Kanban Maturity Model
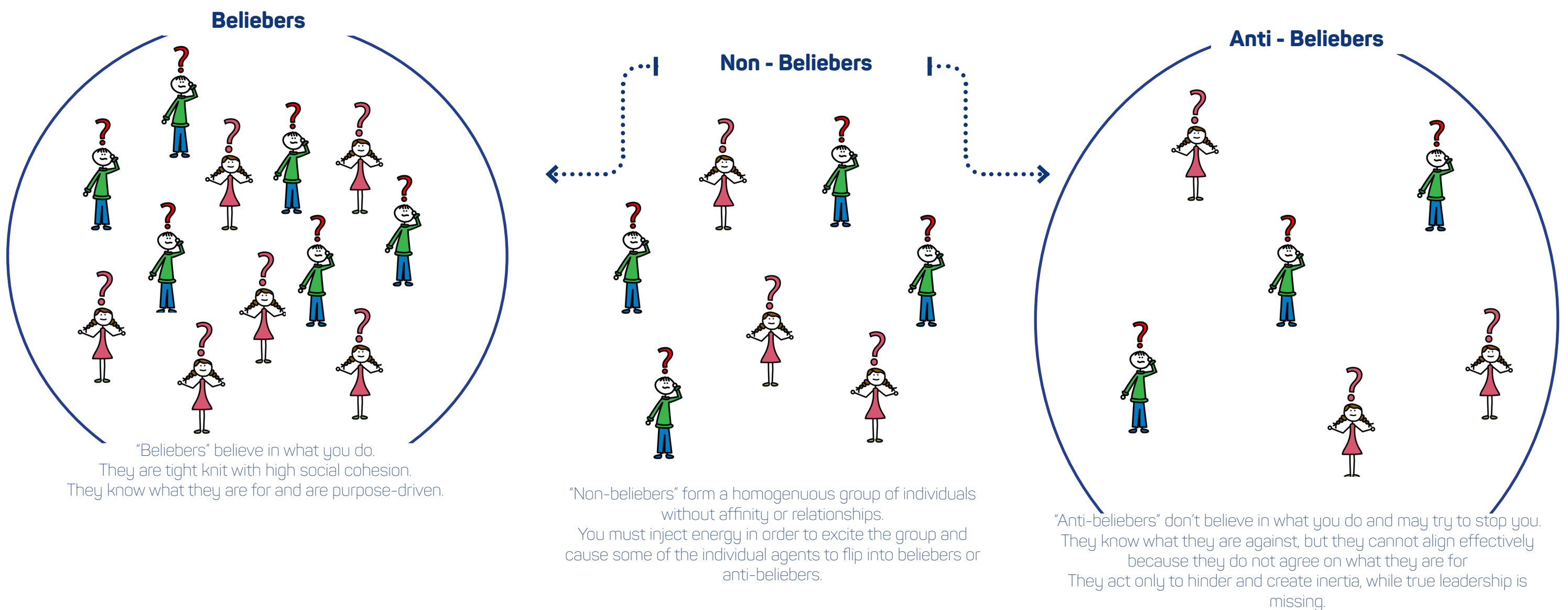
Social Entropy
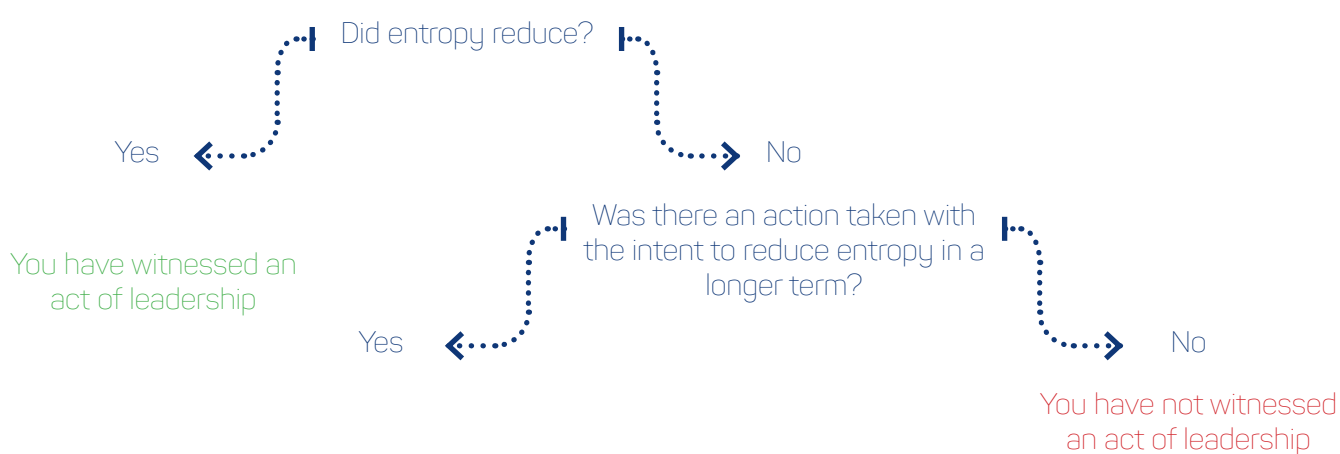
Organizational Maturity Level	Leadership Maturity Level	Leadership Character Traits
0 Oblivious	Abdicated	Authenticity
1 Team-Focused	Selfish	Confidence
2 Customer-Driven	Tribal	Charisma
3 Fit-for-Purpose	Purpose Driven	Altruism
4 Risk-Hedged	Risk Manager	Pragmatism Empathy Integrity
5 Market Leader	Relentless Perfectionist	Humility
6 Built for Survival	Culture Hacker & Identity Manager	Duty

High	High	Low	Low
Optionality / Choice	Entropy	Leadership Energy	Social Cohesion
Low	Low	High	High

Beliebers

"Beliebers" believe in what you do.
They are tight knit with high social cohesion.
They know what they are for and are purpose-driven.

Non - Beliebers

"Non-beliebers" form a homogenuous group of individuals without affinity or relationships.
You must inject energy in order to excite the group and cause some of the individual agents to flip into beliebers or anti-beliebers.

Anti - Beliebers

"Anti-beliebers" don't believe in what you do and may try to stop you.
They know what they are against, but they cannot align effectively because they do not agree on what they are for
They act only to hinder and create inertia, while true leadership is missing.

DECISION FILTER
Have I witnessed an act of leadership?

Did entropy reduce?

Yes → You have witnessed an act of leadership

No → Was there an action taken with the intent to reduce entropy in a longer term?

Yes →

No → You have not witnessed an act of leadership

LITMUS TEST

The **act of leadership** is an act of social entropy reduction. It is what makes the group of people to move or to form an agreement.

The **act of management is** an act of information entropy reduction. Reducing information entropy brings clarity and insight from confusion and obfuscation. Good management reduces information entropy, bad management does not or indeed increases it. Insight and clarity from acts of good management create leadership as clarity encourages alignment and improves social cohesion.