

Workshop

Individual Implementation of the Operating Model

Work no longer has natural stopping points. Requests, messages, priorities, and commitments keep arriving, regardless of what is already in progress, requiring a way of working that holds under pressure.

What the Workshop puts in place

The Workshop implements the Operating Model in each person's work and establishes how work, commitments, and execution are handled.

- How work enters
- How decisions are made
- How commitments are handled
- How work is taken to completion

During the Workshop, people work on their real workload: the messages, commitments, decisions, projects, and incomplete work that already exist. The structure is applied immediately under real workload conditions.

Where AI agents take part in an individual's work, they operate within that person's governed Execution Environment, under human accountability.

The four principles

The Workshop is built around the four Governing Principles of the Operating Model:

Face the Beast

The real workload must be seen as it is, not as people hope it will become.

Keep Actions Reliably in Existence

Commitments must exist outside memory in a structure that can be trusted.

Do Complete Work

Whenever work is taken on, it is carried to one of three defined complete conditions instead of being left in an undefined state.

Work with Integrity

Commitments are made only when they can be held, and then handled in a way that keeps promises workable.

Workshop format

The Workshop is delivered as an in-house implementation format.

- Two consecutive face-to-face Workshop days
- Application to each person's real workload, priorities, and commitments
- Live online follow-up sessions over three months
- Implementation and stabilization of the Operating Model under real workload conditions

The Workshop changes how each person handles workload, priorities, commitments and completion within individual work. It does not require changes to tools, reporting structures, or formal roles.

Relationship to the Operating Model

The Workshop implements the Operating Model in each person's work. It is the appropriate engagement when the objective is to strengthen the way individuals execute their own work.

Team-Led Installation includes individual implementation and establishes the team's own Shared Execution Rules for work that crosses between people.

Organizational Installation includes individual implementation and establishes the organization's own Shared Execution Rules for work that crosses between teams and organizational boundaries.

One Operating Model. Different Execution Contexts.

Organizations engage OTC to strengthen the way work is executed: in individual work, within a team, or across multiple teams and business units. Each pathway applies whether the work is executed by people, AI agents, or both.

	Workshop	Team-Led Installation	Organizational Installation
Focus	The individual's own work	Work between people inside the team	Work between teams and organizational units
The question it answers	How do I handle my own workload under pressure?	How does work hold as it moves through our team?	How does work hold across our organization?
What changes	Individuals handle their own work more reliably	The manager is no longer the only coordination layer	Teams coordinate more reliably across the organization
What is put in place	Structure inside one person's work	Shared Execution Rules within the team	Shared Execution Rules across teams and units
What breaks without it	Commitments drop inside one person's work	Commitments drop as work moves between people on the team	Commitments drop as work moves between teams
Who carries the structure	Each person, for themselves	The team, by its Shared Execution Rules	The organization, by its Shared Execution Rules
How far it reaches	Across one person's own work	Across a whole team	Across multiple teams and units