



# A One-of-a-Kind Guide

# Hyper-Productive Knowledge Work Performance

## The TameFlow Approach and Its Application to Scrum and Kanban

By Steve Tendon and  
Wolfram Müller

“Reading **Hyper-Productive Knowledge Work Performance** has influenced my thinking more than any other recent book I have read about how to transform my company’s culture to achieve higher levels of productivity...” — **Curt Hibbs**, Chief Agile Evangelist, Boeing

This unique reference shows how to lead knowledge workers, manage knowledge work and build a hyper-productive knowledge work organization, by taming and managing the four flows of organizational performance (psychology, information, work and finance) to produce spectacular operational and financial throughput results.

TameFlow, explained within the context of knowledge work performed in a software development organization, blends and merges different ideas from a variety of schools of thought. It is founded in pattern theory and organizational performance patterns which are used to analyze and decompose processes, methodologies, and management practices into constituent parts to observe productivity patterns, and then they are recombined in new configurations to enable hyper-productive levels of performance.

### Key Features

- Reveals a number of practical methods, models, and tools to manage knowledge work, and discusses what needs to be considered from a managerial and organizational perspective to develop a hyper-productive firm capable of delivering superior performance
- Shows how to shape the information flow between individuals and groups and build an organization’s collective intelligence, setting the foundation for the organization’s culture, values, and principles
- Demonstrates, by applying the TameFlow approach, how to overcome typical pitfalls of Scrum and Kanban, and how they can be extended with features of the Theory of Constraints to help create a hyper-productive organization
- **WV** offers downloadable spreadsheets to support all necessary functions for TameFlow-Scrum—available from the **Web Added Value™ Download Resource Center** at [www.jrosspub.com](http://www.jrosspub.com)

### About the Authors

**Steve Tendon**, creator of the TameFlow management approach, is a senior, multilingual, executive management consultant, experienced at leading and directing multinational and distributed knowledge-work organizations. He is an expert in organizational performance transformation programs. Mr. Tendon is a sought-after adviser, coach, mentor and consultant, as well as author and speaker, specializing in organizational productivity, organizational design, process excellence and process innovation. **Wolfram Müller** is thought-leader and expert in Critical Chain and Advanced Agile Project Management. His focus is always on speed throughput, reliability, and agility. Mr Müller is CEO of Speed4Projects, and Director of Sales and Senior Consultant for VISTEM GmbH & Co. KG.

Retail Price: \$64.95

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### Hyper-Productive Knowledge Work Performance

The TameFlow Approach and its Application to Scrum and Kanban

Catalog no. JR1065, ISBN 13: 978-1-60427-106-5, 2015, 368 pages, 7 x 10

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