The Diamond Process

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Leading in Today’s Short Term World

- What it means to be a GW alumnus
- Understanding the current environment
- What is changing
- How do we fit in as Leaders today
THE DIAMOND PROCESS MODEL

CUSTOMER REQUIREMENTS
- Sales
- Quality/Specs
- Quantity
- Delivery Scheduled

External Environmental Factors:
- Regulatory
- Markets
- Technology

Learning Organization Gathers
- Interesting
- Relevant
- Critical

Information Dispersed Throughout the Organization as Inputs

Group Performance Requirements
- Roles, Responsibilities, Accountability (RRA)
- Expectations - Commitments
- Metrics - Results - Process

Individual Performance Requirements
- Roles, Responsibilities, Accountability (RRA)
- Expectations - Commitments
- Metrics - Results - Process

KSAs
Knowledge, Skills, Abilities

KEY DRIVERS
- Mission
- Vision
- Goals/Objectives

WORK
- Lines of Business (LOBs)
- Primary Processes
- Secondary Processes
- Task/Function

RESOURCES
- People
- Equipment
- Funding
- Materials

Sustainment Process
- Strategic Level: Strategic Planning Session
- Operations/Dept. Level: Operational Assessment
- First Line Leader Level: Process Review

DECISION SUPPORT SYSTEM (DSS)
- People
- Strategic Planning
- Crisis

Enable Judgment to Be a Process

Information Flows Through to Build DSS

CUSTOMER PROCESSES

SUPPLIER PROCESSES
- Materials
- Sub Ass./Components
- Services
Other Key Leader Points

• It’s not about you sweetheart
• Know the single points of failure in your organization
• Know your process / Know your people
• It’s an honor and privilege to LEAD
• If you’re not giving back, you’re taking from others
Resources & Services

• Diamond Strategy Group:
  – www.diamondstrategygroup.com

• Book:
  – *The Diamond Process: How to Fix Your Organization and Effectively Lead People*

• Speaking Engagements:
  – Contact: Sarah Dickenson at SEM4MD@gmail.com

• Consulting, Training & Coaching:
  – Contact Us at www.diamondstrategygroup.com
Q&A