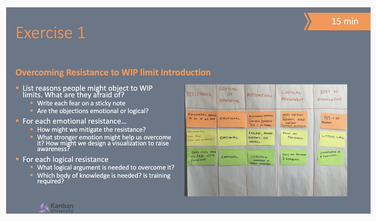
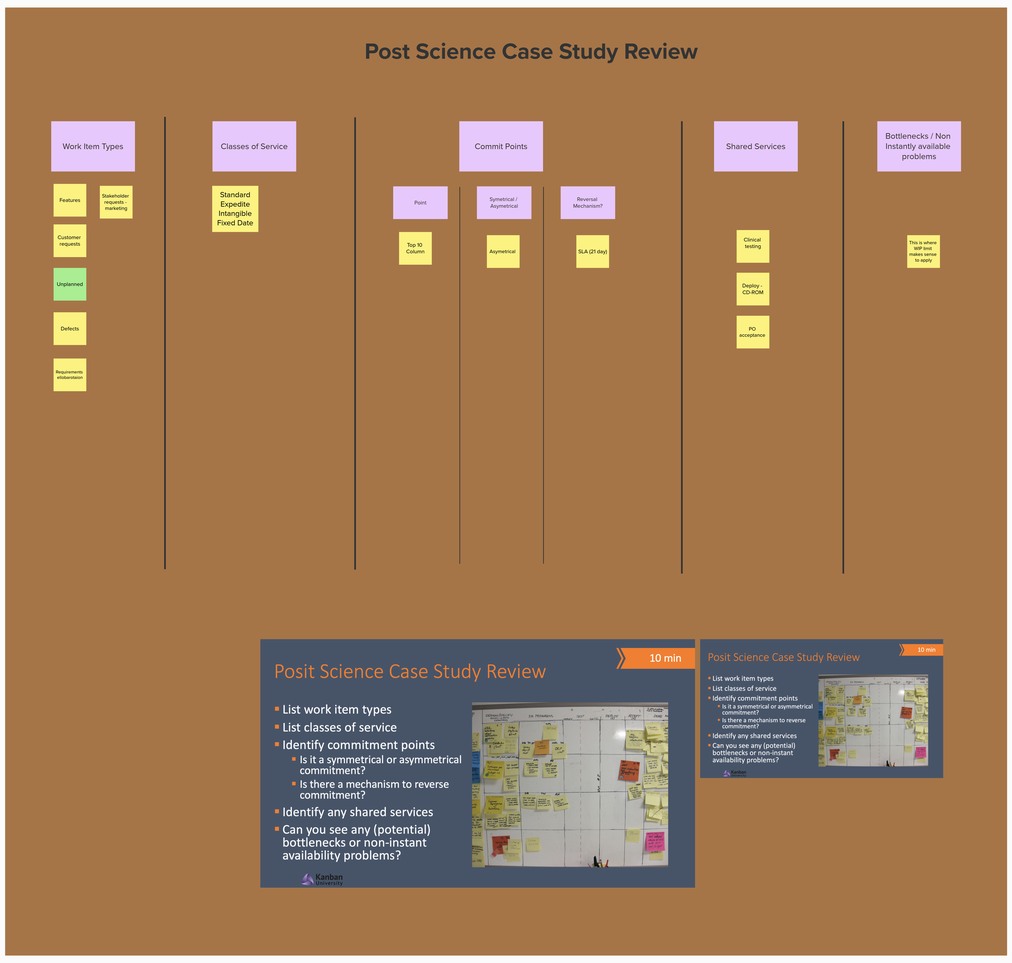
Overcoming Resistance

Resistance	Logical or Emotional	Mitigation	Logical Argument	Body of Knowledge
Cannot see how WIP would be useful	Emotional	Ask for elaboration examples?	Using real life examples of system problems	Data Analysis
We have too much to do	Emotional	Review work load	Focus on actual and relevant	Data analysis
How do we know which step should have a WIP limit	Logical			
What WIP limit should we apply?	Logical			
Management will think we are lazy	Emotional			
We will miss deadlines	Emotional			

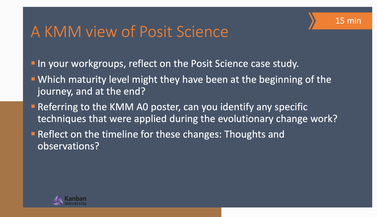
List reasons people might object to WIP limits. What are they afraid of?
- Write each fear on a sticky note
- Are the objections emotional or logical?
For each emotional resistance...
- How might we mitigate the resistance?
- What stronger emotion might help us overcome it? How might we design a visualization to raise awareness?
For each logical resistance
- What logical argument is needed to overcome it?
- Which body of knowledge is needed? Is training required?

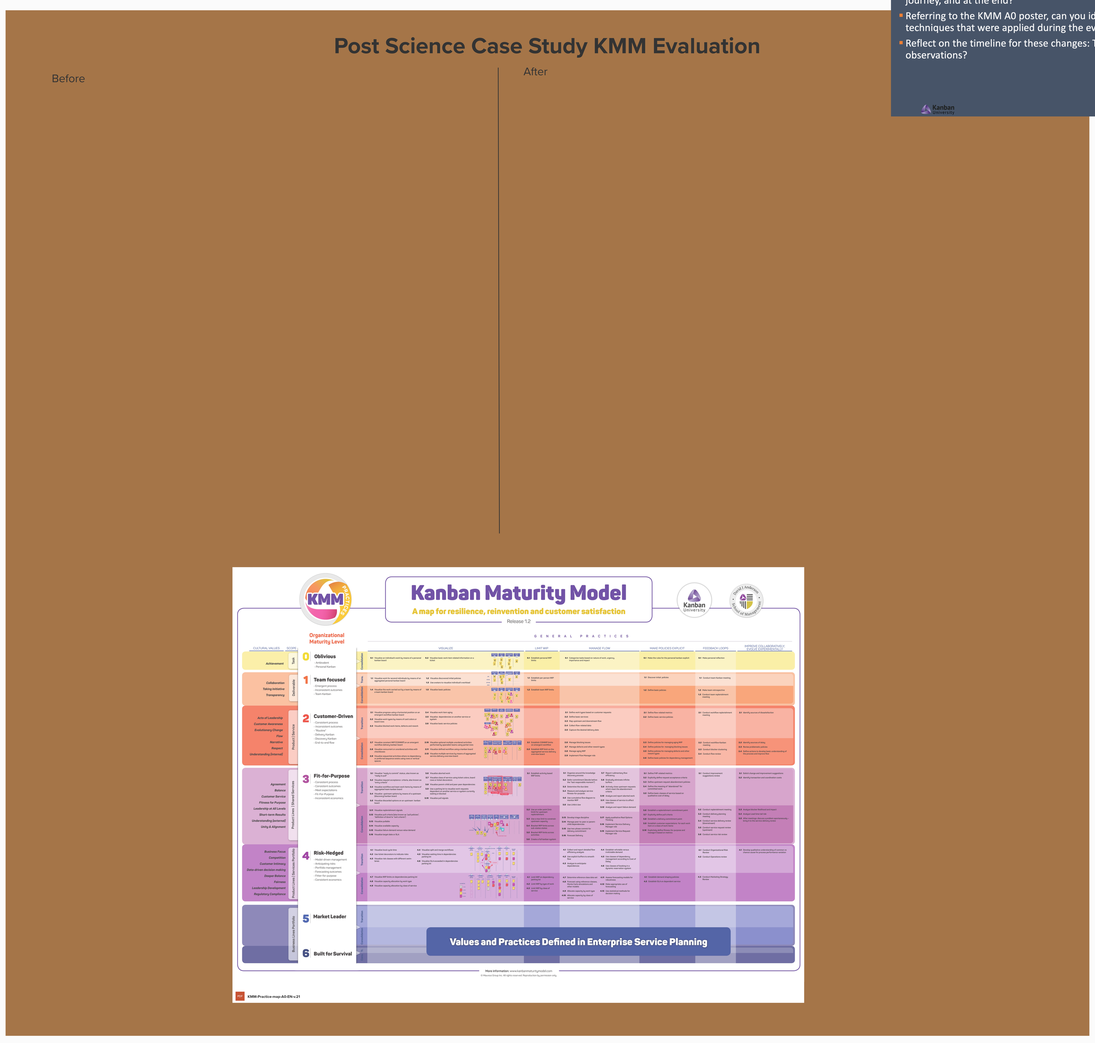


Posit Science Case Study Review

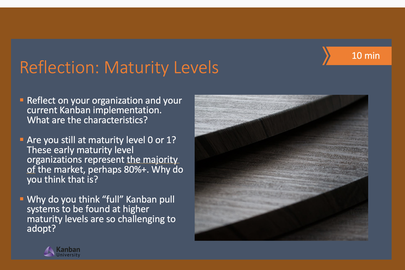


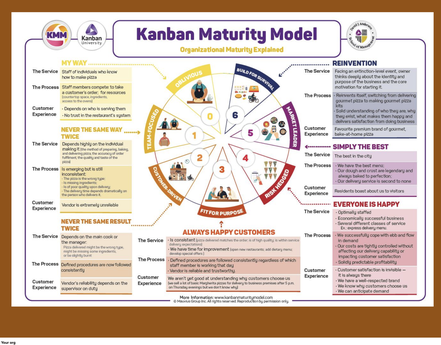
KMM view of Posit Science





Reflection: Your organisation

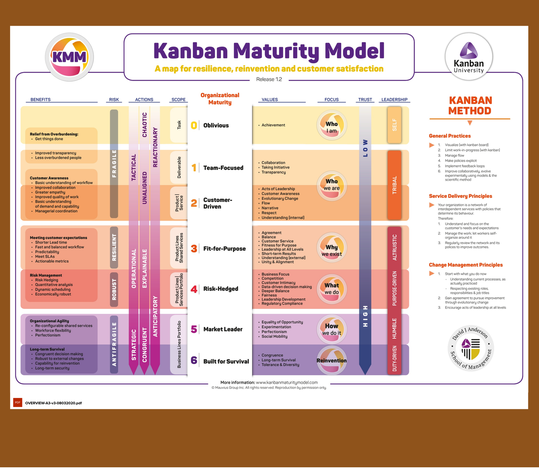




Reflect on your organization and your current Kanban implementation. What are the characteristics?
Are you still at maturity level 0 or 1? These early maturity level organizations represent the majority of the market, perhaps 80%+. Why do you think that is?
Why do you think "full" Kanban pull systems to be found at higher maturity levels are so challenging to adopt?

Reflection: Your org

Treasure Hunt: Maturity Levels



Treasure Hunt Maturity Levels