

#BePartoftheGood

An Agile Response to Crisis



Colleen Esposito @thecolleene
Agile Coach at Assurant
Principal Founder, Agile Turnaround

A photograph capturing the intensity of a tropical storm. Several palm trees are shown in a state of extreme distress, their fronds and trunks bent and swayed by powerful winds. The sky is a uniform, heavy grey, indicating overcast conditions. In the lower-left foreground, a dark-colored car is visible on a wet, reflective road, its rear lights glowing. A green road sign with the text 'km 1' is positioned on the right side of the road. The overall atmosphere is one of chaos and danger.

“You can’t survive this”

Florida Governor Scott’s
warning about Irma

@thecolleene

Sucks to be you?



Dashboard

Share

Tweet

Donate

www.cnn.com/2017/09/08/us/hurricane-irma-caribbean-florida/index.html

Assurant Connect | Suggested Sites | EPMO | PPM Assurant Login | Agile CoE | Assurant | Agile Education Tools | MyIT Portal | Imported From IE

NEWS ALERT

Irma forecast to hit Florida as a Category 5 hurricane in latest advisory. Watch CNN

CNN U.S. • South Florida fears direct hit as Irma barrels toward Bahamas, Cuba

Live TV • U.S. Edition

South Florida fears direct hit as Irma barrels toward Bahamas, Cuba

By Jason Hanna, Laura Smith-Spark and Steve Almasy, CNN
Updated 5:11 PM ET, Fri September 8, 2017



Top stories



FEMA could run out of cash this weekend



The mystery of the tiger roaming in metro Atlanta has been solved



HOME OPENER

Rebuilding After Irmageddon

Manage your campaign

\$2,825 of \$3,000 goal

Raised by 15 people in 8 months

Donate Now

Share on Facebook

Created September 8, 2017



Colleen Esposito

Emergencies

POMPANO BEACH, FL

Recent Donations

DW

\$25

What's the next right thing to do?

Sep. 11, 2017, 3:11 p.m.

FULL COVERAGE JACKSONVILLE

By JOHN CHERWA

Jacksonville hit with some of its worst flooding in 100 years



Triumph
Tough

Photos Of Flooding In Charleston, South Carolina,
After Hurricane Irma Are Horrifying

By SETH MILLSTEIN | Sept 12 2017 | f



@thecolleene

Failure brings wisdom

Hurricane Irma triggers gas shortages as panicking Florida motorists evacuate

Nathan Bomey and Alexandra Glorioso, USA TODAY and Naples (Fla.) Daily News

Published 1:10 p.m. ET Sept. 8, 2017 | Updated 3:11 p.m. ET Sept. 8, 2017



“We’re traveling down I95 to South Florida. Have gas, propane and diesel for anyone who isn’t able to find or afford it.”

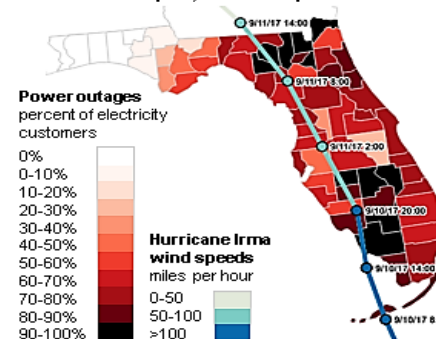
Sep. 11, 2017, 10:36 a.m.

RESOURCES

By ASSOCIATED PRESS

Hurricane Irma cuts power to more than 7 million homes and businesses

Florida power outages by county during Hurricane Irma
Sep 11, 2017 3:00 p.m.



- Facebook Crisis Response

Irmageddon Creates a Crisis



- **“Don’t expect to come back to a house!**
- **...6 out of 10 homes we saw had MAJOR damage...”**
- **- Evacuees of the Keys**

Are Methods Enough?



How LeanAgile Can Change the World

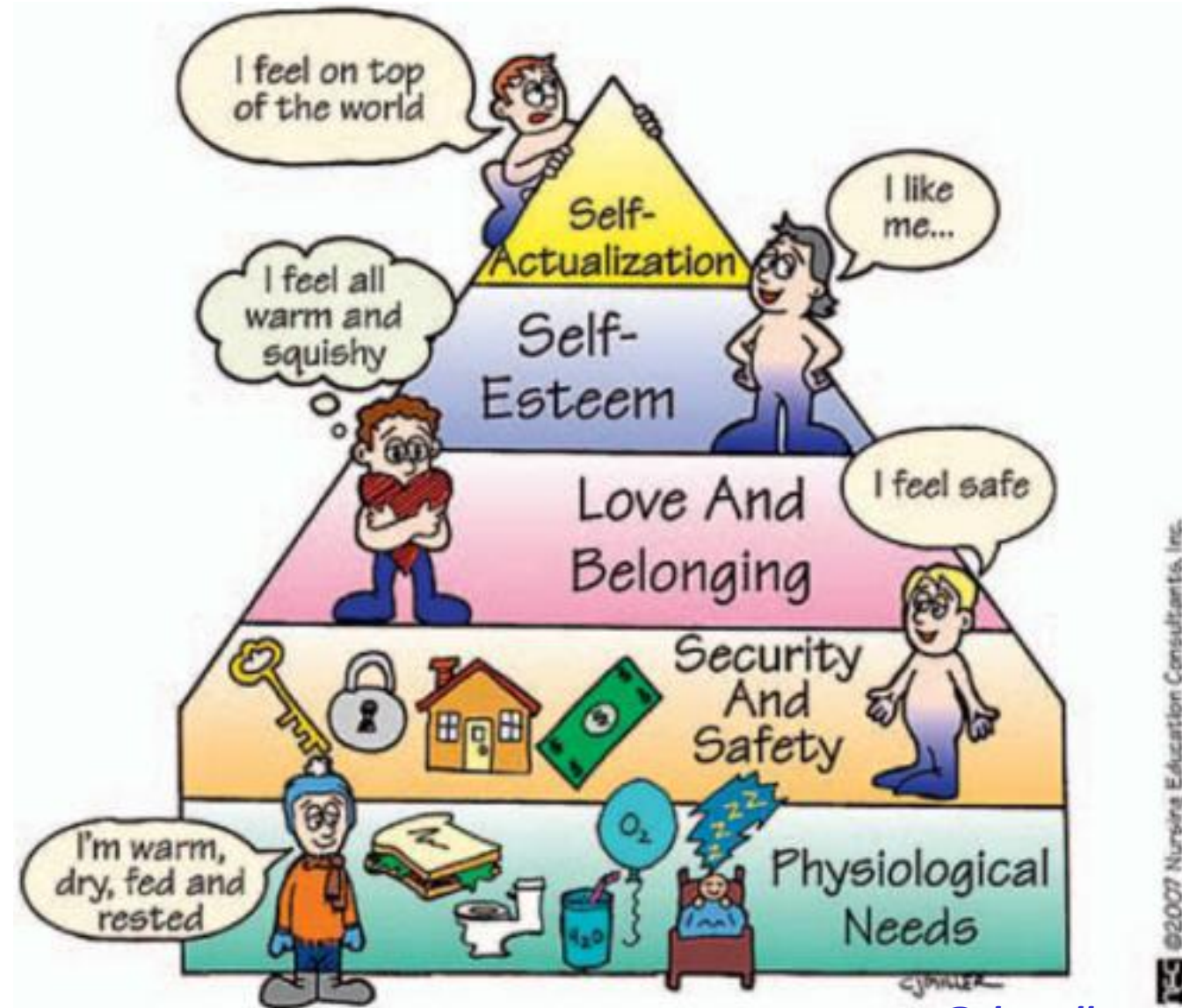


#NoAssumptions

Invitation



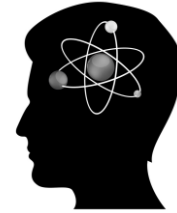
Exploration





@thecolleene

Mindset over Methods



Ability to Adapt to Change
Learning Cycle
Improvement Cycle
Respect
Collaboration
Pride in Ownership
Focus on Delivering Value
Intellectually Curious
Tolerant of Ambiguity
Emotionally Intelligent

*While there is value
in the items on the
right, we value the
items on the left
more.*

Irma Crisis Response Manifesto



OVER



OVER



OVER



OVER



FEB 17 Be Part Of the Good Delivers Feb 17 - Feb 19 - by Be Part of the Good

JAN 14 BePartoftheGood delivers for MLK Jan 13 - Jan 14 - by Be Part of the Good

DEC 18 BePartoftheGood Delivers for Dec 17, 2017 - Dec 18, 2017 - by Be Part of the Good

NOV Be Part of the Good Kins

Deliver Working Furniture Frequently

Welcome changing priorities

Volunteers and Donors work together daily

Find motivated individuals to help with the effort

Inspect and Adapt Continuously

Make Customer Satisfaction Highest Priority

Working furniture is the primary measure of progress

Focus on beautiful appearance and solid design

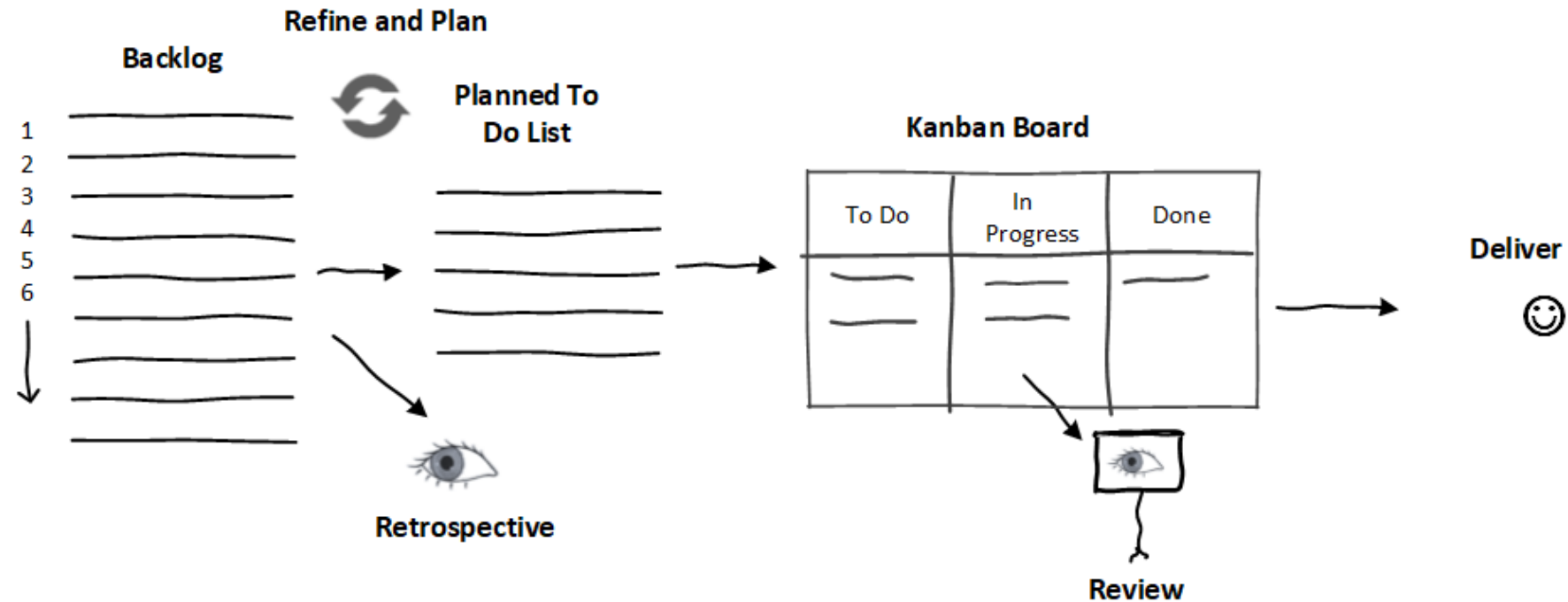
Work at a sustainable pace

Let people self-organize



Experimentation

1. truck & 12' trailer
2. 26' van & 12' trailer
3. 26' van
4. truck & 12' trailer
5. 26'' van
6. 26' van, truck & 12' trailer
7. 26' van
8. 26' van, truck & boat
9. 26' van , truck & boat
10. 26' van , truck & boat
11. 26' van , truck & boat
12. 26' van
13. 26' van , truck & boat
14. truck & boat
15. Truck & lots of experience



November 14, 2017 - Big Pine Key, FL

I'm not sure about you but all of the trash and debris on the side of the road is really starting to get to me. I'm angry about it! The environmental impact of this blowing in the water is incredible to me!!! I propose a HIGHWAY HAPPY HOUR! This Saturday 11/18, from 3-5 go to US 1, bring your rakes, your gloves, your radio flyer wagon. Pick a spot and pile the debris up. Get the plastic out of the trees, the furniture, anything you can get and make a pile to be picked up! Bring



November 16, 2017

Revised- so this grassroots event is picking up steam.

In 2 hours they gathered over 2,000lbs of debris.

December 14, 2017

Would there be an interest on Big Pine key to help organize the use of kayaks and canoes and small boats to clean canals on Dec 30th?

@thecolleene



In small batches



Value Delivered?



What about MY Crisis?



There's way too much
bad in this world.

#BePartofthe**Good**



@thecolleene