TALBOK

Popular management and behavioral science tools for better decision-making.

TALBOK ™ Tool	Adoption Difficulty (*)	Purpose	Capability Domain (**)
"Making Work Visible"	3	To commit to creating visual artifacts that make easier to coordinate action	Knowledge Mgt.
7 Dimensions of Organizational Performance Spider Chart	2	To graphically represent actual performance versus ideal performance	Knowledge Mgt.
Key Performance Indicators	3	To track targets and metrics for a particular initiative	Knowledge Mgt.
Balance scorecard	2	To align business activities to the vision and strategy of the organization	Knowledge Mgt.
Gap Analysis	1	To compare actual versus desired performance	Knowledge Mgt.
Appreciative Inquiry	1	To invite insights about what is working and how to scale it	Knowledge Mgt.
Organizational Effectiveness Code of Conduct	2	To describe the desired communicative and cooperative behaviors and attitudes in an effective organization	Knowledge Mgt.
Leadership Attribution Error	2	To avoid 'blaming the boss'	Change Mgt.
Psychological Safety	3	To invite insights and explore new options and risk taking	Change Mgt.
Minority Dissent Effect	1	To increase collective intelligence by inviting respectful dissent and minority opinions	Change Mgt.
Four Player Model	2	To increase collective intelligence by inviting different types of conversations	Change Mgt.
Ladder of Inference	1	To recognize how easy is to jump to conclusions without having all the information	Change Mgt.
The OBEYA Room	3	To replace status check up meetings with visual decision-making sessions	Quality Mgt.
Minimal Rework	3	To embrace a minimal waste and lean approach to execution	Quality Mgt.
Gap Analysis	1	To compare actual versus desired performance	Quality Mgt.
KAIZEN	3	To continuous improvement efforts involving all employees and functions	Quality Mgt.
Cause and Effect Diagram	1	To discard possible causes of impediments	Quality Mgt.
KANBAN Task Board	1	To visualize work in progress and address interdependencies	Quality Mgt.
BACKLOG planning and refining	3	To identify the various levels of granularity of actions required	Project Mgt.
RACI Matrix	1	To identify who is responsible, accountable, consulted, and informed	Project Mgt.
SPRINT planning and review	3	To establish agile cycles of production and feedback	Project Mgt.
Minimum Viable Product (MVP)	1	To create results and feedback as earlier as possible	Project Mgt.
10 Golden Rules	3	To identify risks and translate them into items in the BACKLOG	Project Mgt.
Iron Triangle	1	To ascertain the interdependence between quality, cost and schedule	Project Mgt.
TASKLIST – using color coding	2	To increase individual accountability and coordination during SPRINT	Task Mgt.
The Meaning of DONE	2	Shared understanding of criteria for completion	Task Mgt.
Check list	2	To guarantee that tasks are executed as planned	Task Mgt.
Agenda topics	1	To structure meetings, invite new topics and introspection	Cognitive Mgt.
Tool Talk	1	To introduce new tools that help deal with impediments	Cognitive Mgt.
Concept Maps	1	To clarify, organize, and discuss complex ideas or issues	Cognitive Mgt.
Mis/Preconception Check	2	To uncover hidden assumptions that could lead to errors	Cognitive Mgt.
Cognitive Dissonance	3	To create an emotional effect that increases memorization	Interaction Mgt.
Cloud tools	3	To increase social presence (Google Docs, Skype, LeanKit, etc.)	Interaction Mgt.
Zone of Proximal Development	3	To present new information at the level of its potential user	Interaction Mgt.
Multimedia Effect	3	To present new information in words and graphics to increase learning	Interaction Mgt.
Visual Artifacts	3	Tools that are represented visually as resources to increase performance	Interaction Mgt.

Selected project management and behavioral science tools for lean, agile and adaptable work
Version 3.0

A tool is any concept, technique, method or procedure that can represent information to support better decision-making in complex work. Though the tools have been developed by a particular capability domain, they can be applied in other domains and used to support performance in other domains. The particular tools included in this table are a selection of tools used in workshops held by Dr. Iris Stammberger at a variety of organizations.

(*) Adoption Difficulty Levels: Level 1 – Simple; Level 2 – Somewhat complex; Level 3 – Complex
(**) Capability Domain: Tools developed in one particular capability domain can be used to improve performance in other domains

Contact Dr. Iris Stammberger for more information about our lean and change management consulting services