



How to make a responsive plan to achieve your goals

Chenny Xia



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your neighbour

(Your name, role, and a
fun fact about yourself)

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Today's speaker



Chenny Xia

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GotCare

@journeyinnovate

Agenda

Warm up

What is responsive planning?

Make a responsive plan

Observations and reflections

Q&A

Warm Up



**Here's
some
information**

**What do
you see?**



Here's one
way to
make sense
of the
information

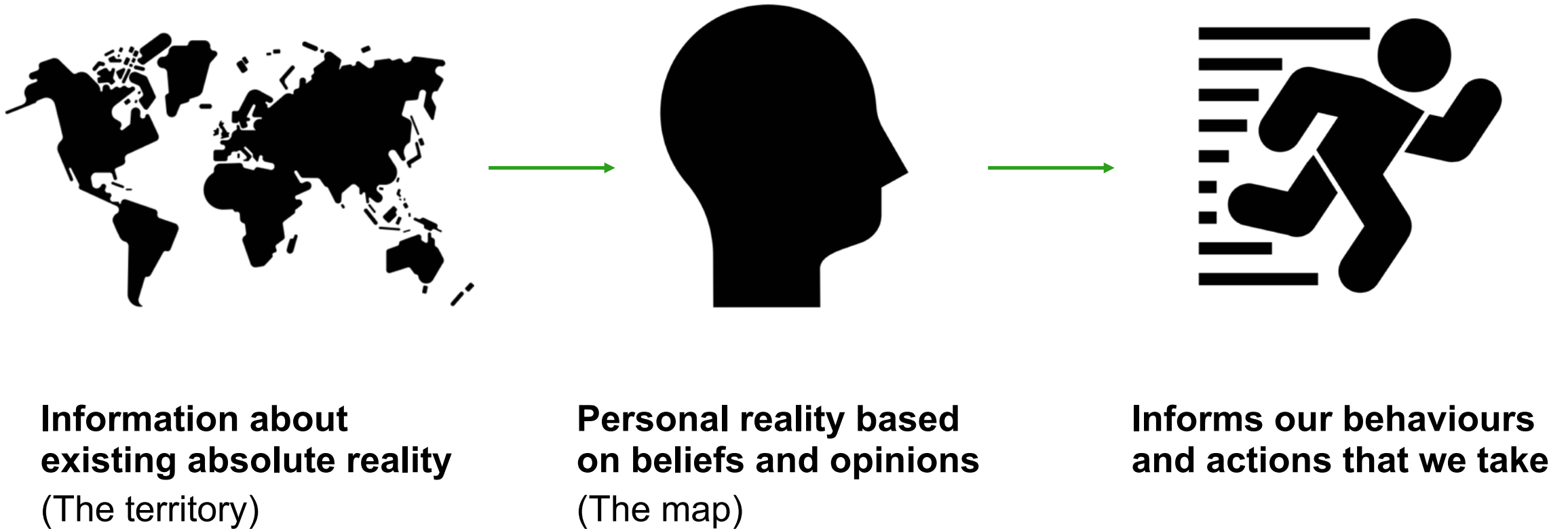


**Try to see
something
different
using the
same
information**



“The map is not the territory”

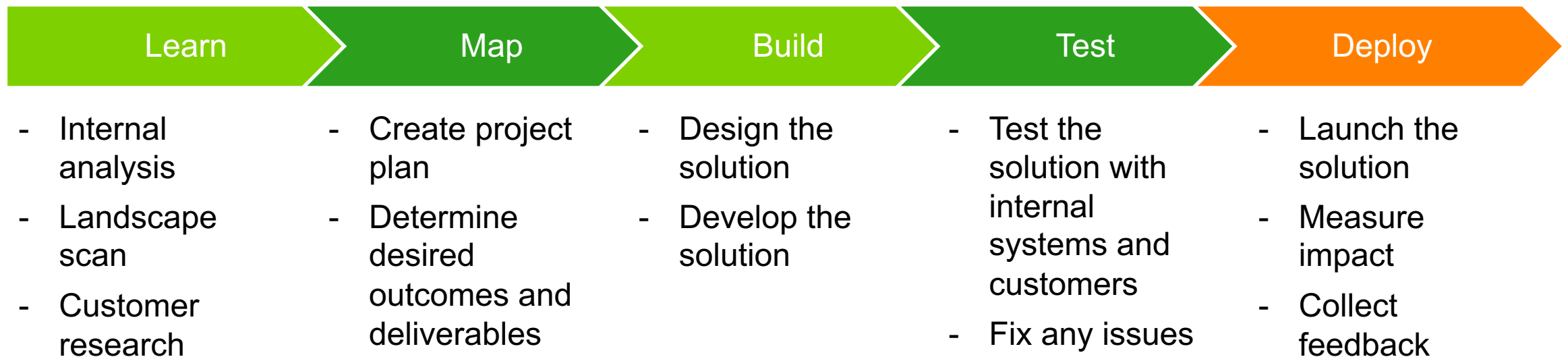
A map is simply how we make sense of information about reality



Introduction to Responsive Planning



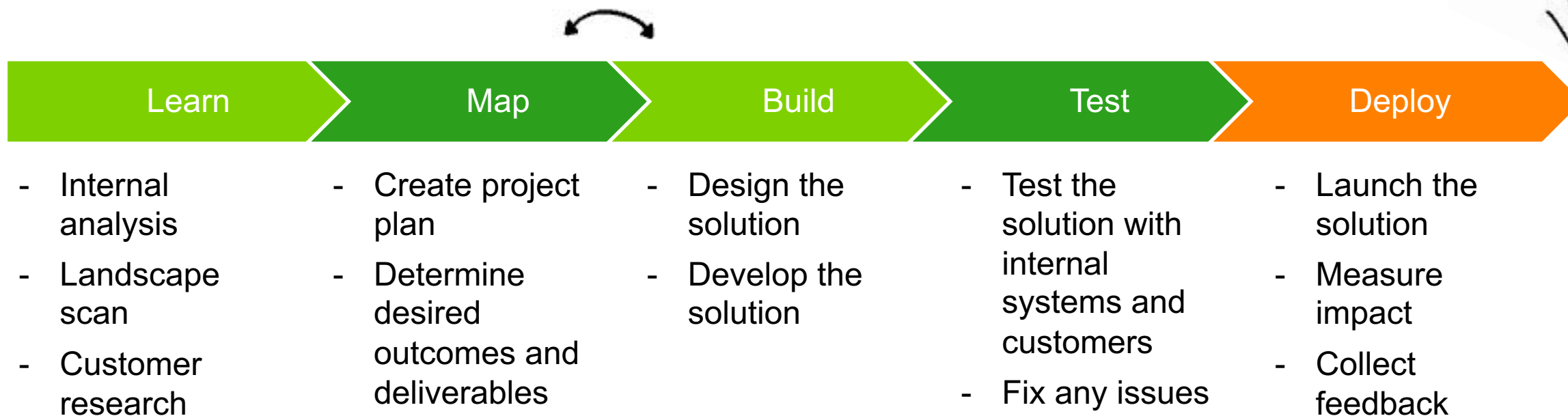
Traditional planning



Traditional planning

We wait for the last “step” to finish before the next “step” begins

Big deliverable
at the end



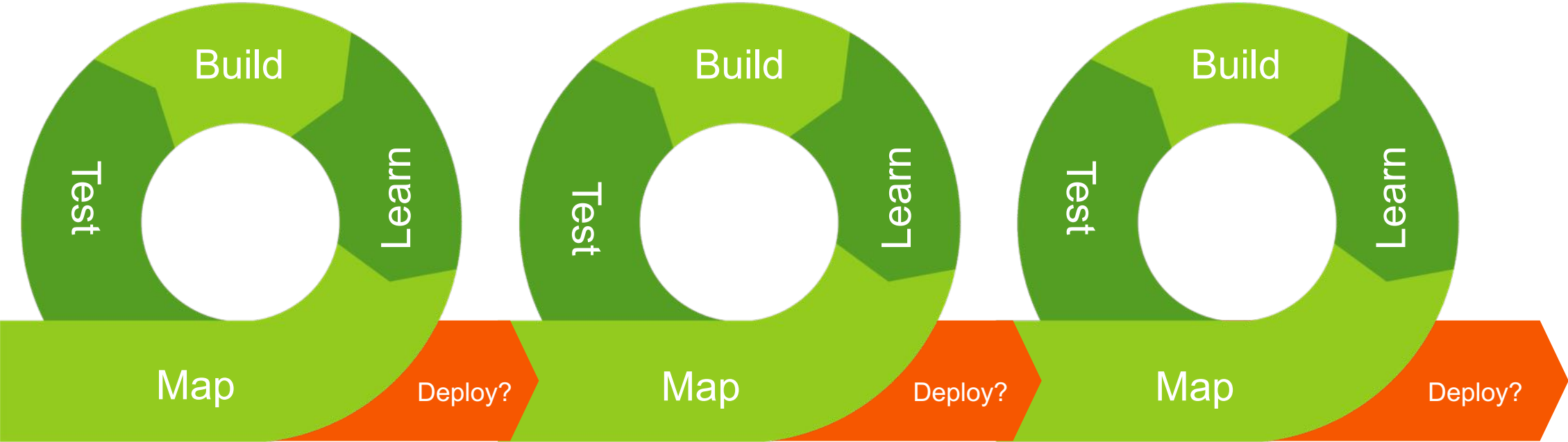
Challenges facing traditional planning

- Things rarely unfold as planned, we receive new information about our “territory” all the time (and it’s expensive to change the plan!)
- The world is changing at an unprecedented pace, new solutions can become legacy solutions in a short time frame
- Failure is a part of the journey to success, skeptical stakeholders can put your work at risk

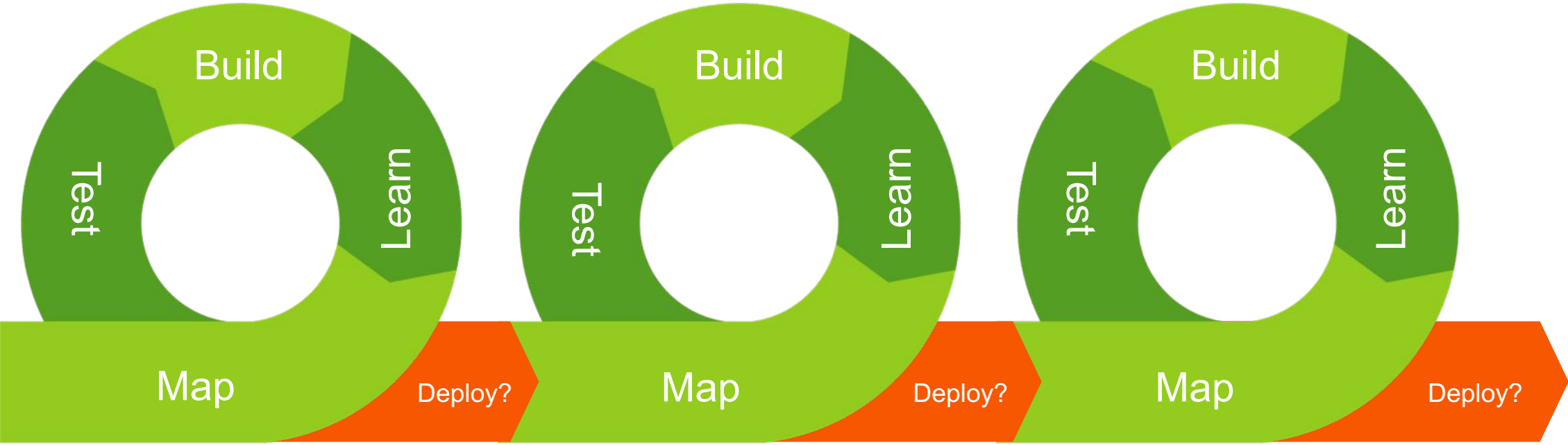
Introducing responsive planning

- Determine desired outcomes and deliverables in small increments, influenced by learnings and insights as they unfold
- Provides leaders with the opportunity to adjust the plan throughout, because that's a part of the plan
- Focus on continuous and cumulative delivery of value to customers, instead of a “big pow” at the end

Responsive planning



Responsive planning



Learn a little, build a little, test a little, repeat

Smaller deliverables throughout

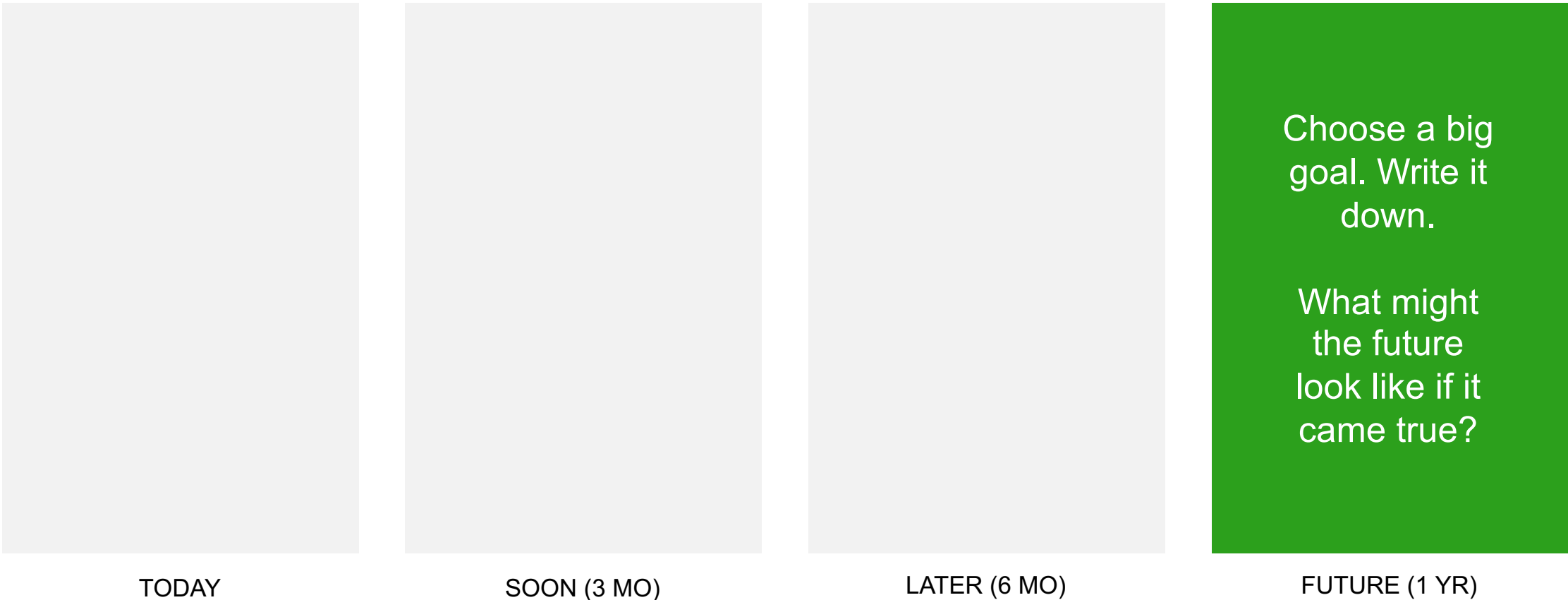
It's your turn!

Make a Responsive Plan



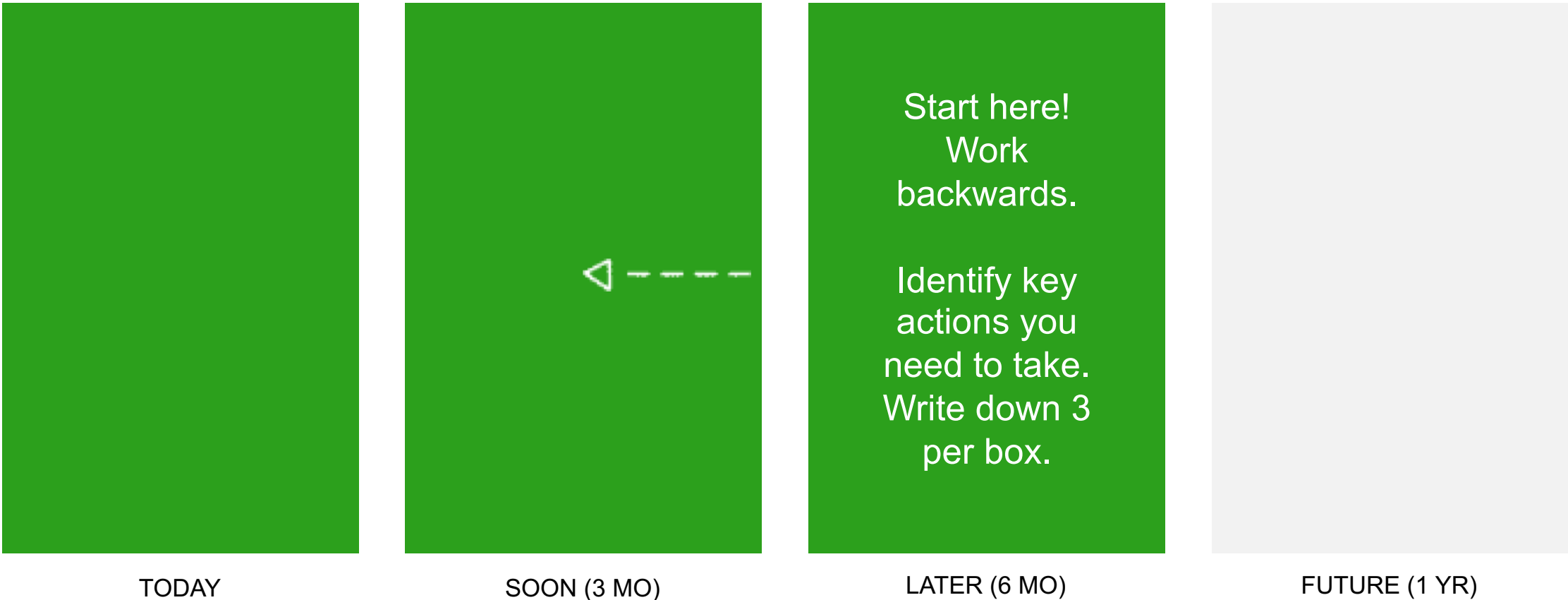
Use a big goal to paint a picture of the future

Step 1 of 6



Backcast from the future towards today

Step 2 of 6



A photograph of two young women with blonde hair talking outdoors at night. The woman on the left is in profile, wearing a dark jacket with a white fur collar. The woman on the right is seen from the back, wearing a grey jacket. The background is dark with some green foliage and a blurred light source.

**Share with your
neighbour**

(3 min each)

Key ingredients of responsive planning

Quick tips

Sprints

- Responsive plans are comprised of multiple sprints
- A sprint is a time boxed effort, with two weeks being the most common
- The first day of a sprint is a planning meeting, the last day of a sprint is a reflection meeting (or retrospective)

Tasks

- Each sprint is comprised of tasks
- A task is something that can be completed by one person (if it can't, consider breaking it down into multiple tasks)
- Tasks are generated as a team to enable autonomy and ownership

Assumptions

- Plans are full of assumptions
- Assumptions enable speed (or velocity)
- Assumptions are called out when we plan a sprint, and reflected upon at the end of a sprint
- It's all about learning!

Brainstorm tasks for the first sprint

Step 3 of 6

What first steps do you need to take?
Use your backcast as inspiration.

WEEK 1

Generate 3 tasks per week.
Assign a temporary owner for each task.

WEEK 2

What assumptions are we making?

Step 4 of 6

What assumptions we are making for each task? (Think opinions or guesses)

WEEK 1

Generate 3 assumptions per week.

WEEK 2

A photograph of two young women with blonde hair talking outdoors at night. The woman on the left is in profile, wearing a dark jacket with a white fur collar. The woman on the right is seen from the back, wearing a grey jacket. The background is dark with some green foliage and a blurred light source.

**Share with your
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(3 min each)

What questions are critical to ask at the end of each week?

Step 5 of 6

What questions should the team reflect on at the end of each week?

WEEK 1

Generate 3 questions per week.

WEEK 2

Reflect and add additional tasks

Step 6 of 6

Are there additional tasks that need to be done in order to answer those questions?

WEEK 1

Don't forget to assign a temporary owner!

WEEK 2

A photograph of two young women with blonde hair talking outdoors at night. The woman on the left is in profile, wearing a dark jacket with a white fur collar. The woman on the right is seen from the back, wearing a grey jacket. The background is dark with some green foliage and a blurred light source.

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(3 min each)

Observations and Reflections



How was this experience for you?

- What was easy?
- What was hard?

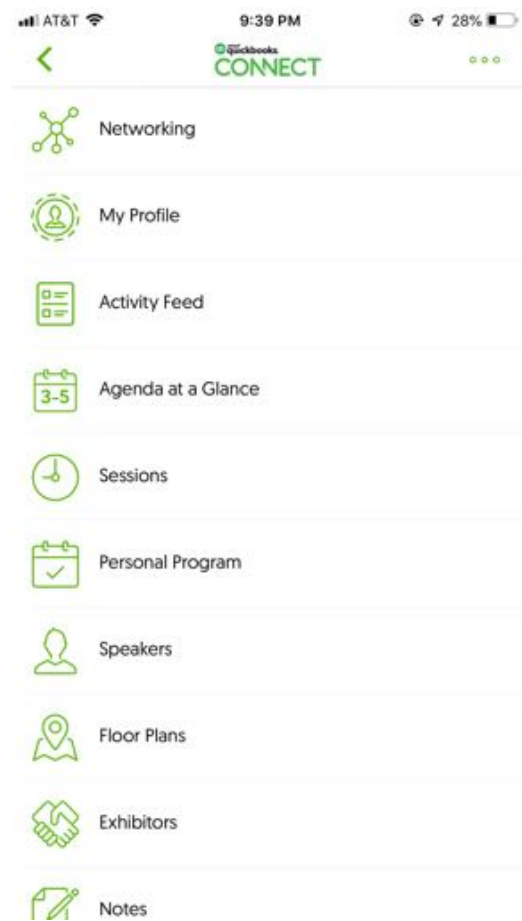
Key takeaways

- Responsive planning can enable your team to question your assumptions and see alternative pathways to your goals
- De-risk your organization's activities by planning for small cumulative deliverables over singular big deliverables
- Celebrate “what you learn” as much as “what gets done”

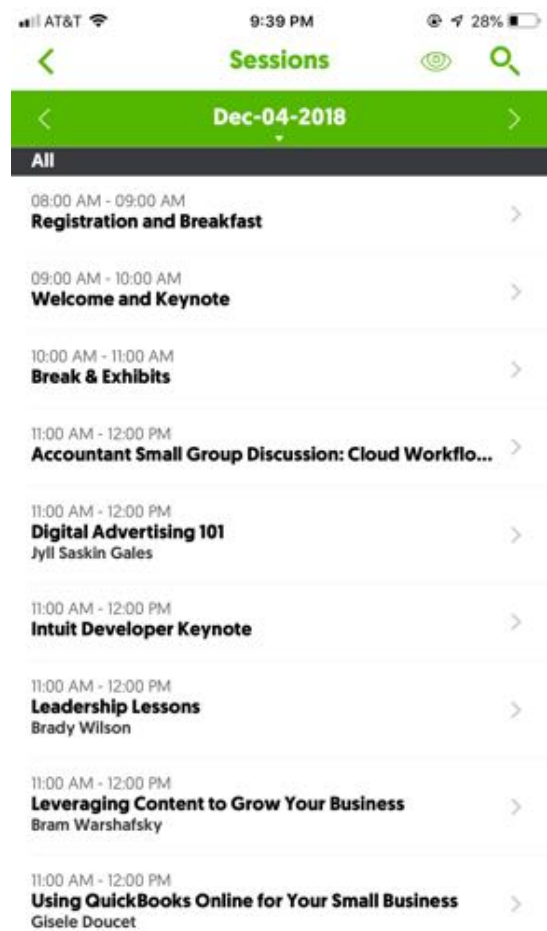
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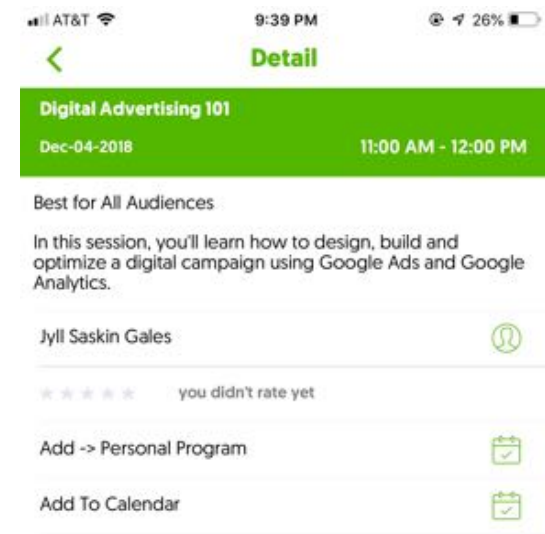
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	Intuit Developer Keynote • session repeats	+



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