

# An Experience with the Interactive Management Method

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IEWG Meeting  
IW'06

“A Handbook of Interactive Management”  
by J. Warfield and R. Cardenas,  
Iowa State U. Press, 1994

# Situation

- Focus: Converging diverse stakeholders' mental models, future visions and actionable plans.
- Used as infrastructure for 2005 Graduate Seminar on Facilitation, by Prof. Benjamin Broome, ASU.
- Used to facilitate 55 1<sup>st</sup> and 2<sup>nd</sup> year ASU students reach conclusions regarding “How does diversity on campus affect our learning environment?”
- Has been used by others in > 200 projects world-wide with consistent success, c.f. [Staley]
- May be key to accomplishing the ‘fuzzy front end’ of systems projects.
- **Hope to foment an ISE case study in 2006.**

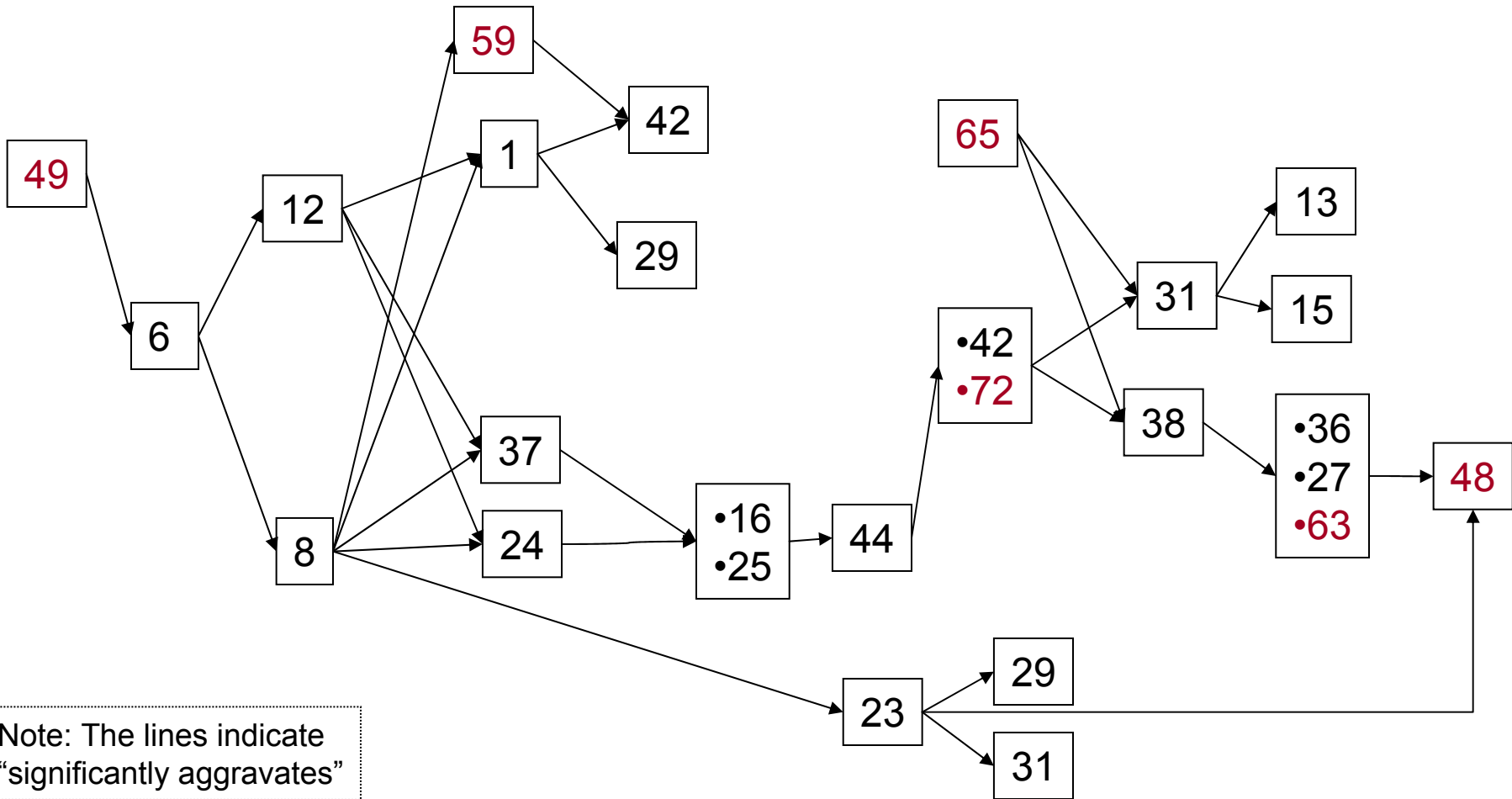
Staley, S. M. 1995, “Complexity Measurements in System Design”  
IDPT Volume 1, Austin, TX, 153-161

# Overview

- Trigger Question
- Participants author short (e.g. 7 words or less) responses.
- Round robin --- Post responses on wall and clarify
- Further responses authored, posted and clarified.
- Each Participant select any most important seven.
- Composite list, 7 X P, is pairwise ranked according to “A Significantly Aggravates B”
- Influence Map prepared from the ranking results. Items with nothing significantly aggravating them on the leftmost and others arrayed to the right based on aggravation precedence.
- Subgroups ideate Implementation Action Plan for leftmost items.

Caution: Does not summarize IM with sufficient fidelity. Read the book.

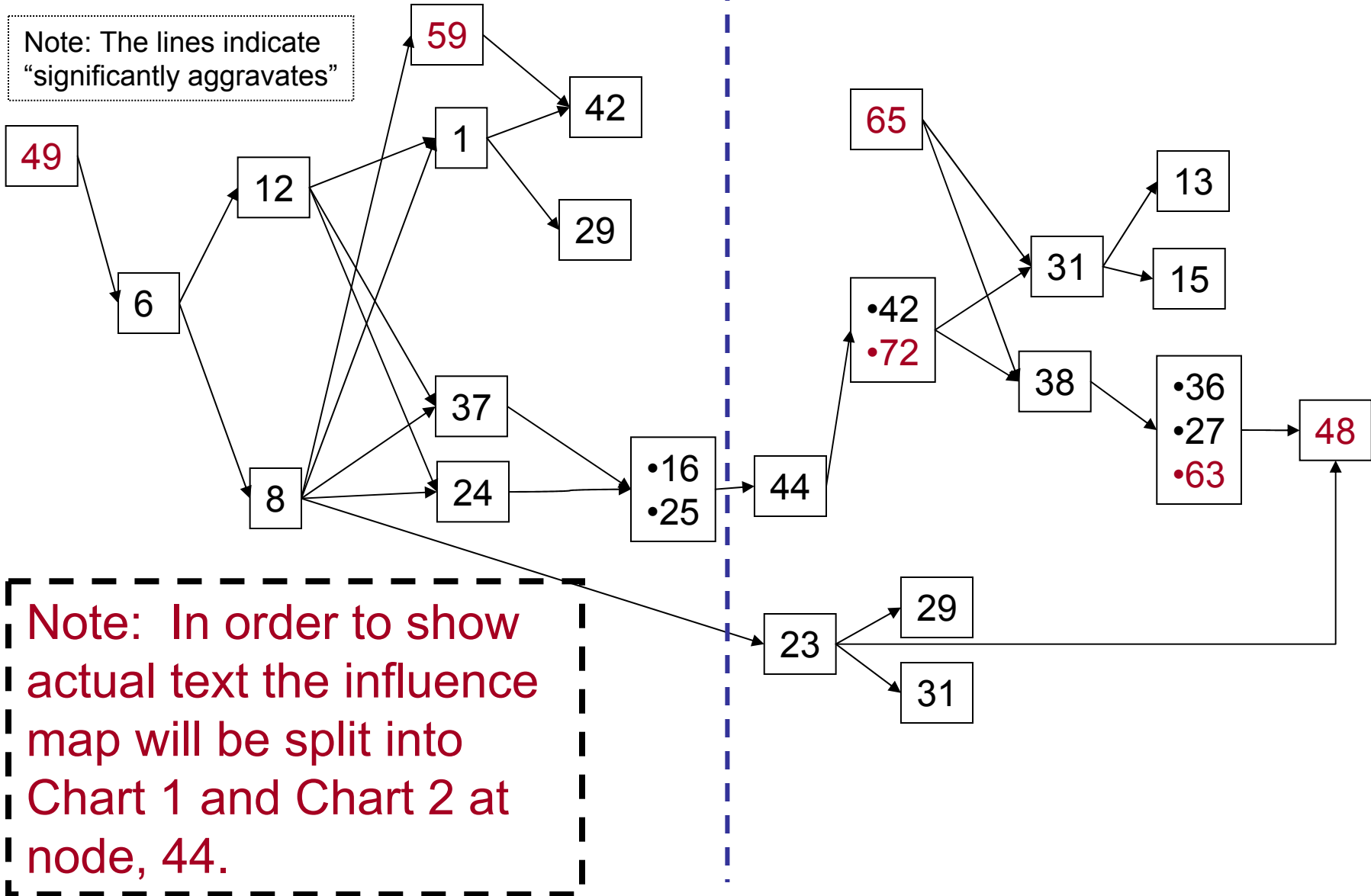
# Influence Map using only Element Numbers

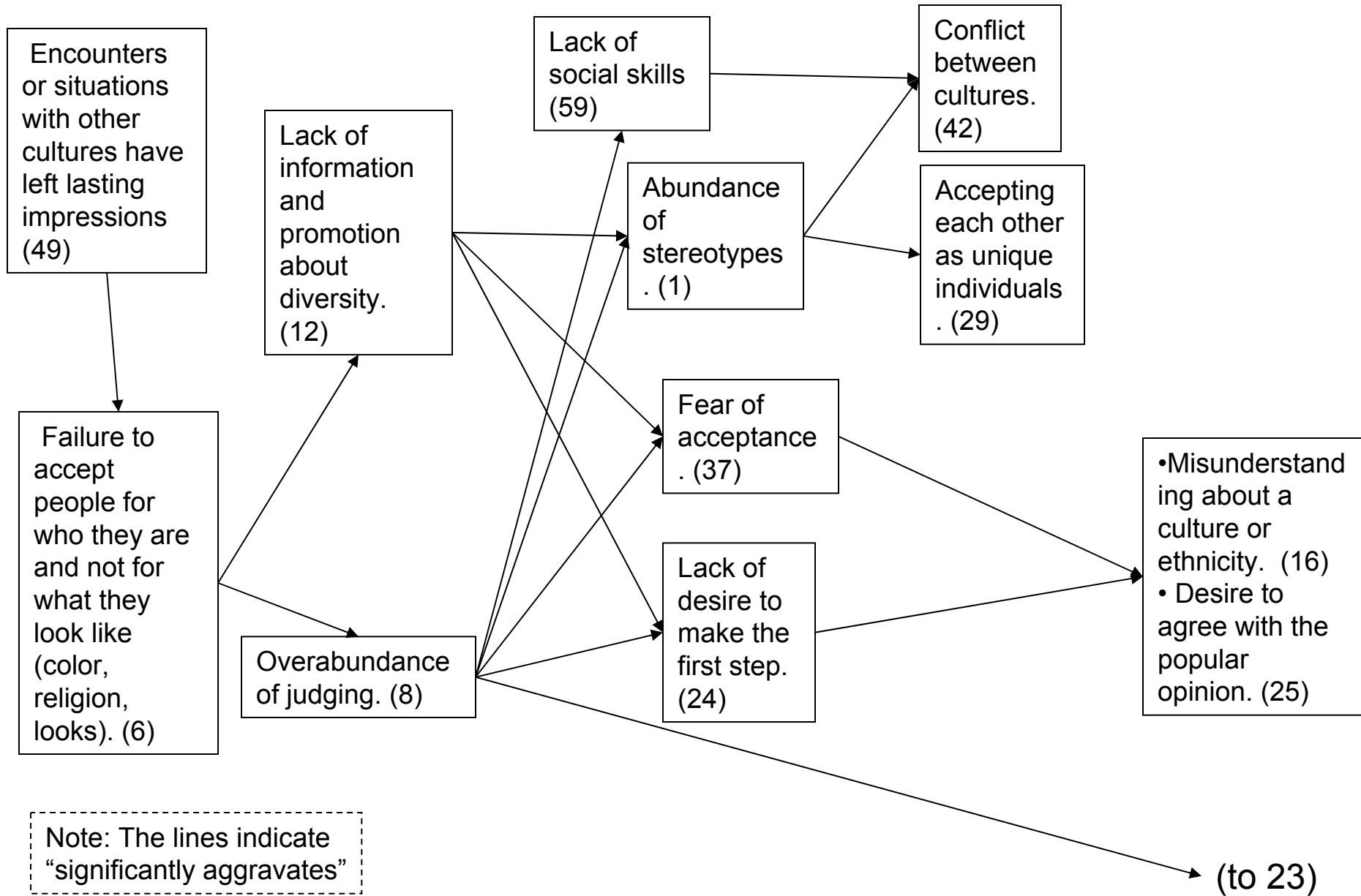


Note: The lines indicate "significantly aggravates"

See Next Chart 1

See Next Chart 2





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