Innochat

You—Yes, You!—Can Innovate Inside a Large Organization

Times shown in: Eastern Daylight Time and Coordinated Universal Time

## Between 2016 Jun 16 11:45 and 2016 Jun 16 13:15
24 people sent 386 messages containing #innochat

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| Time	User		Message
11:52:07 / 15:52:07	**kim flum** @kimflum		this is a fantastic #innochat topic that many of us have struggled with! https://t.co/DFtWU5gEo8
11:52:16 / 15:52:16	**Ken Gordon** @quickmuse		.@kimflum @JohnWLewis Great question, Kim! I suspect John will be contacting you shortly! #innochat
11:54:39 / 15:54:39	**Ken Gordon** @quickmuse		This cool cat (a.k.a. @tobybottorf) will have some great things to say about #intrapreneurship today! #innochat Dig! https://t.co/AxLoBvZczB
11:57:45 / 15:57:45	**Ken Gordon** @quickmuse		Aight, #innochat. Step right up and introduce yourselves. You know the drill!
12:00:18 / 16:00:18	**Ken Gordon** @quickmuse		.@kimflum Where are you tweeting from, Kim? #innochat
12:00:34 / 16:00:34	**Toby Farren** @TobyFarrenIE		@quickmuse Toby from PlayTank - an idea capture and collective collaboration platform. Really interested in today's topic #innochat
12:00:40 / 16:00:40	**Ken Gordon** @quickmuse		.@tobybottorf Don't forget the hashtag, man! #innochat
12:01:05 / 16:01:05	**Toby Farren** @TobyFarrenIE		@tobybottorf @quickmuse Hello fellow Toby! #innochat
12:01:08 / 16:01:08	**Ken Gordon** @quickmuse		.@TobyFarrenIE Cheers, Toby! #innochat Have you met my colleague @tobybottorf? #inochat
12:01:10 / 16:01:10	**kim flum** @kimflum		@quickmuse arcadia, california (from a racetrack!) #innochat
12:01:27 / 16:01:27	**kim flum** @kimflum		@quickmuse what about you? #innochat
12:02:34 / 16:02:34	**Ken Gordon** @quickmuse		.@kimflum Beantown. Innovation District. Check out the funky new digs: https://t.co/5CWdpKtOg4 #innochat
12:02:56 / 16:02:56	**toby bottorf** @tobybottorf		@TobyFarrenIE @quickmuse A good, rare day: meeting another Toby. #innochat
12:03:14 / 16:03:14	**Ken Gordon** @quickmuse		.@kimflum Have no idea you were playing the ponies. What are the odds! #innochat
12:03:21 / 16:03:21	**Martin Lieberman** @martinlieberman		@quickmuse @kimflum Just down the street from me. Hello also from Boston! :-) #innochat
12:03:41 / 16:03:41	**John W Lewis** @JohnWLewis		#innochat Hello! Looking forward to this one! Innovation and information guy in sunny Devon, UK.
12:03:43 / 16:03:43	**Ken Gordon** @quickmuse		.@martinlieberman @kimflum Cheers, mate! I hear you work for a pretty big company. #innochat
12:04:08 / 16:04:08	**kim flum** @kimflum		@quickmuse no, no, work for a start-up that is based here. :-) not gambling lol #innochat
12:04:55 / 16:04:55	**Ken Gordon** @quickmuse		Gonna toss out Q1 in a minute. You've been warned! #innochat

| 12:06:11 16:06:11 | **kim flum** @kimflum | @JohnWLewis @quickmuse marketing & integrated communications nerd from arcadia/los angeles, california #innochat |
12:06:12 16:06:12	**Ken Gordon** @quickmuse	Q1 Which organizations are stand-up examples of modeling intrapreneurial behaviors? #innochat
12:06:15 16:06:15	**Martin Lieberman** @martinlieberman	@quickmuse Ha! You might say that. ;-) But I'm new to it, so I'll probably listen more than speak today. #innochat
12:06:17 16:06:17	**toby bottorf** @tobybottorf	#innochat as we tee up the first two questions, I would love to gather the answers to make an innovation version of the kids' card game WAR.
12:06:23 16:06:23	**alan** @shiny_penny	RT @quickmuse: Q1 Which organizations are stand-up examples of modeling intrapreneurial behaviors? #innochat
12:06:42 16:06:42	**Ken Gordon** @quickmuse	.@martinlieberman If only everyone knew how to adopt such an attitude. #innochat ;)
12:07:02 16:07:02	**toby bottorf** @tobybottorf	#innochat A1 this is a chance to vent! go for it!
12:07:11 16:07:11	**Ken Gordon** @quickmuse	A1 @SimoneAhuja talks about @LOrealUSA & @StanleyBlkDeckr as examplars: https://t.co/zpjmOnqa9F #innochat
12:07:21 16:07:21	**Diane Court** @dc2fla	Good afternoon #innochat!
12:07:44 16:07:44	**kim flum** @kimflum	RT @quickmuse: Q1 Which organizations are stand-up examples of modeling intrapreneurial behaviors? #innochat
12:07:53 16:07:53	**Talented Learning** @TalentedLearn	ON NOW at #Innochat: How can you drive #innovation inside a large organization? Preview https://t.co/VeoJqccoqT #socbiz #intrapreneurship
12:07:58 16:07:58	**Ken Gordon** @quickmuse	A1 @nytimes WANTED to model IB… but couldn't quite make it happen. https://t.co/uRGEaI9T2A #innochat
12:08:12 16:08:12	**Diane Court** @dc2fla	Ha! RT@tobybottorf #innochat A1 this is a chance to vent! go for it!
12:08:24 16:08:24	**John W Lewis** @JohnWLewis	A1 Orgs that allow new and different value streams to be explored. #innochat
12:08:25 16:08:25	**alan** @shiny_penny	#innochat A1 google, amazon, apple, goldman sachs, jp morgan, GE, 3M, Gallup
12:08:38 16:08:38	**alan** @shiny_penny	RT @JohnWLewis: A1 Orgs that allow new and different value streams to be explored. #innochat
12:08:56 16:08:56	**Ken Gordon** @quickmuse	.@tobybottorf Say more about that. How would your game work? #innochat cc @ericbot
12:09:00 16:09:00	**Mike Baldwin** @mikey3982	#innochat hello all
12:09:07 16:09:07	**Martin Lieberman** @martinlieberman	A1 People like @samjoyk have made @IBM a model of intrepreneurial behavior. She leads the Millennials Corps here. #innochat
12:09:19 16:09:19	**John W Lewis** @JohnWLewis	@dc2fla Hello, Diane. @quickmuse is in he hot seat today, with @tobybottorf as his guest. #innochat
12:09:20 16:09:20	**Diane Court** @dc2fla	MT @TalentedLearn NOW How can you drive #innovation inside a large org.? https://t.co/IHCFbKtoyX #socbiz #Intrapreneurship #innochat
12:09:37 16:09:37	**Ken Gordon** @quickmuse	.@dc2fla Hi, Diane! #innochat
12:09:38 16:09:38	**Toby Farren** @TobyFarrenIE	@quickmuse Google - the time they give for people to work on own ideas is great. Android Wear originated there @thoughtwax #innochat
12:09:50 16:09:50	**Diane Court** @dc2fla	@JohnWLewis @quickmuse @tobybottorf Cheers Ken, John & Welcome to the hot seat Toby! #innochat
12:09:52 16:09:52	**John W Lewis** @JohnWLewis	@mikey3982 Hello Mike. Hoping you are well. #innochat

Time	User	Message
12:10:02 / 16:10:02	**Kathleen Kruse (KK)** @kkruse	ON NOW How do you drive #innovation inside a large organization? Join the #Innochat convo! Preview https://t.co/sHYGh18kdk #intrapreneurship
12:10:05 / 16:10:05	**toby bottorf** @tobybottorf	@shiny_penny Anything unexpected or surprising you in this list? eg JPMorgan? #innochat
12:10:19 / 16:10:19	**Ken Gordon** @quickmuse	.@TobyFarrenIE @thoughtwax I heard that the 80/20 thing has been nixed. Anyone else hear this? #innochat
12:10:20 / 16:10:20	**Diane Court** @dc2fla	RT @quickmuse: #innochat: Check out the cool image my 11-year-old son made to promote this week's chat on intrapreneurship! https://t.co/0W...
12:10:42 / 16:10:42	**Ken Gordon** @quickmuse	A1 OK if I say that @_continuum is actually quite good at this? #innochat Well, I'm saying it—because it's true.
12:10:59 / 16:10:59	**Mike Baldwin** @mikey3982	#innochat a1 thinking about permission within orgs to make innovation change -little changes good, big change oooodunnoabouthat
12:11:00 / 16:11:00	**alan** @shiny_penny	#innochat A1a orgs that are open minded, willing to risk, take a chance, value and learn from mistakes, perform root cause analysis
12:11:05 / 16:11:05	**Ken Gordon** @quickmuse	A1 Does your employer encourage intrapreneurship? #innochat cc @JoelRRenner @martinlieberman
12:11:33 / 16:11:33	**Ken Gordon** @quickmuse	Q2 How many different reasons are there for a big organization to kill an idea? #innochat
12:11:48 / 16:11:48	**alan** @shiny_penny	#innochat A1b orgs willing to give employees resources (time, $, equip, etc) to experiment
12:11:55 / 16:11:55	**alan** @shiny_penny	RT @quickmuse: Q2 How many different reasons are there for a big organization to kill an idea? #innochat
12:11:57 / 16:11:57	**Diane Court** @dc2fla	RT @quickmuse: A1 OK if I say that @_continuum is actually quite good at this? #innochat Well, I'm saying it—because it's true.
12:12:03 / 16:12:03	**Martin Lieberman** @martinlieberman	@quickmuse @JoelRRenner Yes. As mentioned, we have some great ones here. https://t.co/4CDIEBXNTv #innochat
12:12:16 / 16:12:16	**kim flum** @kimflum	@shiny_penny a1. and ask the 5 whys. #innochat
12:12:25 / 16:12:25	**Diane Court** @dc2fla	RT @martinlieberman: A1 People like @samjoyk have made @IBM a model of intrepreneurial behavior. She leads the Millennials Corps here. #inn...
12:12:27 / 16:12:27	**alan** @shiny_penny	RT @kimflum: @shiny_penny a1. and ask the 5 whys. #innochat
12:12:29 / 16:12:29	**Mike Baldwin** @mikey3982	@JohnWLewis yes on a bus back to the airport loads of time for #innochat today
12:12:29 / 16:12:29	**alan** @shiny_penny	#innochat A2 as many as they can think of.
12:12:32 / 16:12:32	**Ari Yares** @ariyares	.@quickmuse Sometimes I'm not sure that organization even realizes that it is killing an idea. #innochat
12:12:34 / 16:12:34	**toby bottorf** @tobybottorf	@shiny_penny I much prefer "learn from mistakes" to the over-used "celebrate failure." All about learning #innochat
12:12:45 / 16:12:45	**alan** @shiny_penny	@kimflum #innochat also not afraid of the how.
12:12:47 / 16:12:47	**John W Lewis** @JohnWLewis	A2 How many do you want there to be? ;-) (System analyst's answer) #innochat
12:12:58 / 16:12:58	**Diane Court** @dc2fla	RT @quickmuse: Q2 How many different reasons are there for a big organization to kill an idea? #innochat
12:13:01 / 16:13:01	**Ken Gordon** @quickmuse	.@tobybottorf @ericbot Le Dictionnaire des idées reçues! https://t.co/nOH2D4KLfm #innochat First Flaubert mention on Innochat?
12:13:10 / 16:13:10	**Ari Yares** @ariyares	@tobybottorf @shiny_penny I would agree. Celebrating failure can be seen as permission to avoid succeeding. #innochat

12:13:14 16:13:14	**John W Lewis** @JohnWLewis	RT @shiny_penny: #innochat A2 as many as they can think of.
12:13:23 16:13:23	**alan** @shiny_penny	@tobybottorf #innochat I like that much better also... celebrate failure. thanks
12:13:24 16:13:24	**Martin Lieberman** @martinlieberman	@quickmuse Sometimes, thanks to process, people, etc., ideas can just die on the vine. :-(Too much else going on. #innochat
12:13:34 16:13:34	**Ken Gordon** @quickmuse	.@ariyares Say more about that, Ari! #innochat
12:13:34 16:13:34	**toby bottorf** @tobybottorf	A2: Great idea, but that's above my pay grade to run with it. #innochat
12:13:58 16:13:58	**kim flum** @kimflum	a2. fear of change, money (don't see ROI), other resources scarce (time/people), disrupt current model @quickmuse #innochat
12:14:07 16:14:07	**toby bottorf** @tobybottorf	@ariyares @quickmuse A2 So, deprive it of light and oxygen #innochat
12:14:07 16:14:07	**alan** @shiny_penny	#innochat A2 most common one I hear is "not my job"
12:14:24 16:14:24	**Ken Gordon** @quickmuse	A2 Fear, cost, pride, fear, fear, and fear. #innochat
12:14:39 16:14:39	**alan** @shiny_penny	#innochat A2b and then what follows is "not your job either".
12:14:50 16:14:50	**Mike Baldwin** @mikey3982	A2 know they need to innovate but in love with what they've built. Innovation involves loosing the past? #innochat
12:15:10 16:15:10	**alan** @shiny_penny	RT @mikey3982: A2 know they need to innovate but in love with what they've built. Innovation involves loosing the past? #innochat
12:15:10 16:15:10	**Ken Gordon** @quickmuse	Q3 What are the best arguments for trying something new and unproven? #innochat
12:15:15 16:15:15	**alan** @shiny_penny	RT @quickmuse: Q3 What are the best arguments for trying something new and unproven? #innochat
12:15:19 16:15:19	**toby bottorf** @tobybottorf	A2: Someone (unpopular) tried that once. #innochat
12:15:32 16:15:32	**Diane Court** @dc2fla	@shiny_penny or "maybe... when I have time I'll take a closer look..." #innochat
12:15:36 16:15:36	**Ari Yares** @ariyares	.@quickmuse cultural norms may not permit employees to share or act on these ideas w/out any overt action to kill them #innochat
12:15:44 16:15:44	**kim flum** @kimflum	a2. people not wantitng to take on new work/projects, no initiative (which i get... i'm TIRED! leave me alone) @shiny_penny #innochat
12:15:57 16:15:57	**Matt LaCasse** @MattLaCasse	A3: That it's new and unproven. Though, that can be the evil twin of "how we've always done it". #innochat https://t.co/iCo41pRxM6
12:16:02 16:16:02	**Ken Gordon** @quickmuse	A3 Talk to @ahansen about the Risks of Omission: https://t.co/sOJsJOB8Iz #innochat
12:16:08 16:16:08	**Toby Farren** @TobyFarrenIE	@shiny_penny A followup question then.Should innovation be any one individual or group's job? Or should everyone 'own innovation'? #innochat
12:16:18 16:16:18	**alan** @shiny_penny	RT @TobyFarrenIE: @shiny_penny A followup question then.Should innovation be any one individual or group's job? Or should everyone 'own inn...
12:16:27 16:16:27	**toby bottorf** @tobybottorf	A3: Evidence of need that we heard directly from consumers. #innochat
12:16:31 16:16:31	**Toby Farren** @TobyFarrenIE	@mikey3982 Kill your darlings? #innochat
12:16:34 16:16:34	**Ken Gordon** @quickmuse	.@mikey3982 Right: orgs need to learn how for let go and "fall in love" again. #innochat

12:16:42 16:16:42	alan @shiny_penny	#innochat A3 if it doesn't work, no harm no foul; I'll do it on my own time / resources; let's just test it out to see what happens
12:16:46 16:16:46	Ari Yares @ariyares	.@TobyFarrenIE @shiny_penny in big orgs, innovation shouldn't just sit in one office, but often it does #innochat
12:17:03 16:17:03	kim flum @kimflum	this is brilliant! (brilliantly manipulative/threatening) #innochat https://t.co/KQ03pPzpFh
12:17:03 16:17:03	alan @shiny_penny	RT @tobybottorf: A3: Evidence of need that we heard directly from consumers. #innochat
12:17:15 16:17:15	Mike Baldwin @mikey3982	RT @TobyFarrenIE: @mikey3982 Kill your darlings? #innochat
12:17:15 16:17:15	alan @shiny_penny	RT @kimflum: this is brilliant! (brilliantly manipulative/threatening) #innochat https://t.co/KQ03pPzpFh
12:17:22 16:17:22	David Pittman @TheSocialPitt	A3: if we keep doing the same things, do we *really* expect to get different results? #innochat
12:17:23 16:17:23	toby bottorf @tobybottorf	A3: A growning understanding that threats can come from anywhere these days: no barriers to entry; rapid change. #innochat
12:17:31 16:17:31	alan @shiny_penny	RT @MattLaCasse: A3: That it's new and unproven. Though, that can be the evil twin of "how we've always done it". #innochat https://t.co/iC041pRxM6
12:17:33 16:17:33	Patrick Hayslett @PatrickHayslett	A3: Low risk idea, fails at low cost, can be phased in by discrete stages that can be terminated any time #innochat
12:17:36 16:17:36	alan @shiny_penny	RT @kimflum: a2. people not wantitng to take on new work/projects, no initiative (which i get... i'm TIRED! leave me alone) @shiny_penny #i...
12:17:40 16:17:40	alan @shiny_penny	RT @ariyares: .@quickmuse cultural norms may not permit employees to share or act on these ideas w/out any overt action to kill them #innoc...
12:17:50 16:17:50	alan @shiny_penny	RT @PatrickHayslett: A3: Low risk idea, fails at low cost, can be phased in by discrete stages that can be terminated any time #innochat
12:17:53 16:17:53	Matt LaCasse @MattLaCasse	.@quickmuse Hope I can cash in those points for a box of Crackerjack at some point! #innochat
12:17:56 16:17:56	alan @shiny_penny	RT @tobybottorf: A3: A growning understanding that threats can come from anywhere these days: no barriers to entry; rapid change. #innochat
12:18:00 16:18:00	kim flum @kimflum	a3. best reason one can give (besides will generate crazy $$) @tobybottorf #innochat
12:18:08 16:18:08	toby bottorf @tobybottorf	A3: In order to build the "fitness" in advance of an imminent threat. Readiness takes preparation. #innochat
12:18:18 16:18:18	alan @shiny_penny	RT @tobybottorf: A3: In order to build the "fitness" in advance of an imminent threat. Readiness takes preparation. #innochat
12:18:41 16:18:41	Ken Gordon @quickmuse	.@kimflum We know that someone, right? Loser. Sad! #innochat
12:18:59 16:18:59	Matt LaCasse @MattLaCasse	A3: It really depends on the org and the situation. Analysis of the problem and why this is best solution great place to start. #innochat
12:19:04 16:19:04	toby bottorf @tobybottorf	A3: Try a small idea in order to test the potential for a big idea. Again: in order to learn. #innochat
12:19:17 16:19:17	alan @shiny_penny	RT @tobybottorf: A3: Try a small idea in order to test the potential for a big idea. Again: in order to learn. #innochat
12:19:21 16:19:21	Matt LaCasse @MattLaCasse	RT @tobybottorf: A3: Try a small idea in order to test the potential for a big idea. Again: in order to learn. #innochat
12:19:31 16:19:31	Mike Baldwin @mikey3982	@quickmuse loss, grieve,fall in love again? #innochat problem is different people in the organisation at different points?
12:19:43 16:19:43	alan @shiny_penny	RT @mikey3982: @quickmuse loss, grieve,fall in love again? #innochat problem is different people in the organisation at different points?

12:19:43 16:19:43	**John W Lewis** @JohnWLewis	A3 Because it's there! And it might be better. We can't know how effective it is without trying it. #innochat
12:20:06 16:20:06	**Ken Gordon** @quickmuse	.@MattLaCasse Very true. Can you point to any real-world examples of how this was done well? #innochat
12:20:07 16:20:07	**kim flum** @kimflum	yeah, and he's long gone. sayonara crazy idea guy.... @quickmuse #innochat
12:20:08 16:20:08	**toby bottorf** @tobybottorf	@PatrickHayslett A3: YES! the ability to terminate is crucial #innochat
12:20:09 16:20:09	**alan** @shiny_penny	#innochat A3 if we don't do it, our competition will
12:20:24 16:20:24	**alan** @shiny_penny	RT @JohnWLewis: A3 Because it's there! And it might be better. We can't know how effective it is without trying it. #innochat
12:20:46 16:20:46	**Ken Gordon** @quickmuse	.@shiny_penny They sure will! #innochat, Alan! Howdy!
12:20:57 16:20:57	**Matt LaCasse** @MattLaCasse	.@quickmuse Yeah, I think @SpaceX is the perfect example. They aren't throwing stuff up against the wall. #innochat
12:21:13 16:21:13	**Ken Gordon** @quickmuse	.@shiny_penny "If I don't do it, somebody else will." https://t.co/VQJoHM4t6O #innochat
12:21:34 16:21:34	**toby bottorf** @tobybottorf	A3: Because our competition is already doing it. How fast do innovations become table stakes for the next round? #innochat
12:21:43 16:21:43	**Toby Farren** @TobyFarrenIE	@tobybottorf Yep & it's only going to get easier to disrupt products/services/models https://t.co/ooX7g7tKis from our playbook #innochat
12:22:04 16:22:04	**Ken Gordon** @quickmuse	Anyone here ever have their ideas bump up against a stubborn corporate culture? If so, what did you do? #innochat
12:22:07 16:22:07	**John W Lewis** @JohnWLewis	A3 The new approach might not be ready for us yet, but we want to track it in case it will be. #innochat
12:22:32 16:22:32	**Patrick Hayslett** @PatrickHayslett	Absolutely! Too many orgs get "priced in" and lose sleep over whether to keep going or take the loss #innochat https://t.co/u1CPeSLbTE
12:22:59 16:22:59	**alan** @shiny_penny	@quickmuse #innochat found ways around the wall or left or gave up depending on circumstances.
12:23:14 16:23:14	**alan** @shiny_penny	RT @JohnWLewis: A3 The new approach might not be ready for us yet, but we want to track it in case it will be. #innochat
12:23:20 16:23:20	**Ken Gordon** @quickmuse	.@shiny_penny :) #innochat
12:23:27 16:23:27	**alan** @shiny_penny	RT @tobybottorf: A3: Because our competition is already doing it. How fast do innovations become table stakes for the next round? #innochat
12:23:45 16:23:45	**John W Lewis** @JohnWLewis	@quickmuse Yes, but it is usually the culture as manifested in the current processes. The processes can be changed. #innochat
12:23:55 16:23:55	**alan** @shiny_penny	RT @JohnWLewis: @quickmuse Yes, but it is usually the culture as manifested in the current processes. The processes can be changed. #innoch...
12:24:03 16:24:03	**toby bottorf** @tobybottorf	A3: Different reasons for implementers and executives. Different fears need to be addressed, because of diff. accountability #innochat
12:24:13 16:24:13	**alan** @shiny_penny	RT @tobybottorf: A3: Different reasons for implementers and executives. Different fears need to be addressed, because of diff. accountabili...
12:24:33 16:24:33	**Ken Gordon** @quickmuse	.@JohnWLewis Easier, much easier, said than done. #innochat Then again, most things are!
12:24:40 16:24:40	**Patrick Hayslett** @PatrickHayslett	I believe some cultures will never be amenable to change. In that case you have to accept it, or leave. #innochat
12:24:44 16:24:44	**toby bottorf** @tobybottorf	@PatrickHayslett Sunk Cost Fallacy is a huge waste of organizational $ A3: #innochat

12:24:47 16:24:47	**alan** @shiny_penny		#innochat A3a learn how to speak what the leadership wants to hear for buy-in.
12:25:01 16:25:01	**alan** @shiny_penny		RT @PatrickHayslett: I believe some cultures will never be amenable to change. In that case you have to accept it, or leave. #innochat
12:25:19 16:25:19	**Patrick Hayslett** @PatrickHayslett		Yes, it's a costly rationalization to what has become an *emotional* attachment! #innochat https://t.co/Ybh266D7sm
12:25:40 16:25:40	**Toby Farren** @TobyFarrenIE		@PatrickHayslett Which is why milestones in innovation need to be extremely short - faster learning cycle and easier triage #innochat
12:25:41 16:25:41	**Ken Gordon** @quickmuse		Q4 How should intrapreneurs leverage CX work (usually fixing what's broken)— to learn about and build what's new? #innochat
12:25:47 16:25:47	**alan** @shiny_penny		RT @quickmuse: Q4 How should intrapreneurs leverage CX work (usually fixing what's broken)—to learn about and build what's new? #innochat
12:25:59 16:25:59	**Ken Gordon** @quickmuse		Look out, #innochat: We're moving into #CX territory.
12:26:10 16:26:10	**Ari Yares** @ariyares		@quickmuse for us newbies, define CX. #innochat
12:26:12 16:26:12	**Patrick Hayslett** @PatrickHayslett		Couldn't agree more, well said! #innochat https://t.co/i0FU7mxjYc
12:26:30 16:26:30	**John W Lewis** @JohnWLewis		@quickmuse Yes, culture is hard (maybe, impossible) to change, but processes can be changed moreeasily. #innochat
12:26:33 16:26:33	**Ken Gordon** @quickmuse		.@ariyares Customer Experience! #innochat
12:26:36 16:26:36	**Toby Farren** @TobyFarrenIE		@tobybottorf @PatrickHayslett Not that different to gamblers mindsets #innochat
12:26:41 16:26:41	**alan** @shiny_penny		RT @quickmuse: .@ariyares Customer Experience! #innochat
12:26:56 16:26:56	**toby bottorf** @tobybottorf		A4: As often as possible. Build momentum! #innochat
12:27:04 16:27:04	**Ken Gordon** @quickmuse		.@ariyares (Pardon my extremely annoying presumption, Ari.) #innochat
12:27:28 16:27:28	**kim flum** @kimflum		yes, have worked in a few of these & even the most low risk ideas: no time, no $, no motivation to try. @PatrickHayslett #innochat
12:27:47 16:27:47	**toby bottorf** @tobybottorf		A4: Understand context of the problem you're solving, so you can see alternative solutions and emerging needs. Learn from users #innochat
12:27:53 16:27:53	**Mike Baldwin** @mikey3982		@PatrickHayslett @tobybottorf #innochat ppl do like the hero story though "we were about to can it but it came through and revolutionised..
12:27:55 16:27:55	**alan** @shiny_penny		#innochat A4 working models; beta groups; listen to the customer, watch how the customer really uses the products and in their environment
12:28:01 16:28:01	**Ken Gordon** @quickmuse		.@JohnWLewis Do you think most orgs are resistant to difficult changes? Perhaps those that succeed anticipate and relish 'em. #innochat
12:28:08 16:28:08	**Ari Yares** @ariyares		@quickmuse @quickmuse Thank you! #innochat
12:28:08 16:28:08	**alan** @shiny_penny		RT @tobybottorf: A4: Understand context of the problem you're solving, so you can see alternative solutions and emerging needs. Learn from...
12:28:11 16:28:11	**John W Lewis** @JohnWLewis		BTW innocats, we're lining up an experienced CX person as a guest for a future #innochat
12:28:17 16:28:17	**Matt Hunt** @huntm		Hello all. Joining this week's #innochat late today. And a favorite topic: #BigCoInnovation!
12:28:21 16:28:21	**alan** @shiny_penny		RT @quickmuse: .@JohnWLewis Do you think most orgs are resistant to difficult changes? Perhaps those that succeed anticipate and relish 'em...

12:28:30 16:28:30	**Patrick Hayslett** @PatrickHayslett	I was taught failure is inevitable. Fail 8 times cheaply, succeed twice & leverage ROI. Lousy %, big win #innochat https://t.co/GTJ7nLtI5d
12:28:50 16:28:50	**alan** @shiny_penny	RT @PatrickHayslett: I was taught failure is inevitable. Fail 8 times cheaply, succeed twice & leverage ROI. Lousy %, big win #innochat bthttps://t.co/GTJ7nLtI5d
12:28:52 16:28:52	**Ken Gordon** @quickmuse	.@ariyares You bet. How might the idea of CX play out in education? #innochat
12:29:14 16:29:14	**kim flum** @kimflum	@TobyFarrenIE @tobybottorf @PatrickHayslett interesting analogy.... #innochat biz innovation another form of gambling #calculatedrisk
12:29:19 16:29:19	**Toby Farren** @TobyFarrenIE	@quickmuse Involve the customer in the early stages of the innovation campaign - co-creation removes a lot of assumptions #innochat
12:29:23 16:29:23	**toby bottorf** @tobybottorf	A4: Consider more than just the customer in journey mapping. Front-line employees at each touchpoint can be huge value drivers #innochat
12:29:31 16:29:31	**alan** @shiny_penny	RT @TobyFarrenIE: @quickmuse Involve the customer in the early stages of the innovation campaign - co-creation removes a lot of assumptions...
12:29:34 16:29:34	**Patrick Hayslett** @PatrickHayslett	The 'ol "At the 11th hour we came up with the ad slogan quite on accident (and sleep deprivation)...?" #innochat https://t.co/DGH5jKuiBr
12:29:35 16:29:35	**Brenda Young** @4byoung	Ah, there you are! Having trouble getting the feed to work. Good topic - How to innovate in a large org #innochat
12:29:38 16:29:38	**alan** @shiny_penny	RT @tobybottorf: A4: Consider more than just the customer in journey mapping. Front-line employees at each touchpoint can be huge value dri...
12:29:46 16:29:46	**Ken Gordon** @quickmuse	.@huntm What's up, Matt? Can you talk share a great #BigCoInnovation story? #innochat
12:29:52 16:29:52	**Diane Court** @dc2fla	RT @TobyFarrenIE: @quickmuse Involve the customer in the early stages of the innovation campaign - co-creation removes a lot of assumptions...
12:30:02 16:30:02	**toby bottorf** @tobybottorf	@kimflum @TobyFarrenIE @PatrickHayslett Ask the VC firms, or the companies that innovate by acquisition. Expensive bets! #innochat
12:30:03 16:30:03	**GIS Sharer** @GIS_Sharer	RT @tobybottorf: A4: Consider more than just the customer in journey mapping. Front-line employees at each touchpoint can be huge value dri...
12:30:28 16:30:28	**Ken Gordon** @quickmuse	.@TobyFarrenIE Here's an idea: Involve the customer at all stages of innovation--and keep the involvement going and going. #innochat
12:30:35 16:30:35	**kim flum** @kimflum	this is the longshot (high ROI) payoff mentality in horse racing! #innochat https://t.co/qUZIWXhPEc
12:30:35 16:30:35	**Ari Yares** @ariyares	@quickmuse educators need to think about 2 audiences - students & parents. Experience varies depending upon who u think ur serving #innochat
12:30:35 16:30:35	**John W Lewis** @JohnWLewis	@quickmuse The challenge is that changing an org to be more innovative is itself an innovation. There's a meta-innovation problem! #innochat
12:30:41 16:30:41	**Patrick Hayslett** @PatrickHayslett	I was with a Fortune 150 that innovates by acquisition for a while. Not my thing, but works for them #innochat https://t.co/f8NBsYtTe3
12:30:42 16:30:42	**alan** @shiny_penny	RT @ariyares: @quickmuse educators need to think about 2 audiences - students & parents. Experience varies depending upon who u think ur se...
12:31:06 16:31:06	**Brenda Young** @4byoung	Love this! Q2 How many diff reasons for a big org to kill an idea? A2 How many ppl are there in the org w/ opinions? #innochat
12:31:06 16:31:06	**Toby Farren** @TobyFarrenIE	@tobybottorf 100% agreed. A huge point of research for us right now. Collecting knowledge/value/insights at frontline touchpoints #innochat
12:31:21 16:31:21	**kim flum** @kimflum	loving the gambling / horse racing correlations today! #innochat @tobybottorf @TobyFarrenIE @PatrickHayslett
12:31:25 16:31:25	**alan** @shiny_penny	@ariyares @quickmuse #innochat and administrators and fed /state orgs watching (provide funds)
12:31:30 16:31:30	**Ken Gordon** @quickmuse	.@TobyFarrenIE Too often the relatonship drops off after research & maybe testing stage. Be relational! Let's get longitudinal! #innochat

12:31:31 16:31:31	**Ari Yares** @ariyares	@PatrickHayslett So, the absorption of a new company was the catalyst for innovation? #innochat
12:31:37 16:31:37	**Diane Court** @dc2fla	@ariyares @quickmuse that is a user and/or customer distinction - an important one when engaging them #innochat
12:31:41 16:31:41	**Brenda Young** @4byoung	RT @PatrickHayslett Absolutely! Too many orgs get "priced in" and lose sleep over whether to keep going or take the loss #innochat
12:31:43 16:31:43	**Patrick Hayslett** @PatrickHayslett	As long as you're losing bets are for peanuts. Which most people can't abide by ;-) #innochat https://t.co/bCEA9IwGZd
12:31:48 16:31:48	**toby bottorf** @tobybottorf	@JohnWLewis @quickmuse What we've learned is that you can only change culture by indirect means. #innochat
12:32:16 16:32:16	**Ari Yares** @ariyares	@dc2fla @quickmuse pleasing so many different customers can be the cause for problems in education #innochat
12:32:21 16:32:21	**Ken Gordon** @quickmuse	.@tobybottorf @JohnWLewis Can you say a bit more about "indirect means"? #innochat
12:32:30 16:32:30	**Brenda Young** @4byoung	RT @tobybottorf A3: Diff reasons for implementers and executives. Diff fears need to be addressed, because of diff. accountability #innochat
12:32:32 16:32:32	**Toby Farren** @TobyFarrenIE	@quickmuse Certainly, didn't mean to insinuate otherwise. I meant involve them as early as possible, and then keep them involved #innochat
12:32:36 16:32:36	**kim flum** @kimflum	yes! @4byoung or people with fears that your idea will replace them somehow? #innochat
12:32:37 16:32:37	**Ari Yares** @ariyares	@shiny_penny @quickmuse often times I see the reporting requirements stifling innovation #innochat
12:32:52 16:32:52	**Ken Gordon** @quickmuse	.@ariyares @dc2fla It's like vanquishing a bunch of monsters! https://t.co/vwW85bPHQg #innochat
12:32:55 16:32:55	**Brenda Young** @4byoung	+1 RT @PatrickHayslett I believe some cultures will never be amenable to change. In that case you have to accept it, or leave. #innochat
12:32:55 16:32:55	**toby bottorf** @tobybottorf	@4byoung Multiply by a 1.2 factor and that's the answer. "The CYA constant" is 1.2 #innochat
12:33:12 16:33:12	**alan** @shiny_penny	@ariyares @quickmuse #innochat yes, agreed.
12:33:26 16:33:26	**Brenda Young** @4byoung	RT @shiny_penny #innochat A3a learn how to speak what the leadership wants to hear for buy-in.
12:33:33 16:33:33	**Ari Yares** @ariyares	@quickmuse @dc2fla Love the analogy! #innochat
12:33:45 16:33:45	**Matt Hunt** @huntm	Most #MedTech's are #innovating via M&A... regulations and cost are prohibitive for large public co's. #innochat https://t.co/4v18tlctZS
12:33:51 16:33:51	**toby bottorf** @tobybottorf	@quickmuse @JohnWLewis You can't make people innovate; you CAN let them : process, tools, space, job descriptions, metrics #innochat
12:33:53 16:33:53	**Ken Gordon** @quickmuse	.@TobyFarrenIE Big believer in using social to meet the people in your neighborhood: https://t.co/R2Wpq6L9VV #innochat
12:33:59 16:33:59	**kim flum** @kimflum	@quickmuse @tobybottorf @JohnWLewis yes please! #innochat personally have never had success with this, but would love to learn.
12:33:59 16:33:59	**alan** @shiny_penny	RT @tobybottorf: @quickmuse @JohnWLewis You can't make people innovate; you CAN let them : process, tools, space, job descriptions, metrics...
12:34:01 16:34:01	**Diane Court** @dc2fla	RT @quickmuse: .@ariyares @dc2fla It's like vanquishing a bunch of monsters! https://t.co/vwW85bPHQg #innochat
12:34:23 16:34:23	**John W Lewis** @JohnWLewis	This kind of approach works in some cultures and not others. But one can define failure in several ways. #innochat https://t.co/4tAowFbMez
12:34:34 16:34:34	**alan** @shiny_penny	RT @JohnWLewis: This kind of approach works in some cultures and not others. But one can define failure in several ways. #innochat https://https://t.co/4tAowFbMez

Time	User		Message
12:34:42 16:34:42	**Patrick Hayslett** @PatrickHayslett		It WAS their innovation. Someone else does the R&D & gets foothold in mkt. Then buy & lean to max effic #innochat https://t.co/YmDy9FgOWg
12:34:56 16:34:56	**Ken Gordon** @quickmuse		.@JohnWLewis @tobybottorf Everyone agreed that "Changing culture is virtually impossible"? #innochat
12:35:26 16:35:26	**Brenda Young** @4byoung		@JohnWLewis @quickmuse Yes. And changing the process has benefit of not being about any person & their cherished ideas #innochat
12:35:28 16:35:28	**Toby Farren** @TobyFarrenIE		@quickmuse Hehe, one of the core philosophies of our platform ;) #innochat
12:35:39 16:35:39	**toby bottorf** @tobybottorf		@JohnWLewis Rather than Fail Fast, I tell teams to get 80% there in half the time, then assess, and repeat. #innochat
12:35:53 16:35:53	**Diane Court** @dc2fla		RT @4byoung: @JohnWLewis @quickmuse Yes. And changing the process has benefit of not being about any person & their cherished ideas #innoch...
12:36:25 16:36:25	**John W Lewis** @JohnWLewis		@4byoung Hello Brenda. @quickmuse is leading things this week. #innochat
12:36:26 16:36:26	**Brenda Young** @4byoung		RT @tobybottorf A4: Understand context of prob you're solving, so you can see alt solutions and emerging needs. Learn from users #innochat
12:36:38 16:36:38	**Toby Farren** @TobyFarrenIE		@quickmuse @tobybottorf I don't think impossible, but planting seeds is better than directing culture. Let it evolve naturally #innochat
12:36:46 16:36:46	**Matt Hunt** @huntm		In retail it is hard to sustain long-term growth. I saw Fortune50 org blow up "New Biz" 3 times in 10 years. Economic pressures. #innochat
12:36:53 16:36:53	**alan** @shiny_penny		@quickmuse @JohnWLewis @tobybottorf #innochat cultures can n do change; it succeeds or fails from the top down. but can start anywhere
12:36:54 16:36:54	**toby bottorf** @tobybottorf		@quickmuse @JohnWLewis I bristle at "everyone agreed" statements. So how did this unchangeable culture get that way!! #innochat
12:36:57 16:36:57	**Ken Gordon** @quickmuse		.@TobyFarrenIE Innovate by Wandering Around! #innochat @tom_peters would approve!
12:37:06 16:37:06	**Brenda Young** @4byoung		@JohnWLewis @quickmuse Good to see both of you, too. Great topic. #innochat
12:37:16 16:37:16	**John W Lewis** @JohnWLewis		@tobybottorf It depends on how success is defined. #innochat
12:37:50 16:37:50	**Patrick Hayslett** @PatrickHayslett		If publicly traded, add pressure to not just grow, but *incrementally* and reliably... #innochat https://t.co/yUElecFtmZ
12:37:51 16:37:51	**Ken Gordon** @quickmuse		.@JohnWLewis @4byoung Following, of course, YOUR lead, JWL. #innochat
12:38:16 16:38:16	**Ken Gordon** @quickmuse		.@4byoung @JohnWLewis Cheers, Brenda! #innochat What's been your experience with big orgs? #innochat
12:38:43 16:38:43	**Brenda Young** @4byoung		@quickmuse @JohnWLewis Maybe anticipate difficult change but probably don't relish tackling them. #innochat
12:38:47 16:38:47	**John W Lewis** @JohnWLewis		Well, @quickmuse, maybe a meta-lead! ;-) #innochat https://t.co/vpS2iL50WO
12:38:58 16:38:58	**Brenda Young** @4byoung		RT @JohnWLewis BTW innocats, we're lining up an experienced CX person as a guest for a future #innochat
12:39:04 16:39:04	**Ken Gordon** @quickmuse		.@tobybottorf @JohnWLewis He's literally bristling! It's AWESOME! #innochat
12:39:46 16:39:46	**Matt Hunt** @huntm		A2. 1000x easier to kill idea in #BigCoInnovation than to risk your career building ideas! Back to my favorite topic #failure! #innochat
12:39:47 16:39:47	**Ken Gordon** @quickmuse		We're going to talk about roadmaps next. #innochat Should we still do this in the age of @waze?
12:40:04 16:40:04	**Brenda Young** @4byoung		@TobyFarrenIE @quickmuse Gd point. Clear, real-time customer data can overcome a lot of objections to change #innochat

12:40:18 16:40:18	**Ken Gordon** @quickmuse	*Q5 What's the right way to think about a roadmap for short to longer-term initiatives? #innochat
12:41:04 16:41:04	**Brenda Young** @4byoung	RT @tobybottorf A4: Consider more than the cust in journey mapping. Front-line employees at each touchpoint are huge value drivers #innochat
12:41:10 16:41:10	**Ari Yares** @ariyares	.@quickmuse perhaps recognize that like @waze, the route you take might not be the one you planned #innochat
12:41:14 16:41:14	**John W Lewis** @JohnWLewis	We still need maps of some kind, @quickmuse! ;-) #innochat https://t.co/BwMJ8n9L1T
12:41:18 16:41:18	**toby bottorf** @tobybottorf	@4byoung @TobyFarrenIE @quickmuse Also first-hand experience with customers. Stories are a form of data. Get out of the building. #innochat
12:41:33 16:41:33	**Matt Hunt** @huntm	Yep! #MedTech & #Pharma research is very costly! A few big #failures can kill qtrly earnings numbers! #innochat https://t.co/hv73F4BgHs
12:41:44 16:41:44	**kim flum** @kimflum	a5. how can we iterate this into reality with little risk to org? @quickmuse #innochat
12:41:59 16:41:59	**Ari Yares** @ariyares	@JohnWLewis @quickmuse remember @waze can have some unintended consequences - https://t.co/AJZQBWvztU #innochat
12:42:01 16:42:01	**alan** @shiny_penny	RT @quickmuse: *Q5 What's the right way to think about a roadmap for short to longer-term initiatives? #innochat
12:42:02 16:42:02	**Brenda Young** @4byoung	RT @JohnWLewis @quickmuse ... changing an org to be more innovative is itself an innovation. There's a meta-innovation problem! #innochat
12:42:18 16:42:18	**toby bottorf** @tobybottorf	A5: Short term = cheaper bets to gain confidence in long term and expensive bets. #innochat
12:42:38 16:42:38	**Ken Gordon** @quickmuse	Data is one of the duller stories available. Get out into the world and find some local color! #innochat https://t.co/IC3Pw1BK5E
12:42:42 16:42:42	**kim flum** @kimflum	@PatrickHayslett incrementally is key #innochat
12:42:50 16:42:50	**Brenda Young** @4byoung	RT @tobybottorf @JohnWLewis @quickmuse What we've learned is that you can only change culture by indirect means. #innochat
12:43:03 16:43:03	**Toby Farren** @TobyFarrenIE	@tobybottorf @4byoung @quickmuse Yep! We're focusing on autonomously turning innovation conversations and data into visual stories #innochat
12:43:21 16:43:21	**Ken Gordon** @quickmuse	.@kimflum And then some wiseass asks, "What's little risk"? #innochat
12:43:22 16:43:22	**toby bottorf** @tobybottorf	A5: Short term = foundation for long term. Amazon prime: free shipping builds a pre-paid audience for tv shows. Brilliant! #innochat
12:43:25 16:43:25	**Patrick Hayslett** @PatrickHayslett	A5 Look to software dev roadmaps. They can adjust at almost any pt in cycle. #innochat
12:43:48 16:43:48	**Brenda Young** @4byoung	@kimflum True. Fear of being replaced can be a powerful (& unspoken) motivator in resisting change #innochat
12:44:00 16:44:00	**alan** @shiny_penny	#innochat A5 mindmap; flowchart; data showing quick wins; test trial;
12:44:03 16:44:03	**Ken Gordon** @quickmuse	.@TobyFarrenIE @tobybottorf @4byoung Who's we? Say more, Toby! And can we se some visual stories? #innochat
12:44:08 16:44:08	**alan** @shiny_penny	RT @4byoung: @kimflum True. Fear of being replaced can be a powerful (& unspoken) motivator in resisting change #innochat
12:44:30 16:44:30	**Ken Gordon** @quickmuse	A5 CX strategy based on holistic/empathic understanding of customers ensures value prop/products align w/their needs+values. --TB #innochat
12:44:37 16:44:37	**Brenda Young** @4byoung	RT @huntm Most #MedTech's are #innovating via M&A... regulations and cost are prohibitive for large public co's. #innochat
12:44:37 16:44:37	**kim flum** @kimflum	@quickmuse and a bigger wiseass (like me) says less than your salary, jerkface. lol #innochat

12:44:42 16:44:42	**toby bottorf** @tobybottorf		short term = storytelling value to build momentum. Quick wins, calm fears. #innochat
12:44:54 16:44:54	**alan** @shiny_penny		RT @tobybottorf: short term = storytelling value to build momentum. Quick wins, calm fears. #innochat
12:45:02 16:45:02	**John W Lewis** @JohnWLewis		A5 At risk of riding my hobby horse too hard... we need to understand the fundamentals of how innovation happens. #innochat
12:45:13 16:45:13	**Ken Gordon** @quickmuse		.@kimflum NOW we're talking! #innochat Remember our convo about "The Jerk"?
12:45:21 16:45:21	**Toby Farren** @TobyFarrenIE		@quickmuse @tobybottorf @4byoung Don't wanna oversell in #innochat but the team at @play_tank Currently in pilot but can demo after chat?
12:45:32 16:45:32	**kim flum** @kimflum		iterate or die! #innochat https://t.co/YLKsDUuFhU
12:45:45 16:45:45	**Brenda Young** @4byoung		RT @tobybottorf @JohnWLewis Rather than Fail Fast, I tell teams to get 80% there in half the time, then assess, and repeat. #innochat
12:45:47 16:45:47	**TwitLiveEvents** @TwitLiveEvents		June 16, 2016 at 01:00PM Twitter Chat - #InnoChat #TwitterChat Visit https://t.co/52cTeoQ3Zw for more events.
12:46:10 16:46:10	**Fail Forward** @failforward_		RT @huntm: A2. 1000x easier to kill idea in #BigCoInnovation than to risk your career building ideas! Back to my favorite topic #failure! #...
12:46:28 16:46:28	**Ken Gordon** @quickmuse		.@kimflum What are, innosharks? #innochat
12:46:31 16:46:31	**kim flum** @kimflum		@quickmuse how could i forget? kim's a jerk.... (fan) #innochat
12:46:43 16:46:43	**Lisa Radin** @milguy23		@quickmuse A1 Usually it's based on long and short term gain. Revolutionary (long), evolutionary (short). Most deal w short. #innochat
12:46:57 16:46:57	**Ken Gordon** @quickmuse		@TobyFarrenIE @tobybottorf @4byoung @play_tank Let's take it, as they say, offline. #innochat
12:47:11 16:47:11	**toby bottorf** @tobybottorf		A5: of course the short-to-long-term maps to Horizons of Innovation. Incremental, adjacent, transformative. #innochat
12:47:36 16:47:36	**Ken Gordon** @quickmuse		.@kimflum #navin #innochat https://t.co/VCtbeoKWmj
12:47:45 16:47:45	**alan** @shiny_penny		RT @tobybottorf: A5: of course the short-to-long-term maps to Horizons of Innovation. Incremental, adjacent, transformative. #innochat
12:47:46 16:47:46	**John W Lewis** @JohnWLewis		A5 The "right way" is to develop a strategy based on sound understanding and which suits the culture. #innochat
12:47:59 16:47:59	**alan** @shiny_penny		RT @JohnWLewis: A5 The "right way" is to develop a strategy based on sound understanding and which suits the culture. #innochat
12:48:00 16:48:00	**Patrick Hayslett** @PatrickHayslett		P-CMM is a great roadmap for overall org culture https://t.co/9dgacHQizA #innochat
12:48:08 16:48:08	**alan** @shiny_penny		RT @PatrickHayslett: P-CMM is a great roadmap for overall org culture https://t.co/9dgacHQizA #innochat
12:48:32 16:48:32	**kim flum** @kimflum		LOVE *love* LOVE concept of empathetic UX/UI to address needs & values. #missinglink #innochat https://t.co/VeYFdoZ56X
12:48:41 16:48:41	**Ken Gordon** @quickmuse		.@JohnWLewis Simple as that! #innochat ;)
12:48:43 16:48:43	**toby bottorf** @tobybottorf		@4byoung @JohnWLewis And repeat. Which gets you into Zeno's Paradox of innovation: you are never done. #innochat @quickmuse
12:48:43 16:48:43	**Lisa Radin** @milguy23		A2 Costs 2much, no time to investigate, too far out thinking, we're not that entrepreneurial, doesn't match our distribution. #innochat
12:49:07 16:49:07	**Ken Gordon** @quickmuse		"I'll raise your Flaubert!" --@tobybottorf #innochat

12:49:22 16:49:22	**kim flum** @kimflum		that's what i'm wearing today! #racetrackfashion #innochat https://t.co/8KPPLxfdN0
12:49:27 16:49:27	**Brenda Young** @4byoung		@quickmuse @JohnWLewis Leaders at big orgs get mor cautious as they climb the corp ladder & fear failure as much as others #innochat
12:49:32 16:49:32	**Toby Farren** @TobyFarrenIE		RT @kimflum: LOVE *love* LOVE concept of empathetic UX/UI to address needs & values. #missinglink #innochat https://t.co/VeYFd0Z56X
12:49:33 16:49:33	**John W Lewis** @JohnWLewis		@kimflum I thought you'd "like" that, Kim! ;-) #innochat
12:49:38 16:49:38	**alan** @shiny_penny		RT @4byoung: @quickmuse @JohnWLewis Leaders at big orgs get mor cautious as they climb the corp ladder & fear failure as much as others #i...
12:50:11 16:50:11	**alan** @shiny_penny		@4byoung @quickmuse @JohnWLewis #innochat less doing (action) more image (perception) related also.
12:50:25 16:50:25	**Ken Gordon** @quickmuse		.@tobybottorf @4byoung "It is not incumbent upon you to complete the work, but neither are you at liberty to desist from it." --PA #innochat
12:50:43 16:50:43	**toby bottorf** @tobybottorf		@4byoung @quickmuse @JohnWLewis Falling from heights: it don't hurt when you fall, only when you land. #innochat
12:50:52 16:50:52	**Ken Gordon** @quickmuse		.@kimflum Stylish! #innochat
12:51:02 16:51:02	**alan** @shiny_penny		RT @tobybottorf: @4byoung @quickmuse @JohnWLewis Falling from heights: it don't hurt when you fall, only when you land. #innochat
12:51:17 16:51:17	**John W Lewis** @JohnWLewis		@tobybottorf Yes, it's only the last half inch that hurts! @4byoung @quickmuse #innochat
12:51:27 16:51:27	**Ken Gordon** @quickmuse		.@kimflum It's a good Thursday when #innochat makes you laugh!
12:51:28 16:51:28	**Brenda Young** @4byoung		@quickmuse @JohnWLewis Have diff reasons for fear of failure. Can get in a bubble of "yes" men & think they're geniuses #innochat
12:51:33 16:51:33	**Lisa Radin** @milguy23		@quickmuse A5 Need HR roadmap - CEO who is leader, wants innovation - or just driving randomly going nowhere, fast. #innochat
12:51:42 16:51:42	**Ken Gordon** @quickmuse		.@tobybottorf @4byoung @JohnWLewis Ain't that the truth! #innochat
12:52:00 16:52:00	**Ken Gordon** @quickmuse		Q6 What benefits do large companies offer intrapreneurs that start-ups cannot offer? #innochat
12:52:01 16:52:01	**Brenda Young** @4byoung		RT @huntm A2. 1000x easier to kill idea in #BigCoInnovation than to risk your career building ideas! ...favorite topic #failure! #innochat
12:52:18 16:52:18	**alan** @shiny_penny		RT @quickmuse: Q6 What benefits do large companies offer intrapreneurs that start-ups cannot offer? #innochat
12:52:25 16:52:25	**Diane Court** @dc2fla		RT @quickmuse: Q6 What benefits do large companies offer intrapreneurs that start-ups cannot offer? #innochat
12:52:31 16:52:31	**Brenda Young** @4byoung		RT @ariyares .@quickmuse perhaps recognize that like @waze, the route you take might not be the one you planned #innochat
12:52:36 16:52:36	**alan** @shiny_penny		#innochat A6 resources
12:52:44 16:52:44	**Ken Gordon** @quickmuse		.@4byoung @JohnWLewis Oh yeah: I've met the Geniuses of Yes. #innochat Nope.
12:53:04 16:53:04	**toby bottorf** @tobybottorf		@4byoung @quickmuse @JohnWLewis There's a great fuzzy Los Lobos track called High Places. check it out. #innochat
12:53:21 16:53:21	**John W Lewis** @JohnWLewis		A6 Plenty: resources, scalablity, customers, and more! #innochat
12:53:30 16:53:30	**Ken Gordon** @quickmuse		.@4byoung @ariyares @waze Good one. Waze prepares us that changing course is not deterrent to getting where you wanna go. #innochat

12:53:36 16:53:36	**Brenda Young** @4byoung	RT @tobybottorf @4byoung @TobyFarrenIE @quickmuse Also 1st hand exp w/ cust. Stories are a form of data. Get out of the building. #innochat
12:53:44 16:53:44	**kim flum** @kimflum	a6. resources, infrastructure @quickmuse #innochat
12:53:49 16:53:49	**Toby Farren** @TobyFarrenIE	@quickmuse In theory -more resources, larger knowledge pool, established partner & customer bases for co-creation/early validation #innochat
12:53:52 16:53:52	**Lisa Radin** @milguy23	A7 Money / bonus quicker / faster. Not sure much else. #innochat
12:54:07 16:54:07	**Ken Gordon** @quickmuse	A6 Resources! Time! Money! Reputation! Extra office space! #innochat
12:54:11 16:54:11	**Brenda Young** @4byoung	LOL!! RT @JohnWLewis @tobybottorf Yes, it's only the last half inch that hurts! @4byoung @quickmuse #innochat
12:54:12 16:54:12	**Diane Court** @dc2fla	a6 more experience points of data, faster #innochat
12:54:28 16:54:28	**Brenda Young** @4byoung	RT @milguy23 @quickmuse A5 Need HR roadmap - CEO who is leader, wants innovation - or just driving randomly going nowhere, fast. #innochat
12:54:39 16:54:39	**Ken Gordon** @quickmuse	A6 Everything but scrappiness and innocence. #innochat
12:54:40 16:54:40	**toby bottorf** @tobybottorf	A4: Orgs don't fund "learning expeditions" so we need CX initiatives to meet our customers. All projects start with a hypothesis. #innochat
12:55:00 16:55:00	**Diane Court** @dc2fla	RT @tobybottorf: A4: Orgs don't fund "learning expeditions" so we need CX initiatives to meet our customers. All projects start with a hypo...
12:55:10 16:55:10	**Matt Hunt** @huntm	A5. Again I think @JeffBezos has best #innovation framework: 90% Sml v 10% Lrg. "We are stubborn on vision... flexible on details" #innochat
12:55:34 16:55:34	**Brenda Young** @4byoung	RT @quickmuse .@4byoung @ariyares @waze Good1. Waze prepares us that changing course is not deterrent to getting where u wanna go. #innochat
12:55:35 16:55:35	**Ari Yares** @ariyares	.@quickmuse @4byoung @waze it has also prepared us to recognize that unanticipated pathways can have positive results #innochat
12:55:36 16:55:36	**Lisa Radin** @milguy23	@quickmuse A4 Best intrapreneurs are problem-solvers. Attuned to CX to fix. In big biz - willingness to tear down silos. #innochat
12:55:41 16:55:41	**Ken Gordon** @quickmuse	Session's drawing to a close, #innochat. If you got questions for @tobybottorf, ask him while he's still wearing a professorial bow tie.
12:55:42 16:55:42	**alan** @shiny_penny	RT @dc2fla: a6 more experience points of data, faster #innochat
12:55:55 16:55:55	**toby bottorf** @tobybottorf	A6: Money. I once heard of a funding model called "customer funded." That's not crowd-sourcing, it's people buying your stuff! #innochat
12:56:13 16:56:13	**Brenda Young** @4byoung	RT @quickmuse A6 Resources! Time! Money! Reputation! Extra office space! #innochat
12:56:26 16:56:26	**Diane Court** @dc2fla	@quickmuse @tobybottorf pics or ... #professionalbowtie #innochat
12:56:36 16:56:36	**Ken Gordon** @quickmuse	.@ariyares @4byoung @waze Waze also teaches us that there are no navigational mistakes. There is just recalculating. #innochat
12:56:47 16:56:47	**Diane Court** @dc2fla	RT @quickmuse: .@ariyares @4byoung @waze Waze also teaches us that there are no navigational mistakes. There is just recalculating. #innoch...
12:56:52 16:56:52	**Lisa Radin** @milguy23	@quickmuse Complained lots. But to CEO who finally listened based on story w numbers. Need perseverance - lots of it. #innochat
12:56:54 16:56:54	**John W Lewis** @JohnWLewis	Well, the trick is to facilitate that. I wouldn't generalize, as large orgs vary very widely. #innochat https://t.co/FzNhTndqoT
12:56:56 16:56:56	**toby bottorf** @tobybottorf	A6: Customers, for better or worse. Don't antagonize them with your changes, but if you know them, you can make great stuff. #innochat

12:56:56 16:56:56	**alan** @shiny_penny	thank you all for another amazing learning hour of #innochat. have an innovative week (stay curious).
12:56:59 16:56:59	**Innovation BOT** @bot_innovation	RT @huntm: A5. Again I think @JeffBezos has best #innovation framework: 90% Sml v 10% Lrg. "We are stubborn on vision... flexible on detail...
12:57:00 16:57:00	**Toby Farren** @TobyFarrenIE	@quickmuse @tobybottorf Thanks for facilitating guys! Really energetic session and would love to discuss futher #innochat #innocats
12:57:06 16:57:06	**Ken Gordon** @quickmuse	.@dc2fla @tobybottorf You asked for it! #innochat https://t.co/kIsaXxH708
12:57:31 16:57:31	**Ken Gordon** @quickmuse	.@TobyFarrenIE @tobybottorf So glad you could make it, TF. Let's keep conversating. #innochat
12:57:38 16:57:38	**Brenda Young** @4byoung	RT @huntm A5. Again I think @JeffBezos has best innov framework: 90% Sml v 10% Lrg. "stubborn on vision... flexible on details" #innochat
12:57:48 16:57:48	**Brenda Young** @4byoung	RT @ariyares .@quickmuse @4byoung @waze it has also prepared us to recognize that unanticipated pathways can have positive results #innochat
12:58:08 16:58:08	**Lisa Radin** @milguy23	@quickmuse A3 Data, data, data including trends layered to tell a story w ending of > profit / market share. Financials sell. #innochat
12:58:09 16:58:09	**Brenda Young** @4byoung	RT @milguy23 @quickmuse A4 Best intrapreneurs are prob solvers. Attuned to CX to fix. In big biz - willingness to tear down silos. #innochat
12:58:14 16:58:14	**Toby Farren** @TobyFarrenIE	RT @quickmuse: .@TobyFarrenIE @tobybottorf So glad you could make it, TF. Let's keep conversating. #innochat
12:58:15 16:58:15	**Ken Gordon** @quickmuse	.@JohnWLewis Facilitate innocence? Sounds awesome! #innochat I'd like to sing up for that!
12:58:19 16:58:19	**Diane Court** @dc2fla	.@quickmuse are there no scrappy large orgs? Scrappy parts that can effect mindset in other parts? #Innochat
12:59:05 16:59:05	**Ken Gordon** @quickmuse	.@dc2fla Tough to be big & scrappy. Success changes things. #innochat They gotta pretend to be hungry. Different form hunger itself.
12:59:20 16:59:20	**Matt Hunt** @huntm	A6. Theoretically best things BigCo's can offer #innovators is Mktg, Talent, Capital, & some Stability. Most don't really exist! #innochat
12:59:34 16:59:34	**Ken Gordon** @quickmuse	Dear #innochat: This has been a blast. Thanks much to Dr. @tobybottorf for putting up with us! Cheers!
13:00:15 17:00:15	**toby bottorf** @tobybottorf	Great #innochat Thanks for playing!
13:00:35 17:00:35	**Brenda Young** @4byoung	RT @tobybottorf Great way to look at it. "...funding model called "customer funded." ...it's people buying your stuff! #innochat
13:00:37 17:00:37	**John W Lewis** @JohnWLewis	There are. In my experience, the workings of different orgs are as different as different countries! #innochat https://t.co/pPR6ykbZQV
13:00:44 17:00:44	**kim flum** @kimflum	@quickmuse @tobybottorf @JohnWLewis great job. :-) #innochat
13:00:45 17:00:45	**Diane Court** @dc2fla	Yes it has. And thanks! RT @quickmuse Dear #innochat: This has been a blast. Thanks much to Dr. @tobybottorf for putting up with us! Cheers!
13:01:00 17:01:00	**Brenda Young** @4byoung	RT @milguy23 @quickmuse A3 Data, including trends layered to tell a story w ending of > profit / market share. Financials sell. #innochat
13:01:03 17:01:03	**Lisa Radin** @milguy23	@huntm Yep. Some of that is good-for-the-resume. #innochat
13:01:07 17:01:07	**Matt Hunt** @huntm	RT @quickmuse: Dear #innochat: This has been a blast. Thanks much to Dr. @tobybottorf for putting up with us! Cheers!
13:01:09 17:01:09	**Kneaver Chat** @kneaverchat	#innochat Today, 355 Tweets (including 61 RTs) 19 Participants (Most Active @quickmuse 75 Tweets) via https://t.co/CaYhKNmtt9
13:01:11 17:01:11	**John W Lewis** @JohnWLewis	Thank you and well done, @quickmuse and @tobybottorf!! #innochat

Time	User	Message
13:01:31 17:01:31	**John W Lewis** @JohnWLewis	FYI innocats: tragic news from the UK! A Member of Parliament has been killed. We are 7 days away from a major referendum. #innochat
13:01:33 17:01:33	**Tech Fetish** @standrebe	RT @JohnWLewis: Thank you and well done, @quickmuse and @tobybottorf!! #innochat
13:01:56 17:01:56	**Ken Gordon** @quickmuse	.@JohnWLewis @tobybottorf Thanks for the opportunity, John. #innochat
13:02:32 17:02:32	**Brenda Young** @4byoung	@dc2fla @quickmuse Agreed. Maybe scrappy parts but can't think of an entire org that is scrappy. #innochat
13:02:59 17:02:59	**Ken Gordon** @quickmuse	RT @4byoung: @dc2fla @quickmuse Agreed. Maybe scrappy parts but can't think of an entire org that is scrappy. #innochat
13:03:05 17:03:05	**Brenda Young** @4byoung	RT @huntm A6. ... best things BigCo's can offer #innovators is Mktg, Talent, Capital, & some Stability. Most don't really exist! #innochat
13:03:19 17:03:19	**Brenda Young** @4byoung	RT @quickmuse Dear #innochat: This has been a blast. Thanks much to Dr. @tobybottorf for putting up with us! Cheers!
13:03:55 17:03:55	**Brenda Young** @4byoung	RT @JohnWLewis There are. In my experience, the workings of different orgs are as different as different countries! #innochat
13:04:39 17:04:39	**Lisa Radin** @milguy23	@JohnWLewis Read that. So sad. #innochat
13:05:44 17:05:44	**Matt Hunt** @huntm	@milguy23 Agreed. Sad, but coached my #innovation teams to focus on 3 things- build $, skills, & network. Forget career longevity. #innochat
13:06:04 17:06:04	**John W Lewis** @JohnWLewis	Thank you very much, Toby (@tobybottorf) for being our (and @quickmuse's) guest. #innochat https://t.co/leI3h5AjcL
13:06:43 17:06:43	**Brenda Young** @4byoung	@JohnWLewis Not good for a civil society to resort to murder in order to get your way. Sad news for the UK. #innochat
13:08:00 17:08:00	**Brenda Young** @4byoung	RT @huntm @milguy23 . ...coached my #innovation teams to focus on 3 things- build $, skills, & network. Forget career longevity. #innochat
13:08:53 17:08:53	**Lisa Radin** @milguy23	@huntm Don't thing ppl do it bc of career ladder, but if 'whatever' doesn't work - it IS a resume booster. #innochat
13:09:36 17:09:36	**Diane Court** @dc2fla	Thinking about possibilities, our potential in a different way than usual can change one's whole outlook for the day. Thanks all! #innochat
13:11:45 17:11:45	**Ken Gordon** @quickmuse	.@dc2fla Excellent to hear. Be well, friend. #innochat
13:12:17 17:12:17	**Brenda Young** @4byoung	@milguy23 @huntm Yes, resume booster vs career ladder is better strategy in a dynamic environment. e.g., Nokia & many others #innochat