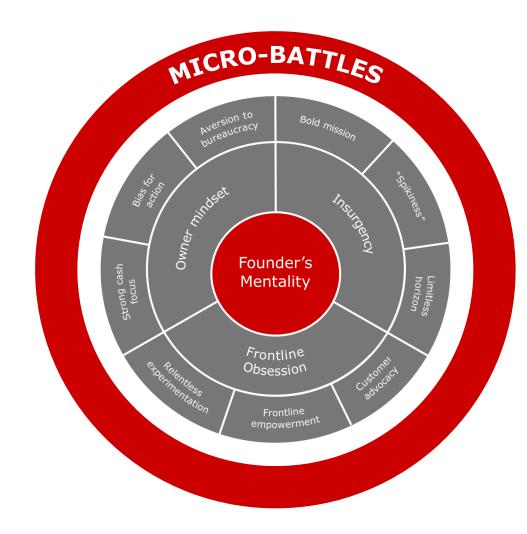
Founder's Mentality[®]

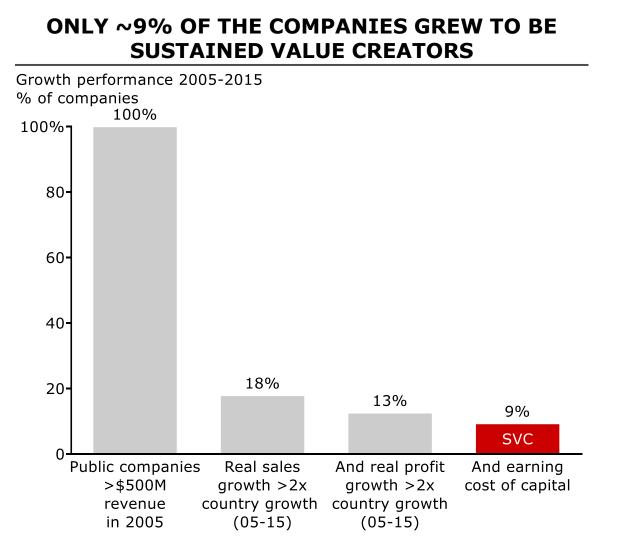
Competitive advantage in a world of faster change

Business Agility Conference March 2018

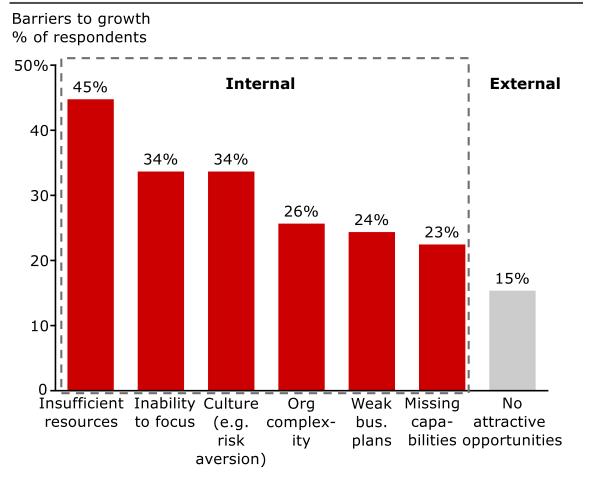




Only 1 in 11 companies grow sustainably – and yet in only 15% of cases do those that fail to grow blame the market



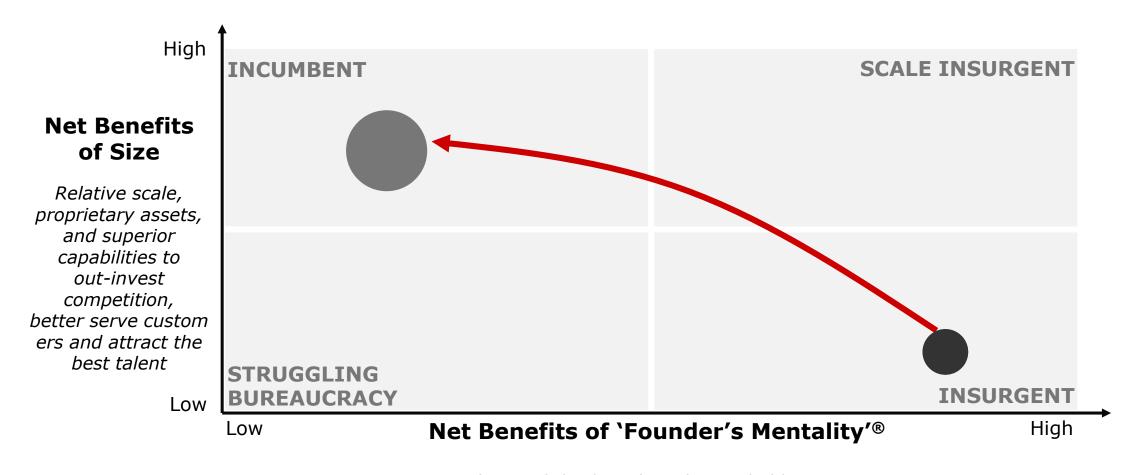
~85% OF THOSE THAT FAIL BLAME THEIR OWN INTERNAL COMPLEXITY



Note: Growth benchmark is >2x of country's real GDP growth (i.e. after correction for inflation) with a minimum of 5.5%; Earning cost of capital defined as above average total shareholder return; Analysis of 3,000+ companies in 43 advanced and developing economies Source: Capital IQ; Bain Analysis; Survey of 377 executives in North-America, Western Europe and Asia conducted jointly by Bain & EIU, March 2011

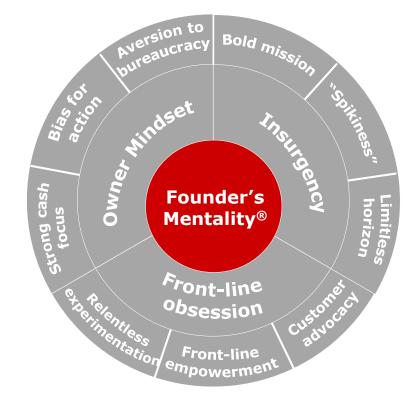
2

One of the barriers to growth is the perceived trade-off between the benefits of size and `Founder's Mentality $^{\mathbb{R}'}$

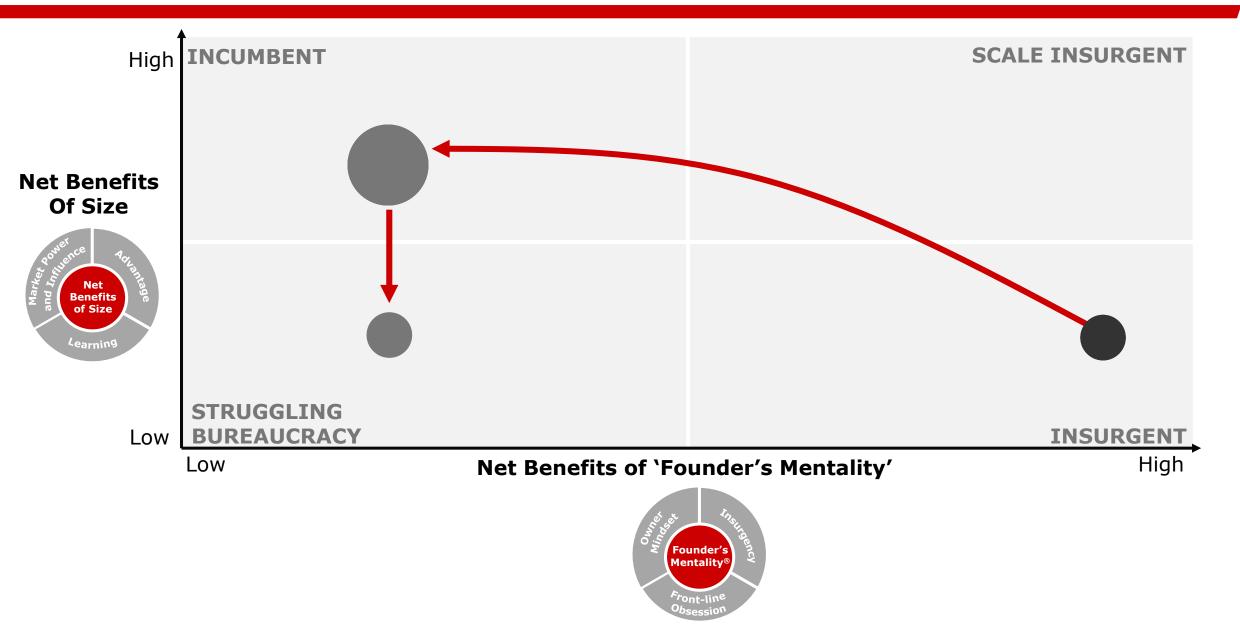


Leaders and the front line share a bold mission, a focus on the needs of their core customers, and a commitment to develop the routines, behaviors and talent that transform industries

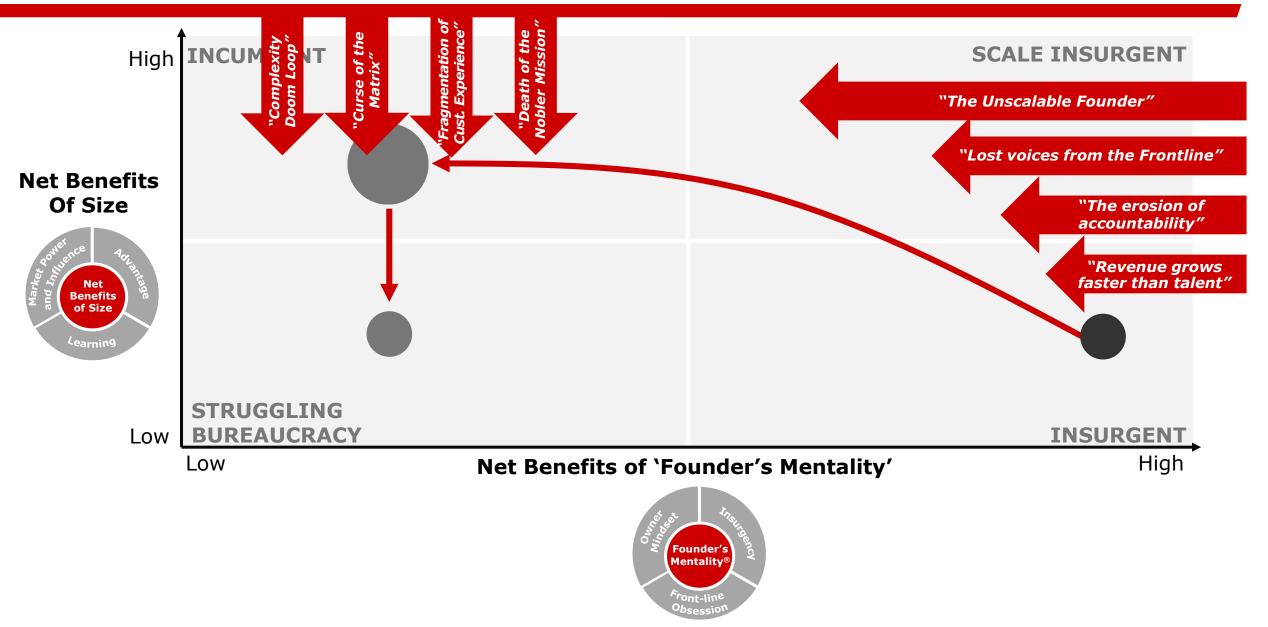
Elements of 'The Founder's Mentality®'



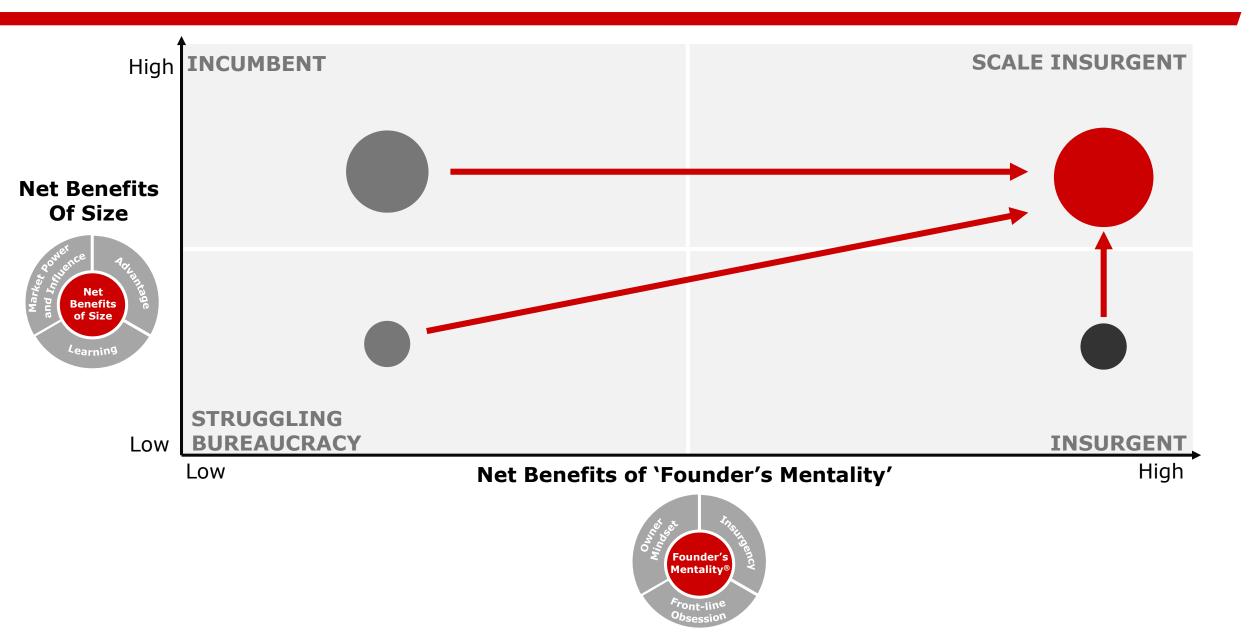
The **Default Path**: Absent management intervention, most successful companies lose their 'Founder's Mentality®'



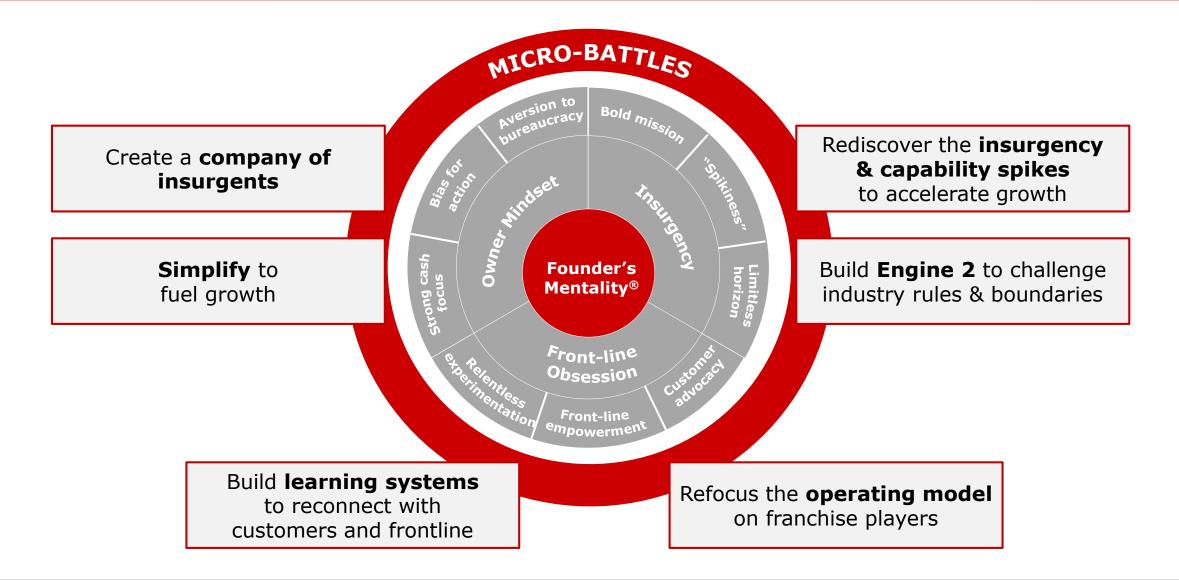
The **forces** that work **against you** ("Westward and Southward winds")



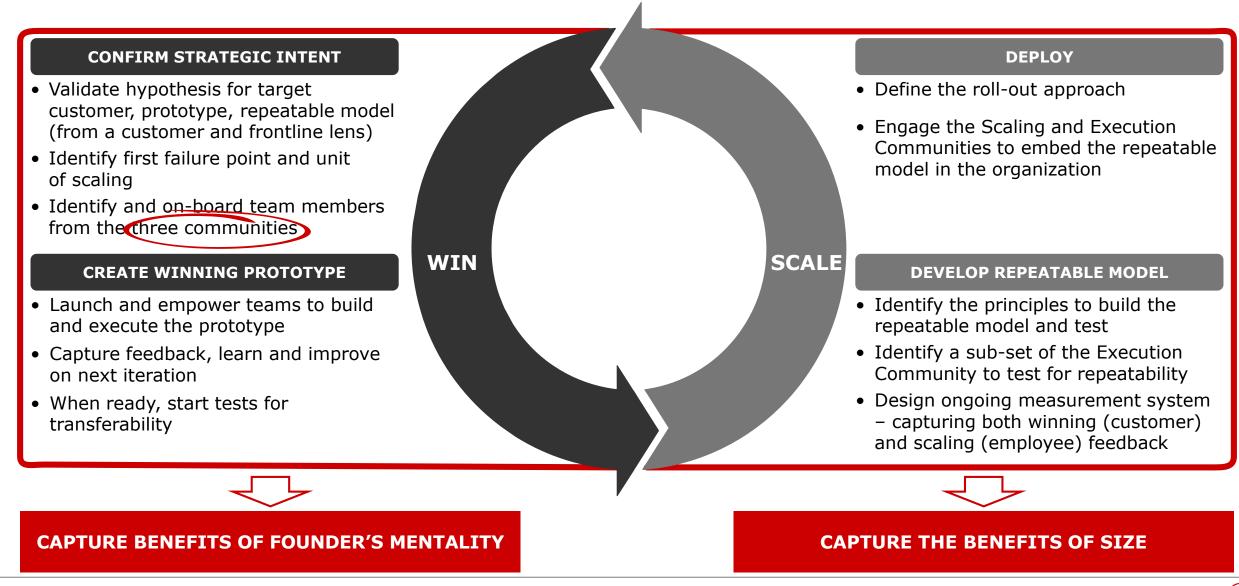
The goal is *scale insurgency*



There are **six 'building blocks'** to restore Founder's Mentality ...and **one distinct approach**



The **Micro-battles system** builds the "Win & Scale" capabilities of a scale insurgent



This information is confidential and was prepared by Bain & Company solely for the use of our client; it is not to be relied on by any 3rd party without Bain's prior written consent

Three communities required to deploy a winning repeatable model

innovators and expert executorsOwn and drive innovationScale winning innovations across the organizationExecute core repeatable processes and provide expertiseConfirm strategic intent:• Define the Micro-battle mission (winning and scaling hypothesis)• Help define the unit of scaling and scaling approach• Help identify key franchise player to bring into the Micro-battle team • Help identify franchise player routing and behaviours that will be impacted during Micro-battle deploymentCreate winning prototype:• Launch teams to build and execute the prototype • Learn from feedback and iterate Pevelop repeatable model:• Test prototypes for transferability; identify when it needs to be tailored • Translate playbook for execution • Develop training programs • Create the pull for change• Provide expertise on customers and differences between marketsDevelop repeatable model:• Define the repeatable model and create a playbook• Translate playbook for execution • Develop training programs • Create the pull for change• Execute flawlessly			Scaling Community	
Confirm strategic intent:Define the Micro-battle mission (winning and scaling hypothesis)across the organizationand provide expertiseConfirm strategic intent:• Define the Micro-battle mission (winning and scaling hypothesis)• Help define the unit of scaling and scaling approach• Help identify key franchise player to bring into the Micro-battle team • Help identify franchise player routine and behaviours that will be impacted during Micro-battle deploymentCreate winning prototype:• Launch teams to build and execute the prototype• Test prototypes for transferability; identify when it needs to be tailored • Remove impediments• Provide expertise on customers an differences between marketsDevelop repeatable model:• Define the repeatable model and create a playbook• Translate playbook for execution • Develop training programs • Create the pull for change• Execute flawlessly• Roll out; embed in the organization• Balance winning with scaling• Execute flawlessly		Agile Community		Execution Community
Confirm strategic intent:(winning and scaling hypothesis)scaling approachto bring into the Micro-battle teamConfirm strategic intent:• Launch teams to build and execute the prototype• Test prototypes for transferability; identify when it needs to be tailored Remove impediments• Provide expertise on customers and differences between marketsDevelop repeatable model:• Define the repeatable model and create a playbook• Test prototypes for transferability; identify when it needs to be tailored Remove impediments• Provide expertise on customers and differences between marketsDevelop repeatable model:• Define the repeatable model and create a playbook• Test prototypes repeatable ocreate the pull for change• Roll out; embed in the organizationOutput • Roll out; embed in the organization• Balance winning with scaling• Execute flawlessly		Own and drive innovation		<i>Execute core repeatable processes and provide expertise</i>
strategic intent:• Help identify franchise player routing and behaviours that will be impacted during Micro-battle deploymentCreate 	strategic			 Help identify key franchise players to bring into the Micro-battle team
winning prototype:the prototypeidentify when it needs to be tailored identify when it needs to be tailored Remove impedimentsdifferences between marketsDevelop 				 Help identify franchise player routines and behaviours that will be impacted during Micro-battle deployment
Develop repeatable model:Define the repeatable model and create a playbookTranslate playbook for execution . Develop training programs . Create the pull for changeShift behaviours and adapt . Take innovation to the customer 				 Provide expertise on customers and differences between markets
repeatable model:create a playbook• Develop training programs • Create the pull for change• Take innovation to the customer • Take innovation to the customer 	prototype:	Learn from feedback and iterate	Remove impediments	
• Roll out; embed in the organization • Balance winning with scaling • Execute flawlessly	repeatable	create a playbook	Translate playbook for execution	Shift behaviours and adapt
• Roll out; embed in the organization • Balance winning with scaling • Execute flawlessly				Take innovation to the customer
		 Roll out; embed in the organization 	Balance winning with scaling	Execute flawlessly
• Create customer (internal/external) • Provide customer feedback for customer feedback for feedback loops • Provide customer feedback for continuous improvement	Deploy:	 Continuously improve based on customer feedback 	 Create customer (internal/external) feedback loops 	 Provide customer feedback for continuous improvement

ALL THREE COMMUNITIES LEARN FROM AND SUPPORT EACH OTHER IN DEPLOYING A WINNING REPEATABLE MODEL

Scaling as a capability: 10 lessons from the Masters

Recognize that scaling will be critical to your success; demand that your leaders remain in balance (between winning and scaling) Winning repeatable models demand an **iterative process**; don't declare victory after a good prototype **Don't jump to playbooks**; there are different scaling models depending on the degree of tailoring needed The best scaling models consider the "unit of scaling" to identify resource bottlenecks early Address bottlenecks and "Everyone wants Brent" problem from Day 1 **Don't underestimate behavioral change** required especially across functional hierarchies Understand the role of the **three communities**; especially the Scaling Community which acts as a bridge Scaling well demands **dynamic resource allocation**; shift resources fast behind a "winner" Eventually scaling will demand changes to your operating model Use **Engine 2** to build specific capabilities

Founder's Mentality® resources available to you

www.foundersmentality.com

