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**Leading Total Quality:
Management's Role
in Aligning
Leadership and Total
Quality Practices**



November 2014

Dear Matthew,

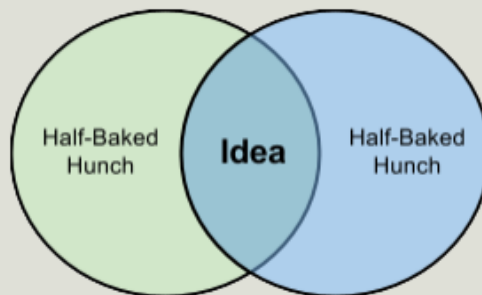
Creating an innovative climate requires that ideas can be generated without fear of immediate negative judgment. **Perhaps you have had ideas or suggestions that you were reluctant to voice because people might consider them impractical or foolish. These exercises from work with clients designed to promote flexibility in your thinking.**



Creating a Climate of Innovation

Use a spreadsheet or white board with a column entitled,

"half-baked ideas." Meet weekly or monthly to discuss the suggestions. When instituting change, start small and allow time for evaluation before making irrevocable decisions.



If you are improving your risk taking abilities, you will find that you can more confidently undertake subsequent projects where the impact of failure is somewhat greater.

By looking at organizational activities from an innovative perspective, it might be possible to generate new solutions

Click the book to read an excerpt

How do some organizations consistently achieve high quality products and services? In concise and straightforward language, Dr. Blake explains how the best organizations combine total quality and great leadership practices to create and sustain total customer satisfaction.
by: Orlando Blake PhD

Testimonials

"OUTSTANDING! Great learning. Would do it again without hesitation."

- **Robert Clevenger,**
Director of Facilities,
Sandia National Laboratories

"This is by far the best, highest quality most effective training program I have ever attended! Many thanks again for a thoroughly intense, productive and enjoyable time last week. It was such a pleasure getting to know both of you and I continue to ride on the energy of inspiration you sparked!"

-**Melaney Seacat,**
Deputy Director,
Pima County

Stay Connected

to old problems.

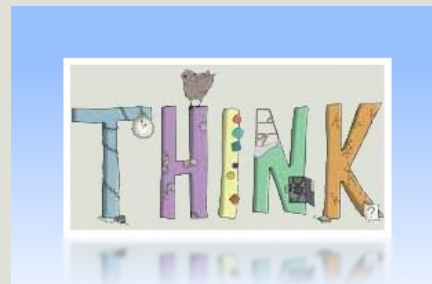
1. Select one major problem that co-workers have repeatedly encountered over the past 6 months.
2. Record the situation, how and if it has been handled in the past, and the success with which the solution was met.
3. Meet with co-workers to generate as many potential alternative solutions as possible.
4. Do not limit yourself to one or two solutions, since this will curtail creative thinking and cause too much concentration on detail. For now, concentrate on innovation rather than on the limiting factors of implementation.
5. Review the list of potential solutions and see if it is possible to combine the best parts of several into one superior solution.
6. Arrange for follow up one month later with the people affected by the by the innovation to determine if it is serving its purpose.

If the innovative solution is implemented and if the feedback indicates that the previous difficulties are eliminated or substantially reduced, this has been worthwhile.



Loosen Blocks to Creativity & Innovation

Sometimes being able to loosen your mental processes enough to come up with new ideas is the block to creativity. It should take about 20 minutes; although you may want to ponder the results longer.



● How many good ideas do you have to the



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Forward to a Colleague

Dr. Orlando Blake

Dr. Blake's 25 years business of experience includes senior executive positions for Warner Bros and Guess? Inc. Orlando is a Founding Fellow of the Institute for Professional Coaching Association at Mclean Hospital a Harvard Medical School Affiliate and a Certified Performance Technologist from International Society of Performance Improvement. Dr. Blake has authored of more than 7 books covering TQM, Conflict Resolution, Career and Personal development, and Leadership.

following problems? **Limit yourself to good ideas and do not put them down unless they are really good.**

- List all the good uses you can for an ordinary kitchen broom: 3 minutes.
- You are the owner of a downtown building. There is only one doorway through which everybody enters and leaves at noon. What good and completely satisfactory ways can you think of to alleviate this problem: 3 minutes?
- In order to aid the U. S. Government, conduct a public relations program: List all the good ideas you can think of that the average person could do to help a visitor to this country better understand and appreciate the U.S.: 3 minutes.

● **Total the number of good ideas you have for the three problems. What do you think of your ideas? Were they original or were they the kind anyone could think of?**

- In limiting yourself to good ideas, how many did you have that you did not list?
- Did you omit them because they were too expensive?
- Too academic?
- Just too far out?



In this example, observe how cautionary reasoning acts as a brake in making full use of your imagination.

● **Now give yourself 3 minutes for each of the following problems. This time, list every idea that comes to you - wild or mild, good or bad.**

- List all the uses you can think of for a used plastic belt 12 inches in circumference: 3 minutes.
- You live on a corner lot and people keep walking across the grass, spoiling the lawn. What are all the things you can think of to solve this problem: 3 minutes?

- List all the ways you can think of to yourself learn about people in foreign lands: 3 minutes.

● **Again write down the total number of ideas. Ask yourself the same questions as you did in the first set. Are there a few more original ideas? Are some of them potentially good ideas?**

● Dr. Alex Osborn, founder of Creative Education Foundation and author of Applied Imagination, liken trying to produce ideas while you judge them to driving a car with the brakes on. He explains that if we are going to equip a car with a more powerful motor (imagination), we should also equip it with stronger brakes (evaluation).



Call me today to discuss how innovative ideas can promote flexibility in your thinking and to create solutions to problems.

Sincerely,

Orlando Blake, PhD, CPT

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Find Us on LinkedIn: Join us on LinkedIn today! Daily you strive to update and transform your career and by joining us on LinkedIn, we'll help you promote career opportunities and generate business relationships. We'll also share valuable information to strengthen your customer relationships and develop your leadership effectiveness.



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