

**RED HAT
SUMMIT**

BEYOND ENGAGEMENT

What open leaders need to know about empowering others

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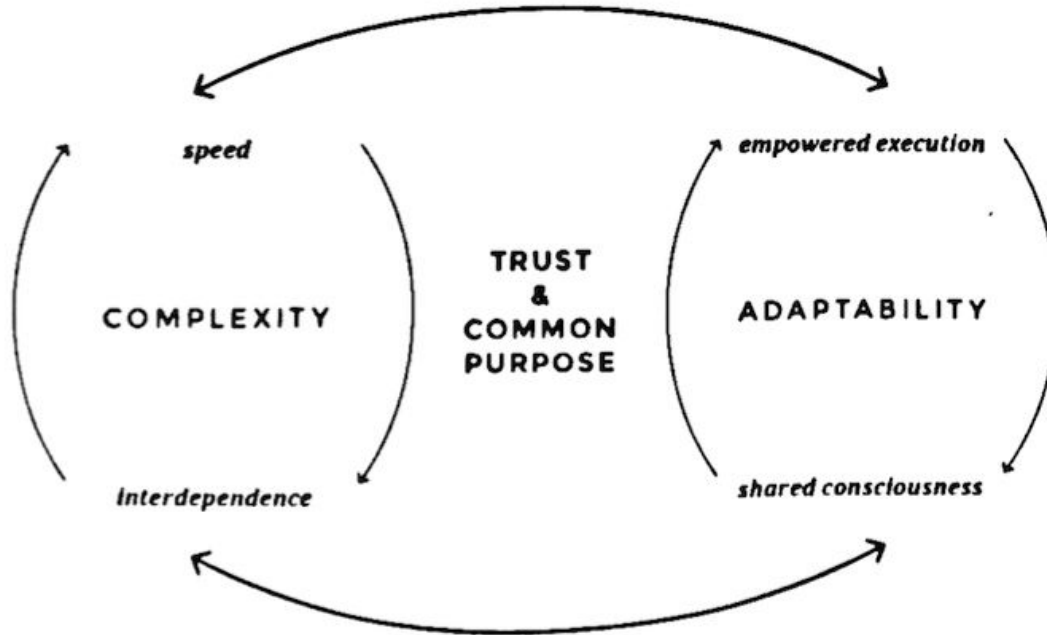
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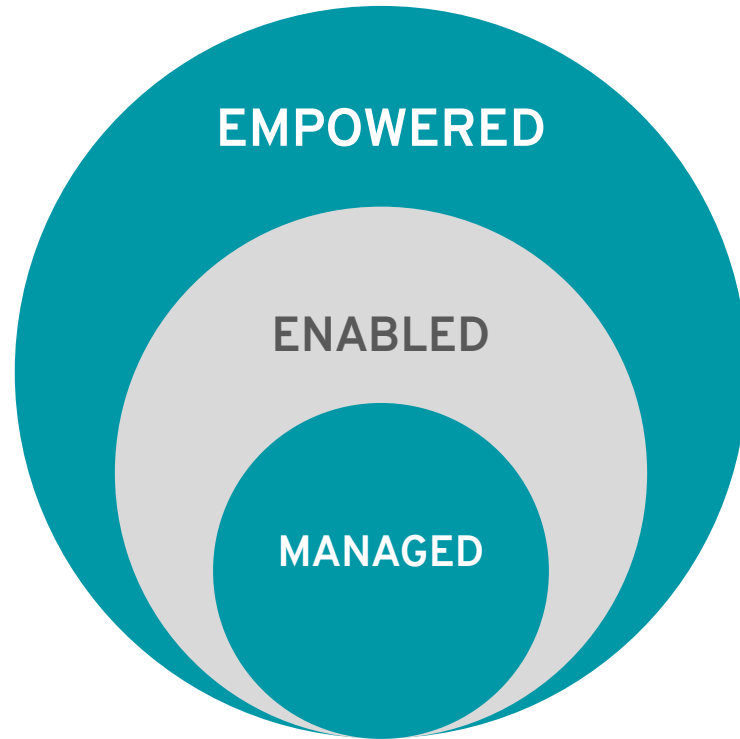
“YOU KEEP USING THAT WORD”



LEADERS BUILD OTHER LEADERS



IT'S ABOUT INCREMENTAL STEPS



HOW OPEN ARE YOU?

	Transparency	Inclusivity	Adaptability	Collaboration	Community
Level 3: Optimizing	People feel like they are a part of a shared, standard process for collective decision-making where materials are always available; individuals and teams frequently engage in difficult conversations during project execution.	People are open to receiving feedback and creating an environment where others feel safe providing it; there are clear guidelines and channels for encouraging and soliciting diverse points of view while making decisions.	Decision-making and problem-solving frameworks and processes are collectively modifiable, and members feel comfortable adjusting their behaviors in response to changing conditions; failure is seen as an acceptable outcome of experimentation.	People initiate projects in group settings, effectively sharing work by connecting with additional project groups to form cross-functional teams; people collaborate both internally and externally in ways that benefit all involved.	Shared values and principles inform decision-making, conflict resolution, and assessment processes; values and principles are referenced in both verbal and written formats.
Level 2: Defined	Materials that are part of decision-making practices are available at defined project milestones; there's a shared repository for collective knowledge, and some members contribute.	People share materials via multiple channels and with multiple methods for feedback; leaders use those channels and methods themselves and openly encourage others to do so.	People share materials via methods that allow others to modify those materials; growth is encouraged and failure is seen as a learning opportunity.	People actively seek opportunities to collaborate as a built-in or natural part of their planning; work is shared by initiating projects in group settings, in the earliest possible stages.	People collectively document shared visions and agreements, make them easily accessible, and reference them often.
Level 1: Initial	People share resources after release, but in disconnected, fragmented, or siloed systems or repositories; there's little context for understanding how decisions are made, and decisions are shared for feedback after they are final.	Internal guidelines and channels for encouraging diverse points of view about decisions are established; there's at least one channel for people to register feedback, and some leaders are open to receiving it.	Members of the organization share materials, but typically in a one-way, "read only" fashion; discussions of failure often involve blame.	Working groups and cross-functional teams tend to be static in terms of membership and skill sets; people work together across teams and orgs, but frequently say it's "too difficult" or "more trouble than it's worth."	People understand that the best ideas win, and leadership responsibilities accrue to people with histories of contribution and commitment; a common language is forming.
Level 0: Unaware	Individuals and teams do not regularly disclose their plans, products, or processes; people affected by decisions are often surprised to learn about them after they have been made.	No channels are established for providing feedback or learning about projects; leaders make decisions without help, and people are accustomed to receiving direction without any opportunity to provide input.	Information flows in predefined, linear, and often hierarchical directions; power is centralized, and decision-making cannot keep pace with complex and shifting contexts.	Work gets duplicated unnecessarily across teams working toward similar goals; people share only when asked and are not aware of the ways that they can work with other groups.	Teams often have difficulty aligning their work with a common purpose; duplicate work becomes common and stakeholder buy-in decreases.

EXAMPLE: TRANSPARENCY

**Level 0:
Unaware**

Individuals and teams do not regularly disclose their plans, products, or processes; people affected by decisions are often surprised to learn about them after they have been made.

**Level 1:
Initial**

People share resources after release, but in disconnected, fragmented, or siloed systems or repositories; there's little context for understanding how decisions are made, and decisions are shared for feedback after they are final.

MANAGED

**Level 2:
Defined**

Materials that are part of decision-making practices are available at defined project milestones; there's a shared repository for collective knowledge, and some members contribute.

ENABLED

**Level 3:
Optimizing**

People feel like they are a part of a shared, standard process for collective decision-making where materials are always available; individuals and teams frequently engage in difficult conversations during project execution.

EMPOWERED

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Open Organization Maturity Model on Opensource.com



Panel on Open Management Practices Thursday @ 11 - 11:45 AM

Open management: The next frontier in open culture

Day/Time: Thursday, May 9, 11:00 a.m.-11:45 a.m.

Speaker(s): [DeLisa Alexander](#), Red Hat; Chris Morgan; [Denise Dumas](#), Red Hat; [Matt Lyteson](#), Red Hat

Session type: Panel

Abstract: In an open organization like Red Hat, leadership is open to everyone through the adoption of open behaviors and mindsets. Innovative and passionate people are invited to lead and unlock the potential in one another. But what does this unique, vibrant—and sometimes chaotic—environment mean for people managers?

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