Session B - Pre-Conference Session

**Wednesday, June 19, 9am-12pm**

**Cultivating Shared Mental Models and Social Capital:**

**The Art of Institution-Building within Effective Organizations (Drawing on Lessons from Deming, Drucker, Denzau and North and Others)**

**Workshop Agenda:**

9:00-9:15 introductions (purpose and workshop agenda)

9:15-9:45 Drs. Ravi K. Roy and Henrik P. Minassians comment on building organizational capacity: lessons from Deming: QM; Denzau-North: SMM; Putnam: Organizational Trust; Drucker: Learning Organizations.

9:45-10:10 Dr. Arthur T. Denzau comments substantively on how he and Nobel laureate, Dr. Douglass C. North, drew on real-world observations to inform their seminal work on Shared Mental Models: lessons from Russia and insights from Motorola.

10:10-10:30 Question: What sorts of things build mental models, trust and group process identity

10:30-10:45 Break

10:45-11:15 Dr. Julia E. Hoch empirical research on Shared Mental Models and virtual organizations

11:15-11:35 Reconvene and watch Dr. Paul Zak's TED Video on the "biology of social trust"

11:35-12:00pm Dr. Bill Bellows gives a gripping wrap-up with shared insights on Deming