

	Communication	Development	Operation	Learning
Phase I	Use a common language (necessary for collaboration)	Know your users (e.g. customers, shareholders, regulators, staff)	Think small (as in know the details)	Use a systematic mechanism of learning (a bias towards data)
	Challenge assumptions (speak up and question)	Focus on user needs		
	Focus on high situational awareness (understand what is being considered)	Remove bias and duplication		
		Use appropriate methods (e.g. agile vs lean vs six sigma)		