

SYMPOSIUM PERFORMANCE MANAGEMENT (24TH JUNE 2016)

Selection of effective business practices in the midst of evolving complexity

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ABSTRACT

I admire leaders who create successful organizations with little outside guidance. There are many inspiring stories of great businesses that started with little experience and training and have made major contributions worldwide across diverse industries, such as airlines, retail, and manufacturing. In contrast, a great number of businesses fail. Many large businesses have failed spectacularly, in headline-grabbing fashion, but most failed businesses implode quietly. In the United States alone, half of small businesses do not survive after five years; each year over 1 million file for bankruptcy, and another 1.5 million-plus are awaiting bankruptcy resolution. This presentation offers a behavioral systems analysis approach for business leaders and managers pressured to help their organizations thrive in the midst of highly complex and dynamic business environments.