



Our Mission

To Change the World
though Systems that Enable Everyone
to THINK Smarter, Faster & more Innovatively.

35+ Years of Experience in a Wide Range of Industries

<ul style="list-style-type: none"> Adult Body Cleansers Adult Candy Adult Education Services Adult Skin Care Advertising Air Filters 	<ul style="list-style-type: none"> Candles & Confectionary Car Care Products Carbon 	<ul style="list-style-type: none"> Engine Oil Additive Engineering Entrepreneurs Expandable Foam Eye Care Eyeglasses Fabric Treatment Facial Cleansers 	<ul style="list-style-type: none"> Gov't. Budgeting Services Lunch Meats Management
<ul style="list-style-type: none"> REGULATED John Hancock Humana MEGITT Chase Imsh 	<ul style="list-style-type: none"> SYSTEMS FOR WORKING SMARTER THE LIMITED stamps.com Schlage 	<ul style="list-style-type: none"> SERVICES CHASE Fidelity SPROUTS Best Buy ebay Bank of America Payless TESCO AT&T 	<ul style="list-style-type: none"> PRODUCTS NONPROFITS INPEACE EarthShare March of Dimes CollegeBoard

Boats and Boat Retailing
Bottled Coffee & Teas
Boxed Chocolates
Branding
Burial Caskets
Business Communications
Business Insurance
Business Research Services
Butters and Spreads
Canister Snacks

Electric Utility Services
Electronics

Gourmet Breads
Gourmet Coffee

Life Insurance
Locks/Security Systems
Long Distance Phone
Ice Cream and Deserts

Online Security Systems
Paper & Pulp Processing
Paper Cups, Plates
Pay Phones/Systems
Peanuts and Peanut Butter
Personal Grooming
Pet Control
Pet Foods
Pharmaceuticals
Photographic Equipment
Pickles
Playground Equipment
Pork Products
Q-Z listed on EurekaRanch.com

EUREKA! INVENTING

Patentable Breakthroughs

Jump Your Start Brain

Innovation Curriculum
Tools & Training



We Walk the Talk...

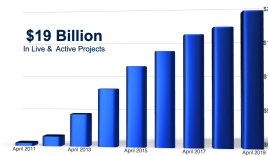
#1 Rated Craft Whiskey Products in the USA*



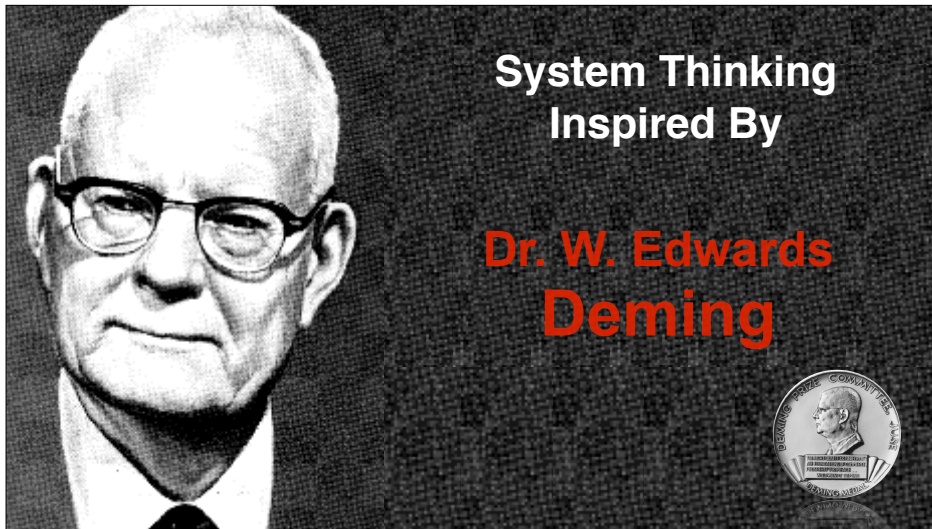
* Based on Ultimate Spirits Competition 2020

Jump
Your Start
Brain®

Our Specialty is
System Driven Innovation



Powered by 6 Academic Courses & The World's Largest Active Innovation Database



94% of failures are due to the **SYSTEM**
6% are due to the **WORKER**



IF / THEN - Thinking Adventure ADDRESSING NEW CUSTOMER FEAR

IF we knew that new **customer fear of change** would remain

THEN how should we change our offerings and messaging

The "IF" is a **GIVEN...** for this **ADVENTURE**

IF / THEN - Thinking Adventure ADDRESSING NEW CUSTOMER FEAR

AGENDA

- **LEARN:** 30 Minutes - Systems for CREATING Ideas
- **APPLY:** 10 Minutes - SPARK DECK to Ignite Ideas & Learning
30 Minutes - Idea Generation on the Adventure
- **LEARN:** 15 Minutes - Systems for ACCELERATING Ideas
- **APPLY:** 20 Minutes - Begin Action Plans
- **LEARN:** 15 Minutes - Share Learnings & Insights

System For ALIGNMENT On Innovation Mission

RIGHT NOW - What is the biggest problem in your work staring at you each day?

No Alignment on Priorities

Growth vs. Cost, Too Many, No Choices

POOR Systems

No System - Unclear Roles, Expectations, Methods

Lack of Cooperation

Internal Silos, Supply Chain & Customer Cooperation

Decision Making

Team / Management Won't Make or Make Bad Ones

Technical Problems

Team / Management Won't Make or Make Bad Ones

Need New Product

Employees Unmotivated

0% 5% 10% 15% 20% 25% 30% 35%

Innovation Pipeline

The simple way to drive alignment.

Blue Card

INNOVATION ENGINEERING

VIO
Very Important Opportunities
For Growth

VIS
Very Important Systems
For How We Work

STRATEGIC ALIGNMENT

Alignment System Based on the Military's REPLACEMENT for "Command and Control"

Commander's Intent: A clear and concise expression of the purpose of the operation and the desired end state that supports mission command, provides focus to the staff, and helps subordinate and supporting commanders act to achieve the commander's desired result without further order, even when the operation does not unfold as planned.

In the absence of further orders you would know what to do....

LEADERSHIP Defines

WHAT we need
& **WHY** we need it

EMPLOYEES invent
HOW to solve

What is VERY Important

- **Narrative** (motivates employees)
- **Strategic Mission** (real & clear vision)
- **Strategic Exclusions** (what not doing)
- **Tactical Constraints** (reality check)
- **Exploration Areas** (where to start)

Blue Card
INNOVATION ENGINEERING
Purpose: To maximize alignment between technology strategy and how employees invest available time & energy.

1. Very Important Opportunity ... Describe the nature of your opportunity	OR Very Important System ... Describe the system to focus on
2. Looking for LEAP Innovations ... Identify the high impact & risk	OR Core Innovations ... Core competencies
3. Long Term Blue Card "years"	OR Short Term Blue Card "months"
4. This is for the Total Company	OR for Specific Division/Department

VIO/VIS Name: Give this VIO/VIS Important Blue Card a name that is suggestive of the mission.

Narrative: Tell the story of WHY it is VERY IMPORTANT that we focus energy on this Blue Card. This Narrative should be so clear that employees get no further direction they will be motivated to work on this Blue Card and will know exactly what the technology strategy and tactical intent is.

SYSTEM for Strategic ALIGNMENT



System For
IDENTIFYING
Big Ideas

Meaningfully Unique

Meaningfully

Meaning
Purpose
Value
Significance

Unique

Novel
Unusual
Provocative
Unexpected

A Product or Service is Meaningfully Unique when...

Customers are willing to pay more money for it.



THE PROBLEM

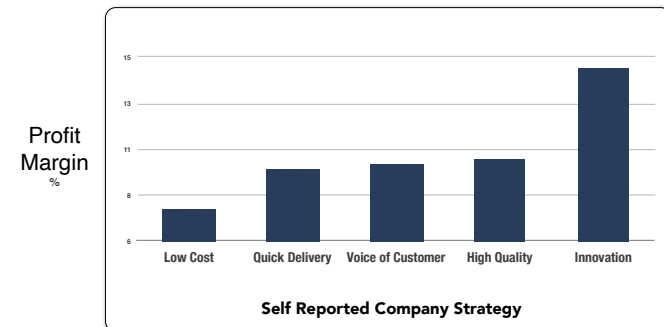
If you're not

**Meaningfully
Unique**

you better be CHEAP.



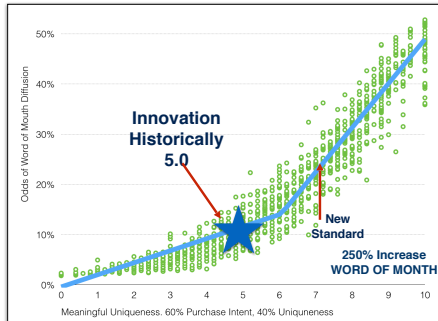
Innovation offers the highest Return on Investment



Meaningfully	Unique
Purchase Intent	New & Different
0 to 10 Scale	0 to 10 Scale
Weight 60%	+ Weight 40%



Meaningful Uniqueness Grows WORD of MOUTH



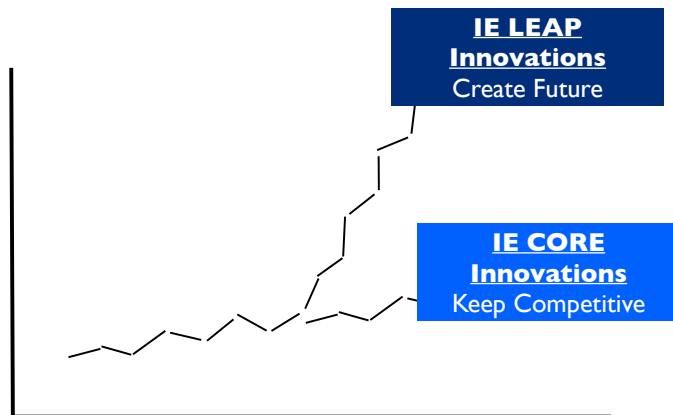
Meaningful to THREE

1. Customer
2. Company
3. To **YOU**
Intrinsic Motivation



Two **Levels**
of
Innovations

Definitions



A Balanced Investment Portfolio =
85% CORE "blue chip" investments
15% LEAP "venture" investments

Note: 50% of profits can be from LEAP

System For CREATING Big Ideas

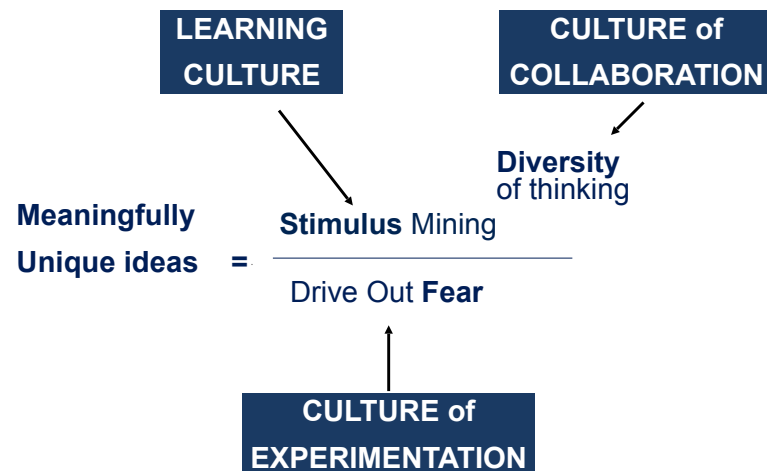


The Data Says...

$$MU = \frac{S^D}{F}$$

Diversity
of thinking

$$\text{Meaningfully Unique Ideas} = \frac{\text{Explore Stimulus}}{\text{Drive Out Fear}}$$



Collaboration Cafe
The easy way to multiply your innovation capacity.
Inside & Outside Company

$$\text{Meaningfully Unique ideas} = \frac{\text{Stimulus Mining}}{\text{Drive Out Fear}}$$

Diversity
of thinking



Rapid Cycles
of Learning



**Fast & Cheap
Quantitative Research**

Exploring Stimulus

$$MU = \frac{S^D}{F}$$

$$MU = \frac{S^D}{F}$$

Diversity
of thinking

$$\text{Meaningfully Unique ideas} = \frac{\text{Stimulus Mining}}{\text{Dissolve Fear}}$$

Value of Stimulus

Stimulus Feeds The Brain

Stimulus Available	# of practical ideas invented
Low Stimulus	22
Medium Stimulus	38
High Stimulus	47

Traditional Model

draining
Individual Brainstorming

Before



After



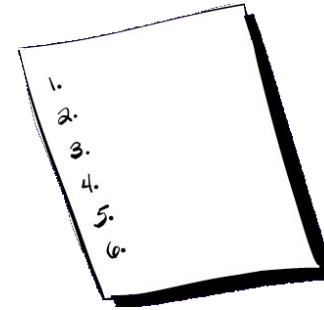
Suck Method
Uses Your Brain Like A
LIBRARY

COMPUTER



Stimulus sets off a CHAIN Reaction!

Where To Go On Vacation?



Where To Go On Vacation?



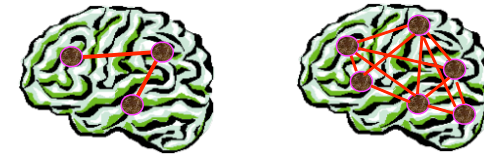
At Their Most Basic
IDEAS
are Feats of Association

Stimulus 1 + 1 = 3

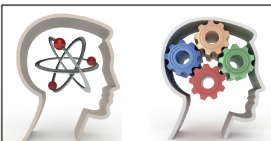


Stimulus Response Is Similar To How The Brain Works

- We all have about 200 Million Neurons
- Stress Kills Brain Cells
- Difference in brain power is the # of Synapses
 - Connections between the brain cells

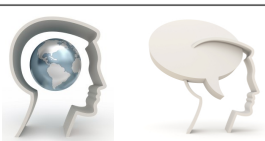


We CREATE by...
Exploring Stimulus



WISDOM
Mining

PATENT
Mining



MARKET
Mining

INSIGHT
Mining



FUTURE
Mining

UNRELATED
Mining

Tech Mining

Classic Mining

Stretch Mining

Three Levels of Mining

Problem as Stated

- The "Surface" challenge

1. EXPLORING

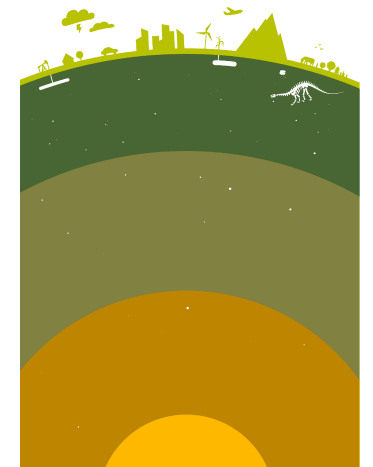
- Reporting of Facts & Opinions

2. EXPERIENCING

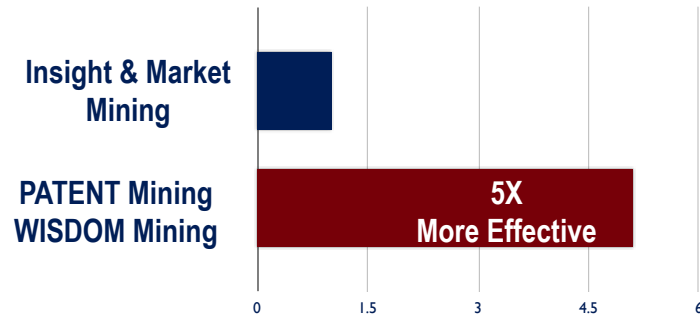
- Immersive Understanding of Science & Art

3. EXPERIMENTING

- Creating "What if" Hypotheses



The Power of PATENTS



Journal of Product Innovation Management 2005:22:258

Leveraging Diversity

$$MU = \frac{S^D}{F}$$

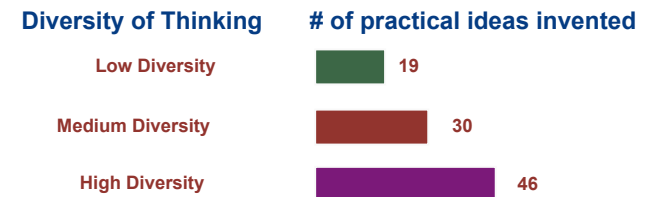
$$MU = \frac{S^D}{F}$$

Diversify Thinking

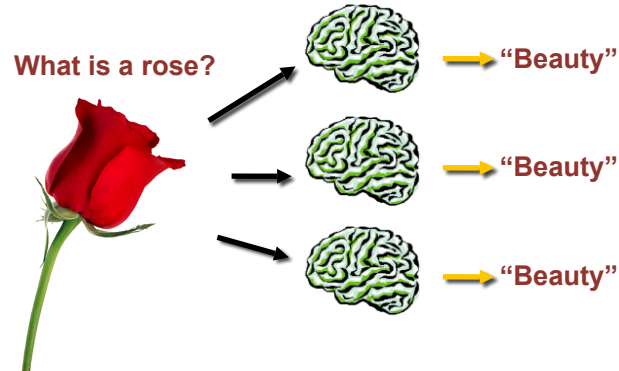
Meaningfully Unique ideas = $\frac{\text{Stimulus Mining}}{\text{Drive out Fear}}$

Diversifying Thinking

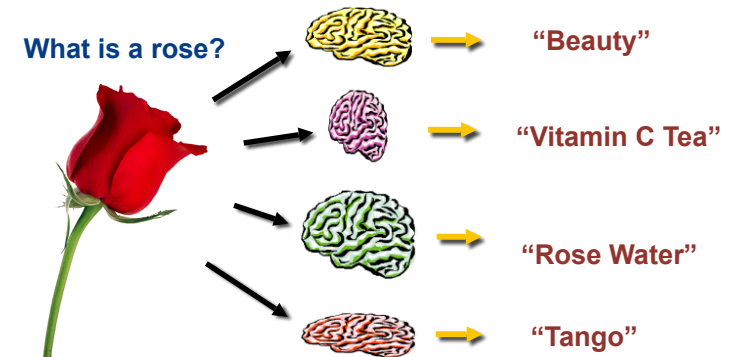
Diversity multiplies the impact of stimulus.



Clones Create Clones



Diversity Multiplies Impact of Stimulus



Diversity Means People Who Think DIFFERENTLY than You



Mindset



Backgrounds
& Skills



Culture



Maybe Even Who
You Disagree With

**DIVERSITY is
NOT Additive
NOT Multiplicative
IT'S EXPONENTIAL**

$$MU = \frac{S^D}{F}$$

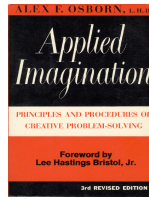
Diversity
of thinking

Meaningfully
Unique ideas = $\frac{\text{Stimulus Mining}}{\text{Drive Out Fear}}$

Brainstorming Principles

1. Deferment of Judgement

2. Quantity Breeds Quality



Brainstorming Principles

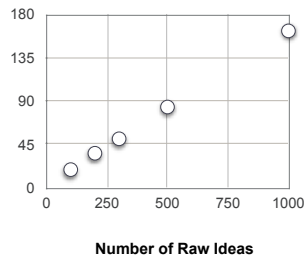
1. Deferment of Judgement



Brainstorming Principles

2. Quantity Breeds Quality

GREAT IDEAS



Brainstorming Principles

It's a Numbers Game

More Ideas = More Connections

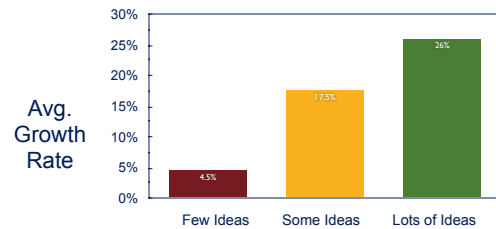
Raw Idea
Raw Idea
Bad Idea
Good Idea
Horrible Idea
Raw Idea

Serve as
STIMULUS

2nd Generation Idea
2nd Generation Idea
2nd Generation Idea
2nd Generation Idea

Brainstorming Principles

2. Quantity Breeds Quality

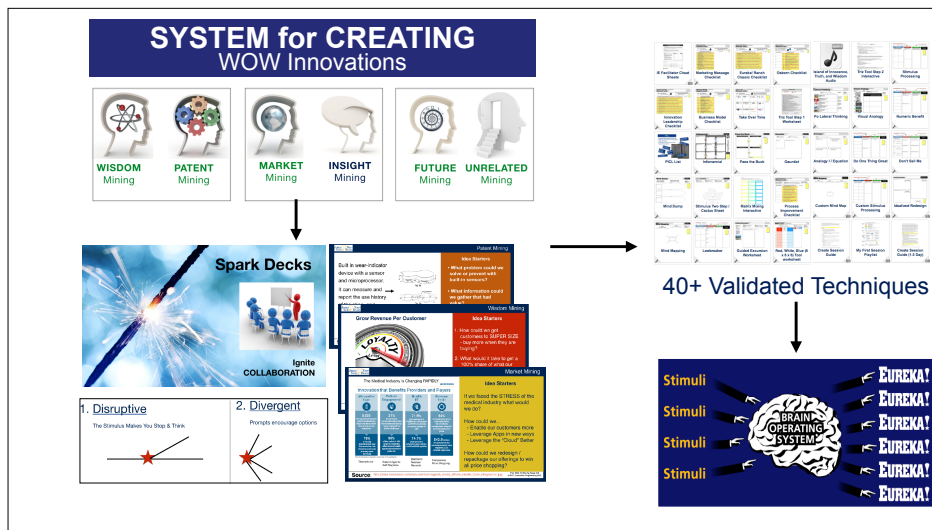


**Organizations with MORE Ideas
4X times faster growth**

1. Deferment of Judgement
2. Quantity breeds quality

Often the later ideas are better

- 2nd half of sessions deliver 78% greater quality
- The ideas are less obvious
- At most only 50% should be useful



What Makes for Great Stimulus

1. Disruptive

It makes you stop and think

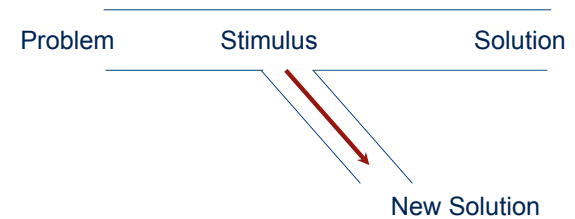
2. Divergent

It is open ended

Lateral Thinking / Stimulus Response

GREAT STIMULUS

Disrupts Pattern Recognition



1. Disruptive

It makes you stop and think

It's UNEXPECTED News / Facts

It's CONTRADICTS Normal Thinking

Calls into question an existing belief or perception

What Makes for Great Stimulus

2. Divergent

It is open ended

It has many interpretations.

When you “shake” it it sparks ideas.

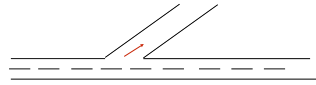
What is a Spark

Something that triggers or inspires a new idea

All sparks must be...

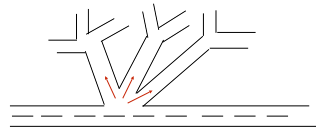
DISRUPTIVE

- Derails normal or traditional thought patterns
- Makes you stop and think



DIVERGENT

- Sets off a chain reaction of ideas
- Opens up the brain to consider new possibilities



TODAY's CHALLENGE

Today's Challenge...

NAME: IF / THEN Customer Fear

NARRATIVE:

- Customers are reluctant to change in "normal" times.
- In a COVID world fear is even greater.

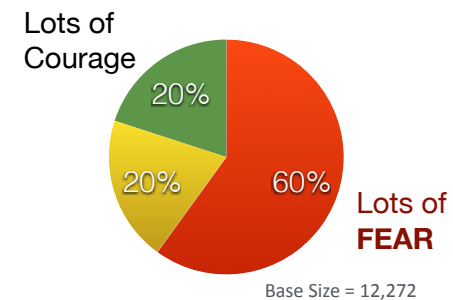
MISSION: We need ideas for....

- IF we assume that fear among new customers will remain
- THEN how should we change - offerings, methods, messaging

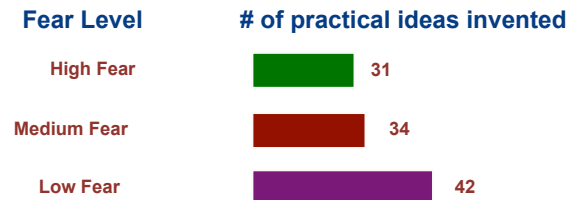
BOUNDARIES:

- We can't "debate" customer fear... we have to accept the IF / THEN
- This is a THINKING EXPEDITION

Attitude towards Taking Action on New Ideas **BEFORE COVID**



FEAR causes SHUT Down



In a "NORMAL TIME" Customers don't give up current choices

Classic Study - Involves a Coffee Cup



How Much would you
PAY for the cup?

\$ 3.12



How Much would you
SELL your cup for?

\$ 7.12

NET: Double or Nothing

Meaningful Uniqueness

In TODAY'S WORLD
FEAR is real

60% Fear Getting Covid

54% Fear Losing Job



**Offerings
Messaging**

YOUR Mission

IF we knew that new customer fear of change would remain
THEN how should we change our offerings, methods and messages

Take NOTES
If an Idea SPARKS



OFFERINGS - MESSAGING

Customers Need MORE
To Make A Switch



How Much would you
PAY for the cup?

\$ 3.12



How Much would you
SELL your cup for?

\$ 7.12

NET: Double or Nothing

How might we...

DOUBLE

Our MEANINGFUL
UNIQUENESS
Advantage

- Be the FIRST to...
- Be the ONLY to...

OFFERINGS - MESSAGING



IMPROVE VALUE of OUR OFFERING

INCREASE

The Difference In What you GET

VALUE =

DECREASE

The Difference In What it COSTS

OFFERINGS - MESSAGING



RISK REDUCTION

TOP WAYS to
REDUCE RISK
With NEW OFFERINGS

Money Back Guarantee = 100 Control
Endorsement by Expert = 105

What **UNEXPECTED**
Endorsement or Guarantee
Can we provide?

OFFERINGS - MESSAGING



RISK REDUCTION

TOP WAYS to REDUCE RISK With NEW OFFERINGS

Money Back Guarantee = 100 Control

Endorsement by Expert = 105

Word of Mouth (from friend) = 131

HOW could we IGNITE
WORD OF MOUTH?

OFFERINGS - MESSAGING



RISK REDUCTION

TOP METHODS for REDUCING RISK With NEW OFFERINGS

Money Back Guarantee = 100 Control

Endorsement by Expert = 105

Word of Mouth (from friend) = 131

Free Sample = 140

HOW could we provide a...
Free Sample of Offering
A Digital Sample of Offering
A Partial Sample of Offering

OFFERINGS - MESSAGING



DILUTION OF SALES MESSAGES

100% Mailed A Sales Message

60% Remembered Receiving it

47% Of those actually read it

25% Actually understood it

= 7% able to decide to purchase

IMAGE numbers with digital selling!

HOW can we GET ATTENTION

HOW can we be MEMORABLE

One should NOT aim at
being "possible to understand."

One should focus on being

IMPOSSIBLE
to
MISUNDERSTAND

OFFERINGS - MESSAGING



CONFRONT REALITY

Overtly Address FEARS

HAZARD Fear - Show Safety testing

TIME Fear - Case Studies

MONEY Fear - Side by Side Balance Sheet

EGO Fear - Document Popularity

WHAT is an obvious FEAR?

What do they MISPERCEIVE

Yellow Card-
INNOVATION
CHALLENGE

A framework for clearly communicating innovations. Start from the front or back side of card. Fill in all that you can.

Innovation Name: _____

NEWS HEADLINE: In a sentence - what makes your innovation NEW/UNUSUAL/USEFUL? _____

CUSTOMER / STAKEHOLDERS: WHO? Specifically, benefits from this innovation? _____

Customer/Stakeholder PROBLEM: WHAT? problem, specifically, does this idea address? _____

Benefit PROMISE: Make a SPECIFIC or numeric promise to SOLVE the problem. _____

WHAT the Innovation is and HOW it can deliver this promise is on the BACK of CARD.

Persuasion Writing

Define from a Customer's Perspective

Customer **PROBLEM**

Benefit **PROMISE**

Product/Service & **PROOF**

**GENERIC
NEWS
Doesn't
Motivate**

Be Specific



OFFERINGS - MESSAGING

Numbers Matter!

Quantifying Benefit
Increases odds of success
by 52%



HOW could we quantify...

How much better we are...

What do we do great but don't
BRAG about?

Talk As a GROUP Build First Reactions + Second Generation Ideas



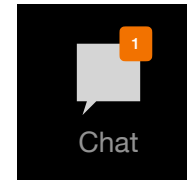
YOUR Mission Today

IF we knew that new customer fear of change would remain
THEN how should we change our offerings, methods and messages

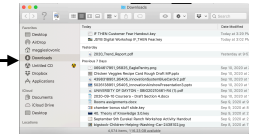
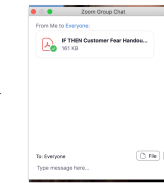
HOW Change OFFERINGS To Address Customer Fear STIMULUS	First Reactions	Second Generation Ideas
Double Meaningful Uniqueness Be the FIRST to...		
Double Meaningful Uniqueness Be the ONLY to...		
INCREASE the Difference In What Customers Get		
DECREASE the Difference In What It Costs		



1. Click on Chat below



2. Double Click on the File 3. Open from Your Downloads Folder



Download Session Handout from
Chat Window Now



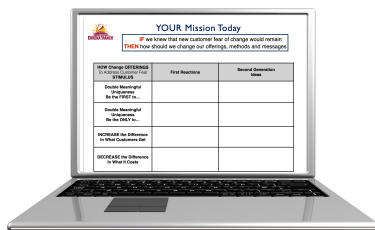
LOGISTICS For Each Breakout Session



Assign
Reporter

☒ Take Notes

Share Your Screen and Enter Team
Responses in Real Time



LOGISTICS For Each Breakout Session



Assign
Reporter

☒ Take Notes



Assign
Group Leader

☒ Lead the Discussion



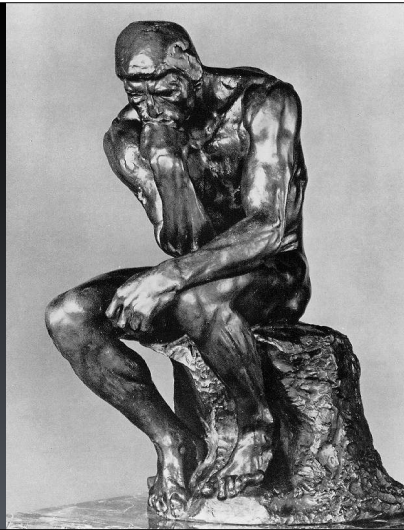
Assign
Time Keeper

☒ Meet your Deadline

THINK

What did you learn?

- What surprised you?
- What stuck out in your mind?



System For COMMERCIALIZING Big Ideas

$$MUI = \frac{S^D}{F}$$

Diversity
of thinking

Meaningfully
Unique ideas

=

Stimulus Mining

Drive out Fear

Meaningfully UNIQUE Ideas
Feel Dangerous

“An idea that is not dangerous
is unworthy of being called an
idea at all.”



Oscar Wilde

**Meaningfully Unique
Ideas**

ALWAYS Have Uncertainty

ALWAYS Ignite FEAR

**Respect Emotional Nature of Fear
“Re-Label” with
Equally Emotionally Language**

Fear	→	Death Threat
“No”	→	Death Threat
Can’t Make it	→	Death Threat
Can’t Afford It	→	Death Threat
Can’t Sell It	→	Death Threat

HINT: Think DEEPLY

DEATH THREATS Cluster into three areas

Market Risk
Going to Market
WILL IT SELL



Technology Risk
Making it Real
WILL IT WORK



Organizational Risk
Return on Investment
Is it worth my Time, Energy & Money



HINT: Be SPECIFIC when you face a CHALLENGE

THINK DEEPLY
What is the REAL ISSUE?



We confront Death Threats (unknowns, uncertainties)
By using Plan, Do, Study, Act Cycles of Learning



PLAN: Our specific success standard or metric
for this Death Threat / Milestone.

DO: To achieve this...

SUCCESS IS GUARANTEED
We just don't know the number of cycles.

STUDY: From this work / activity we learned...

Why did we or didn't we achieve Plan goal?

ACT: Based on what we have learned we will
do the following...



PLAN: What does success look like for this cycle?
To solve / resolve the Death Threat?



What do we want to achieve?

Where are we going?

How will we know we got there?

What is our organization's standard?

What is the desired end state for the
PDCA Cycles we will be completing?

BE as SPECIFIC
As you can be
defining success
relative to
The Death Threat

DO: A specific activity to help us accomplish the PLAN.

What is important is
to do **DO** something
As Fast & Cheap as Possible
to LEARN MORE



Don't **DEBATE** the **DO**
Just **DO** Something
as Fast & Cheap as Possible

DO: A specific activity to help us accomplish the PLAN.

There are no short cuts!

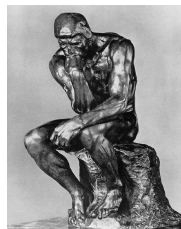
You need to get your HANDS DIRTY.



STUDY: Stop and Think, what did you learn?

What did we learn?

THINK



STUDY

IS More Than a
YES or NO Question



Plan
Do
Study
Act

Plan
Do
Check
Act

STUDY: Stop and Think, what did you learn?

What did we learn?

Even when it works
“Why did it work”

ACT: What is next?

“Based on what was learned...”

A yellow sticky note template with a header section for 'Idea' and a body section for 'Math'. Below the 'Math' section, there is a section for 'Why it works' with a sub-header 'Even when it works'. The template is designed for documenting the results of a study cycle.

Change **Idea** or **Yellow Card** to...

Change **Math** to...

ACT: What is next?

Possible next steps in ACT

DID we Resolve/Solve Death Threat and the PLAN

- Run another cycle with same PLAN
- Death Threat Resolved
- Death Threat Real - Pivot your idea based on learning
- Kill / archive your idea

WHAT PDSA is NOT...

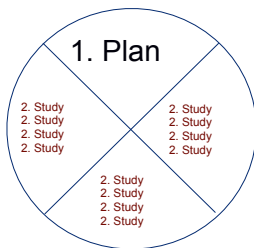
*Throwing junk against the wall
to see what sticks.*



PDSA is disciplined & documented.

Old World

"Proper & Mature"
FEAR Reduction System
 Expensive & Slow



New World

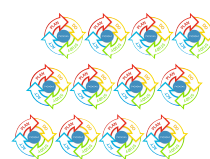
Plan - Do - Study - Act
 Fail FAST Fail CHEAP



REALLY - REALLY - REALLY FAST



1 Cycle a Month
 = 12 in a Year



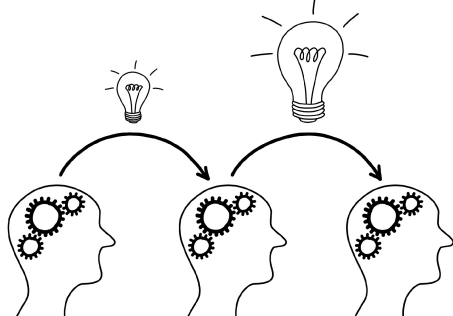
5 Cycles a Week
 = 260 in a Year



8 Cycles a DAY
 = 248 in a MONTH



Trust In Plan - Do - Study - Act Cycles



10% odds

You fail but get
twice as smart.

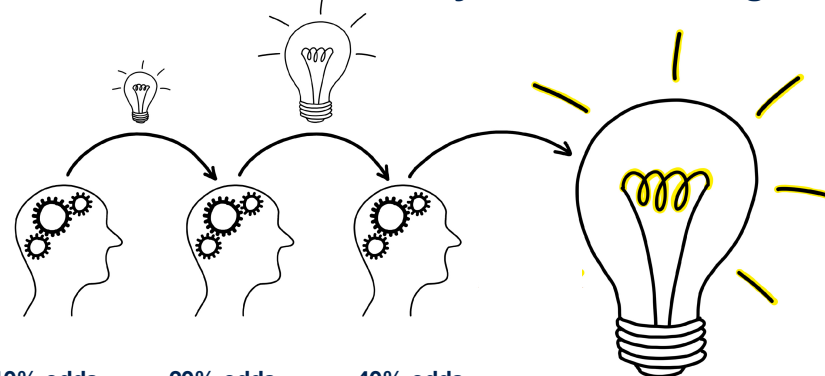
20% odds

You fail but get
twice as smart.

40% odds

You fail but get
twice as smart.

LESSON: Trust In The Cycles of Learning.



10% odds

You fail but get
twice as smart.

20% odds

You fail but get
twice as smart.

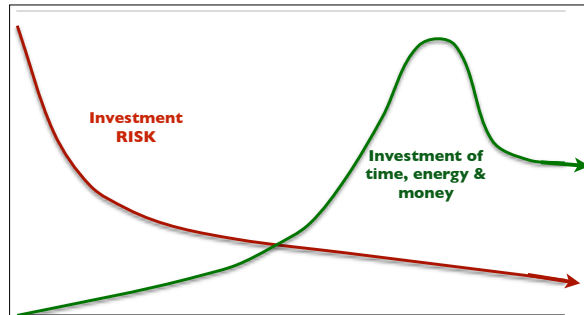
40% odds

You fail but get
twice as smart.

80% odds

You WIN!

As we go from IDEA to REALITY
We Drive Down RISK before Investing
Our Time, Energy & Money



HOW TO GET STARTED...



NEW
IDEA



DEATH
THREAT



**Fail FAST
Fail CHEAP**
LEARN MORE




- Connect
- Research
- Try



Pivot / Adjust
LEARN MORE



Talk As a GROUP Work a Few
Death Threats - Ways to LEARN MORE

AN IDEA to CONSIDER	DEATH THREAT 	Fail FAST Fail CHEAP LEARN MORE - Connect - Research - Try
		



THINK

What did you learn?

- What elements can help you the most?
- How might you change how you think?

