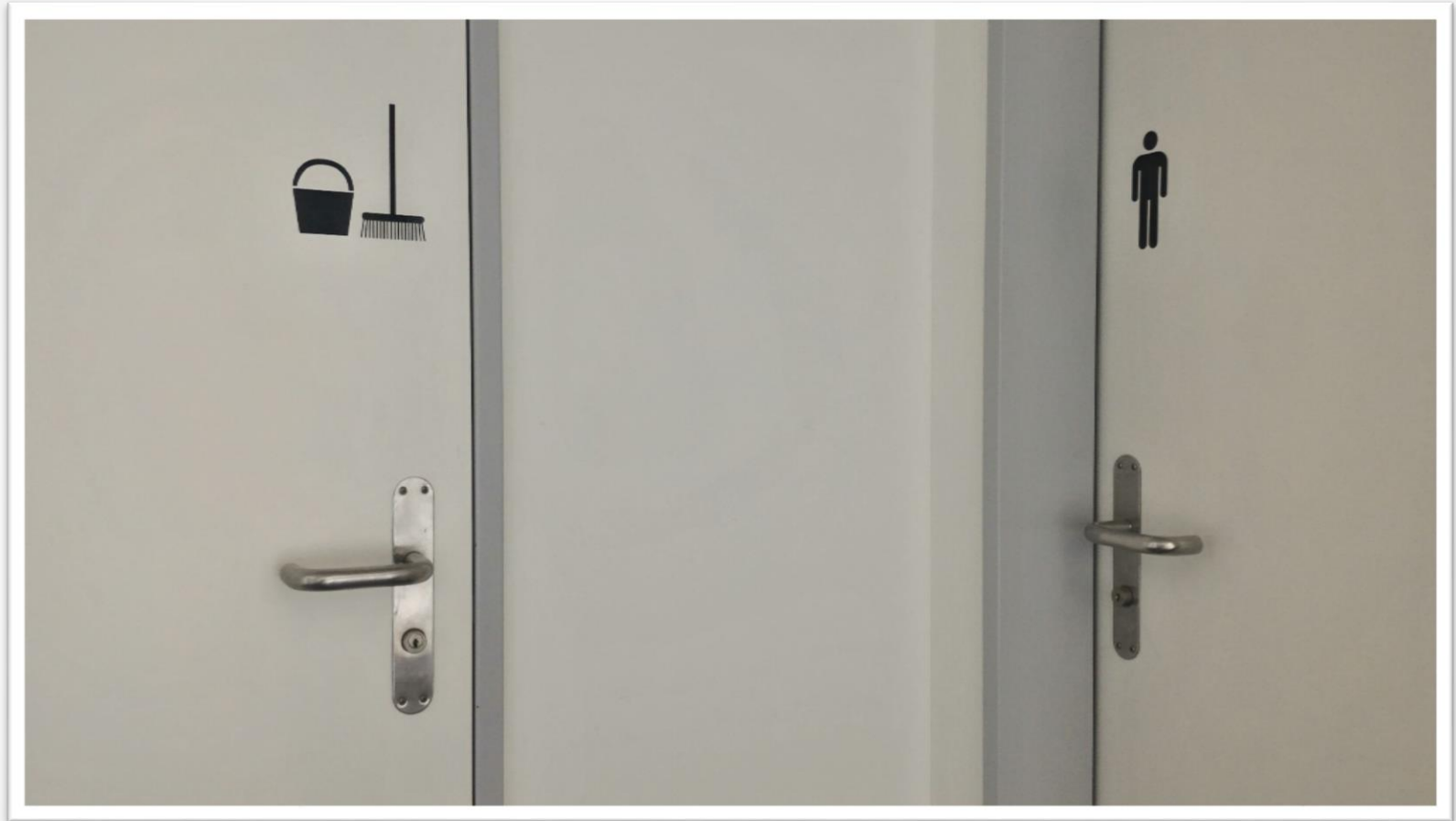
Understand myself

Develop myself

Network

11. Work with others

Lead People,
Manage Things



Understand others

I'm OK – You're OK

*Let the people do
their best*

III.
Improve the system,
not people

“People don’t resist
change, they resist
being changed”

– Irving Borwick –

“94% (of problems and opportunities to improve) belongs to the system”

- Dr. Edward Deming -

*“Don't embrace the
status quo”*

- Howard Mark Schultz -

Experiment

“Data is of course
important in
manufacturing, but I
place the greatest
emphasis on facts.”

- Taiichi Ohno -

Final Observation

“It’s the job of the leader to see to it, that leadership occurs”

- Peter R. Scholtes -

Thank You!

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