



Wednesday October 11th, 2017 | 9:00am - 4:00pm  
Ivey-Spencer Leadership Centre [\[click for map\]](#)  
[551 Windermere Road, London, Ontario, N5X 2T1](#)

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***NAVIGATING THE ERA OF DISRUPTION AND PREPARING FOR EXPONENTIAL TIMES***

***Professors Andreas Schotter & Paul Kinsinger***

#### **Program Overview**

The rapid acceleration in technology and increasing globalization of “access to almost everything” is disrupting the predominant business assumptions of legacy companies across most industries. A proliferation of new business models disrupt many legacy firms by intentionally smoothing the friction of customer experiences. This exponential rise in change now threatens to engulf 40% or more of companies existing today.

Research indicates that the majority of companies across almost all industries are woefully unprepared or under-prepared for what could be the biggest tectonic plate shift in their histories. Moreover, given how much change is upon us, it’s unlikely that the past experiences, successes, and the confidence that comes with legacy organizations will be much of a guide for business leaders. On the contrary, past mental models are more likely to get in the way.

The objective of this one-day retreat is to gain an understanding of the challenges and opportunities presented by disruption, and to lay the groundwork for thriving in this unprecedented era.

## Schedule

*October 11, 2017 – Spencer Leadership Centre, London ON*

Session	Start	Title	Format
	<b>7:00AM</b>	Arrival & Breakfast	Light breakfast
	<b>9:00AM</b>	Introductions	
<b>1</b>	<b>9:15AM</b>	<b>The Era of Disruption and the Dawn of Exponential Times</b>	Presentation, facilitated discussion
	<b>10:45AM</b>	Break	Coffee & Tea
<b>2</b>	<b>11:00AM</b>	<b>Leveraging the Friction in your Customers' Experiences to Uncover Opportunities to Disrupt</b>	Presentation, facilitated discussion, small group activity
	<b>12:30PM</b>	Lunch	Lunch
<b>3</b>	<b>1:30PM</b>	<b>Flip Your Thinking: Leadership Readiness for Exponential Times</b>	Presentation, small group workshop
	<b>3:00PM</b>	Break	Coffee & Tea
<b>4</b>	<b>3:15PM</b>	<b>Leading in an Era of Disruption and Exponential Change</b>	Presentation, facilitated discussion
	<b>4:30PM</b>	<b>Program Closure and Networking Event</b>	Refreshments
	<b>6:00PM</b>	End of Day	

### Session 1

#### ***The Era of Disruption and the Dawn of Exponential Times?***

This session focuses on the drivers of disruption and the implications for participants, calibrated by industry, as each industry is experiencing disruption in different ways and timeframes. Participants gain an insightful view into: the ***mega-accelerators of disruption*** today; work through the implications of each for their industry and their companies; how to ***detect and analyze potential disruptive threats and opportunities***.

### Session 2

#### ***Leveraging the Friction in your Customers' Experiences to Uncover Opportunities to Disrupt***

In this era, when many customers have abundant choices, better access to information, and escalating expectations of transparency, speed, performance, and delivery, many industries are having to shift their mindsets from focusing solely on operational efficiencies to ***increasingly seeking to provide a "breakthrough customer experience."*** In this facilitated workshop style session, participants will learn how to utilize a four-point framework to identify and analyze potential points of friction in the experiences of customers that (1) disruptors frequently target to take advantage of, and that (2) they could use to potentially lead disruption segments of their industry.

### Session 3

#### ***Flip Your Thinking: Leadership Readiness in Exponential Times***

Challenging one's assumptions is a key tool to help mitigate the potential impact of disruption; ***developing a disruptive mindset*** is another. This session focuses on a toolkit called, "***Flip Your Thinking,***" which allows participants, working in facilitated small groups, to engage in creating low-cost experiments that will allow the company to test some new ideas for the marketplace.

### Session 4

#### ***Leading in the Era of Disruption and Exponential Change***

As leaders focus on increasing their vigilance to avoid being blindsided (and on developing strategies to thrive once the waves of disruption come), they must also continue to drive results in their core businesses. This ***requires radically different mindsets about risk, experimentation, communication, collaboration, stakeholder engagement, and performance metrics*** than is the case in legacy businesses driven by operational efficiencies and short-term returns. In this session we ***introduce the new organizational and leadership mindsets and skillsets*** required ***to lead in disruptive, exponential times,*** as well as how to let go of the past frameworks that are no longer needed.

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**For more information, contact:**

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