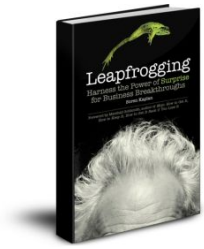
TOP 10 BESTSELLER amazon.com

WALL STREET JOURNAL. BESTSELLER

BARNES & NOBLE #1 BESTSELLER



Leapfrogging to Learning Breakthroughs & Innovation

LEARNING SOLUTIONS CONFERENCE & EXPO

ECOSYSTEM 2014 The Learning Infrastructure & Strategies Conference

Download slides: www.leapfrogging.com/guild

FAST COMPANY

CNBC

Forbes.com

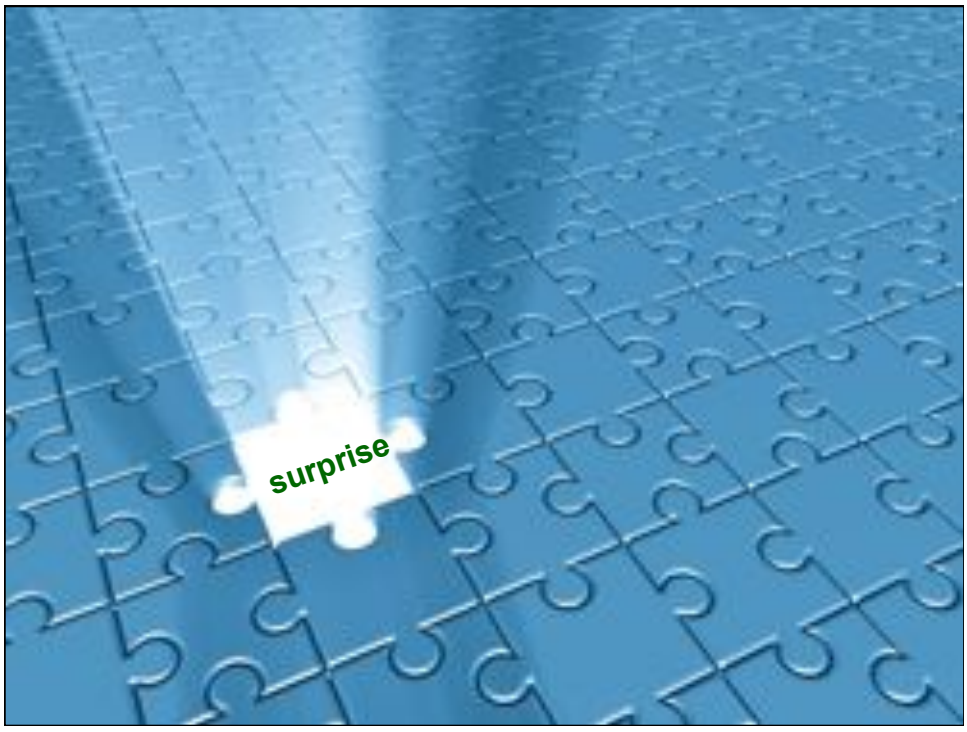
USA TODAY

AMERICAN MARKETING ASSOCIATION

monster

AMERICAN EXPRESS OPEN

Salon de
Café

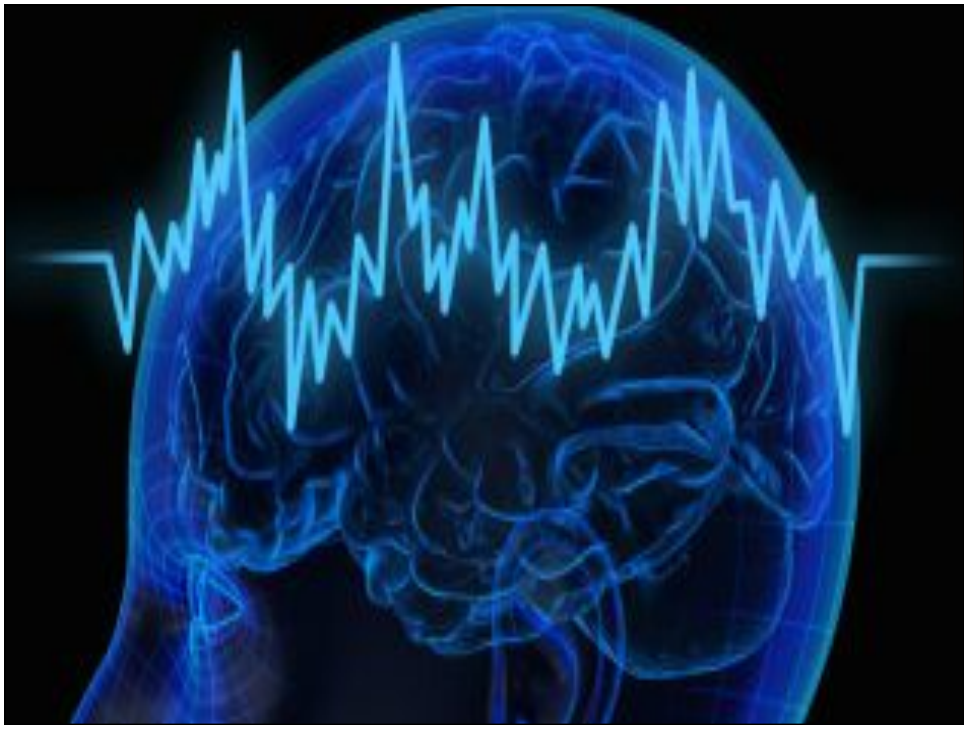

surprise

Famous Breakthroughs

soft shell cra
with salad of
peanut
pâté en
with gre
anc
sea bass
with octopus, lemon quinoa,
green olive and cuttlefish sauce
€ 25,50
MaS
main
MaS
starter
MaS

VINTAGE BY THE POUND
CLOTHES CONTACT

SECURITY ...etc.
SF WEEKLY WINNER
CLOTHES
$12/lb.
(OR less)



STORAGE WAR$
A&E
Real Life. Drama.

The Innovator's Dilemma
When New Technologies Cause Great Firms to Fail
C.K. PRAHALAD
M.S. KRISHNAN
the new age of
REVERSE
INNOVATION
CREATE FAR FROM HOME, WIN EVERYWHERE
DIFFUSION OF INNOVATION
FIFTH EDITION
EVERETT M. ROGERS
PERMANENT INNOVATION
Langdon Morris
INNOVATION
A BLUEPRINT FOR TRANSFORMING THE WAY YOUR COMPANY INNOVATES
TO THE CORE
BusinessWeek
THE WORLD'S MOST INNOVATIVE COMPANIES
Business Model Innovation
Proven Strategies That Actually Work
CLOSING THE INNOVATION GAP
REIGNITING THE SPARK OF CREATIVITY IN A GLOBAL ECONOMY
JUDY ESTRIN
HENRY CHESBROUGH
OPEN Services INNOVATION
RETHINKING YOUR BUSINESS TO GROW AND COMPETE IN A NEW ERA
STRATEGIC INNOVATION
EMBEDDING INNOVATION AS A CORE COMPETENCY IN YOUR ORGANIZATION
FOREWORD BY GARY HAMEL
INNOVATION
PATHWAYS BEYOND INNOVATION
INNOVATION HAPPENS ELSEWHERE
INNOVATION
CURTIS R. CARLSON & WILLIAM W. WILMOT
Harvard Business Review on Innovation
DISRUPT
BusinessWeek
3M's INNOVATION CRISIS
THE TEN FACES OF INNOVATION
TOM KELLEY

BORDERS®
BLOCKBUSTER
BlackBerry
ENCYCLOPÆDIA
Britannica

But there's a bigger problem…

InnovationPoint

"There's no formula. If there was a formula, a lot of companies would have bought their ability to innovate."

-- Tim Cook, CEO

3 Building Blocks for Breakthroughs

1. Rethink your role
2. Fall in love with problems, not solutions
3. Go outside to stretch the inside

FAST COMPANY

InnovationPoint

22

dreamstime

DUPONT
Saved millions
Revolutionized legal business model
Leveraged diverse talent inside & out

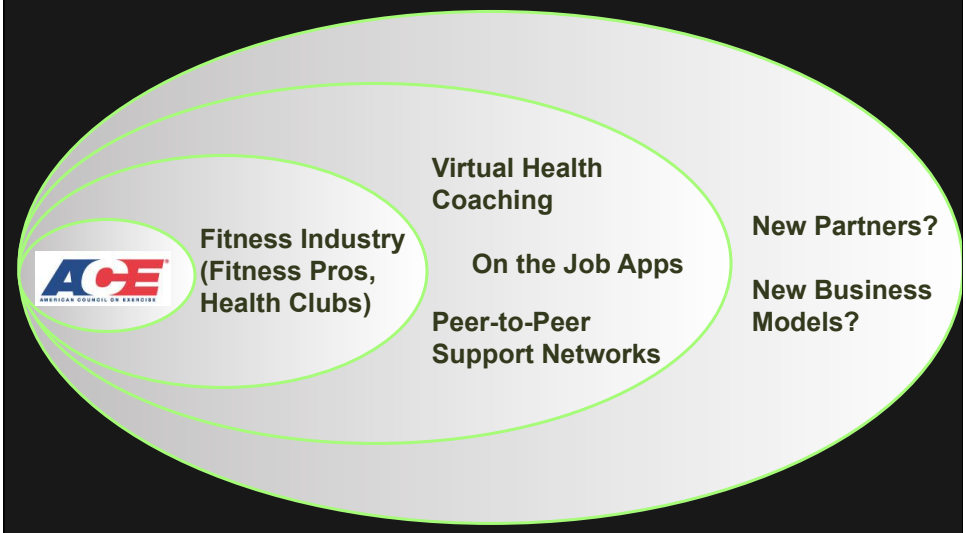
What business are you really in?

25

What business are you really in?

26

Redefining roles push business boundaries



Page 27

What business are you in?

- E-Learning?
- Training?
- Education?
- Professional Development?
- Lifelong Learning?
- Knowledge Leverage?
- Real-Time Job Insight?
- Business Transformation?
- Breakthrough Execution?

28

3 Building Blocks for Breakthroughs

1. Rethink your role
2. Fall in love with problems, not solutions
3. Go outside to stretch the inside

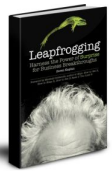
29

Tear Here
Cottonelle

What business problems are we solving?
Hint: the answer isn't "learning"

3 Building Blocks for Breakthroughs

1. Rethink your role
2. Fall in love with problems, not solutions
3. Go outside to stretch the inside



FAST COMPANY

InnovationPoint

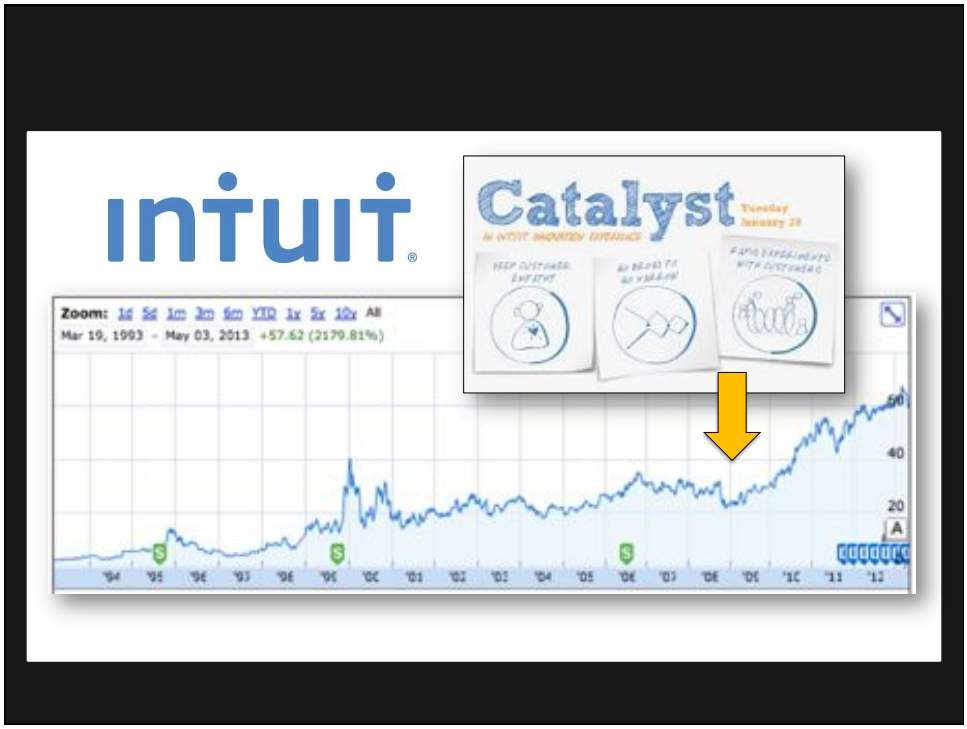
33

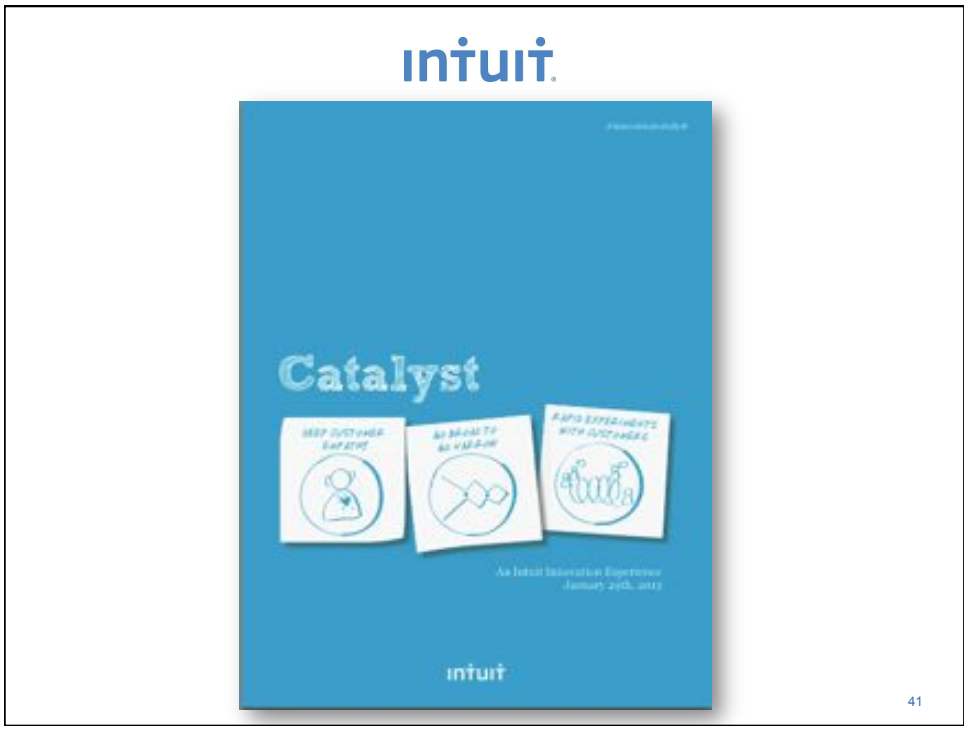
No Surprises
in Volunteer Management
Assumption-Based Planning
A Tool for Reducing Avoidable Surprises
James A. Dewar
PETER SCHWARTZ
INEVITABLE SURPRISES
PREDICTABLE SURPRISES
THE DISASTERS YOU SHOULD HAVE SEEN COMING AND HOW TO PREVENT THEM
MAX H. BAZERMAN
MICHAEL D. WATKINS
COMPETITIVE INTELLIGENCE ADVANTAGE
HOW TO MINIMIZE RISK, AVOID SURPRISES, AND GROW YOUR BUSINESS IN
SEENA SHARP
FINANCIAL WARNINGS
Detecting Earnings Surprises
Implementing Corrective Strategies
Charles W. Mulford · Eugene E. Comiskey
HEADS UP
How to Anticipate Business Surprises and Seize Opportunities First
KENNETH G. McGEE
No Surprises
Project Management

forecasting
SWOT analysis
financial analysis
scenarios
business modeling
market analysis
strategic planning
reverse engineering
CORPORATE MEAT GRINDER
TURBO FORCE 1800
InNOvation

Innovation

Surprise


intuit
Catalyst
Zoom: 1d 5d 1m 3m 6m YTD 1y 5y 10y All
Mar 19, 1993 - May 03, 2013 +57.62 (2179.81%)
50
40
20
A

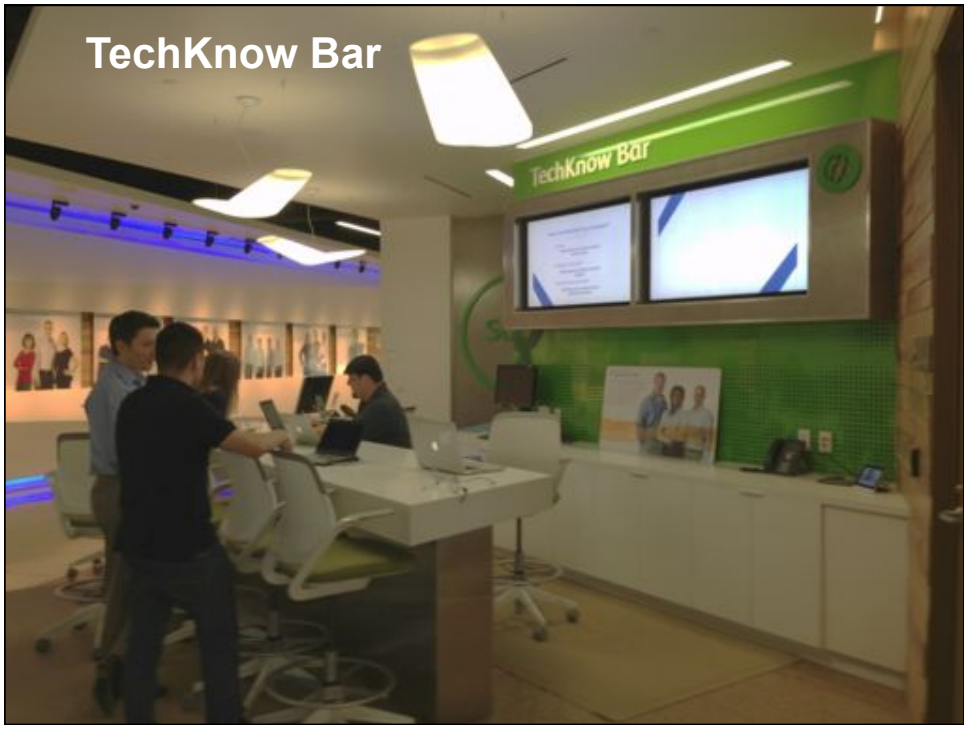

intuit
Catalyst
intuit
41

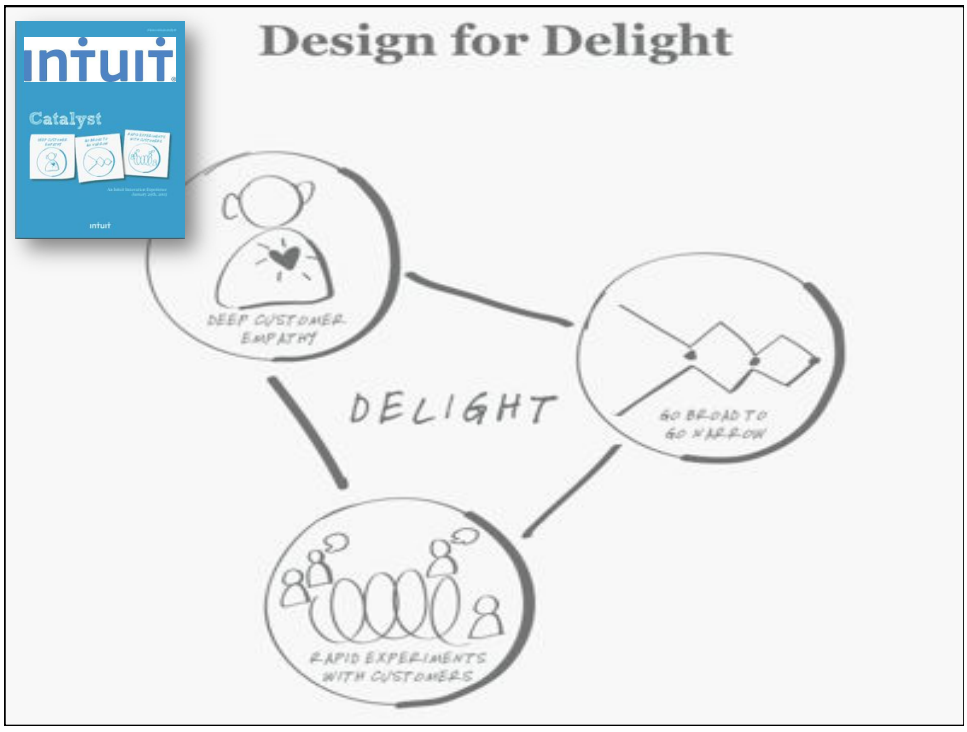
Quicken

Innovation
Wall of Fame

Taxcaster
Jay Yu

Immersive College Recruiting


TechKnow Bar
TechKnow Bar

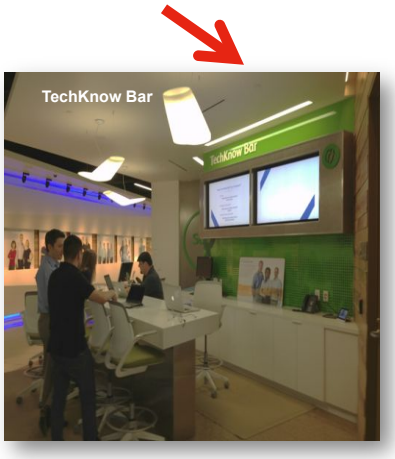

intuit
Catalyst
intuit
Design for Delight
DEEP CUSTOMER EMPATHY
DELIGHT
GO BROAD TO GO NARROW
RAPID EXPERIMENTS WITH CUSTOMERS

intuit

Customer Office Hours

Adopt a Business Model

How can we be the Apple of IT Support ?



Provide “experimentation time”

3M
Google
Free Time (10-15%)

Atlassian
“FedEx Days”

intuit
“Customer Office Hours”

InnovationPoint

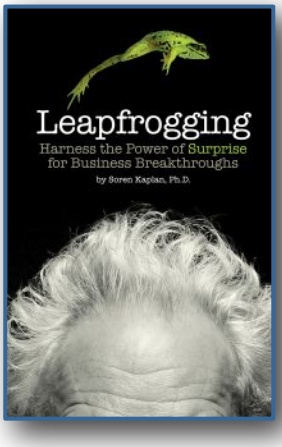
50

51

Bring the Outside In

52

Thank You



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skaplan@leapfrogging.com

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