# Presentation Outline - Bon Secours Adaptive Ambidextrous Organization Design

## Objectives:

1) For participants to learn how one health care provider …
   - Conducted an adaptive enterprise-wide organization design
   - Piloted the implementation of the adaptive system-wide design with one market location using an ambidextrous start-up

2) For participants to discover the critical elements of an adaptive work system and ambidextrous start-up

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| As people walk into session, plus 8 mins | On the white boards in front of room, collectively answer the following 2 questions: | Instruction sheet and marker handed to participants as they walk into room.  
  1) What challenges do start-up organizations face when embedded within a parent structure?  
  2) What can be done to mitigate these challenges? | Participants will have thought about key elements of an ambidextrous start-up. |
| 7 mins          | Welcome                                    | Welcome participants to session - Rick  
  Session Objectives                                                                 | Participants will know learning objectives of the session and who is in the room |
|                 |                                           | Provide overview of session objectives - Dan                         |                                                                         |
| 25 mins         | Overview of Bon Secours system design and BSKY Adaptive Ambidextrous organization design | PowerPoint overview – Rick/Dan  
  - Define S curves, ambidextrous organization, design criteria, organization structure, adaptive work system  
  - Describe how the design process introduces and models the adaptive work system | Participants will have a common platform on which to discuss the small group questions. |
| 20 mins         | Small groups collectively identify their top 3 – 5 recommendations on the following questions. Individuals choose which group to join. Limited to ¼ of room participants per group. | On your white board, collectively answer the following for your group. Prepare for one person to report out to the large group.  
  - Group 1 – What are the top 3 – 5 strategic and environmental reasons for BSKY to use an adaptive work system?  
  - Group 2 – What are the top 3 – 5 hurdles BSKY will face in implementing adaptive integrated practice units (IPUs)?  
  - Group 3 – What are the top 3 – 5 digital technologies that would enable BSKY’s adaptive work teams to be more effective?  
  - Group 4 – What are the top 3 – 5 critical elements that will ensure BSKY has a successful ambidextrous start-up? | Participants will have engaged with the core concepts of an adaptive work system and ambidextrous organization. |
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| 25 mins | Group discussion.       | Each group reports out using their whiteboard. Facilitated large group discussion. Group questions may include:  
- What is the power of small group – large group process design? How does this model an AWS?  
- Participants get feedback on their application of the concept/tool. |
| 5 mins | Summary and close       | As individuals answer the following three questions and be prepared to share with the larger group.  
- **What** – What did you hear?  
- **So What** – Why is this important?  
- **Now What** – How will you use what you learned going forward? | To end the session acknowledging the groups learning.                  |

*Note: Rick and Dan will each step into the discussion flow to point out “double loop learning” opportunities, e.g. …  
- How the process being used today is a small example of iterative learning  
- What it was like to learn about an Adaptive Work System through the design process  
- Etc.*