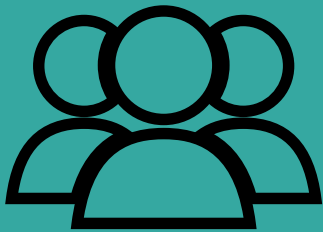
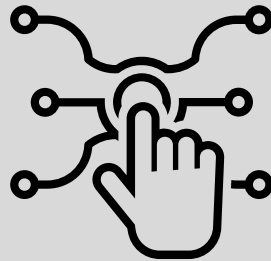


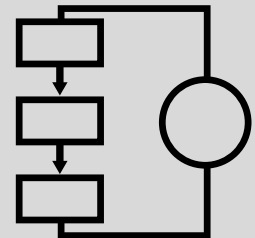
HUMAN CENTRIC CHANGE & TRANSFORMATION



PEOPLE



TECHNOLOGY



PROCESS



Historically, a lot of focus is placed on intellectually developing the processes, policies and technology to implement and support change. These are important, yet with the ever increasing velocity of disruption and the acceleration of innovation we now need to get better at the human side of change.

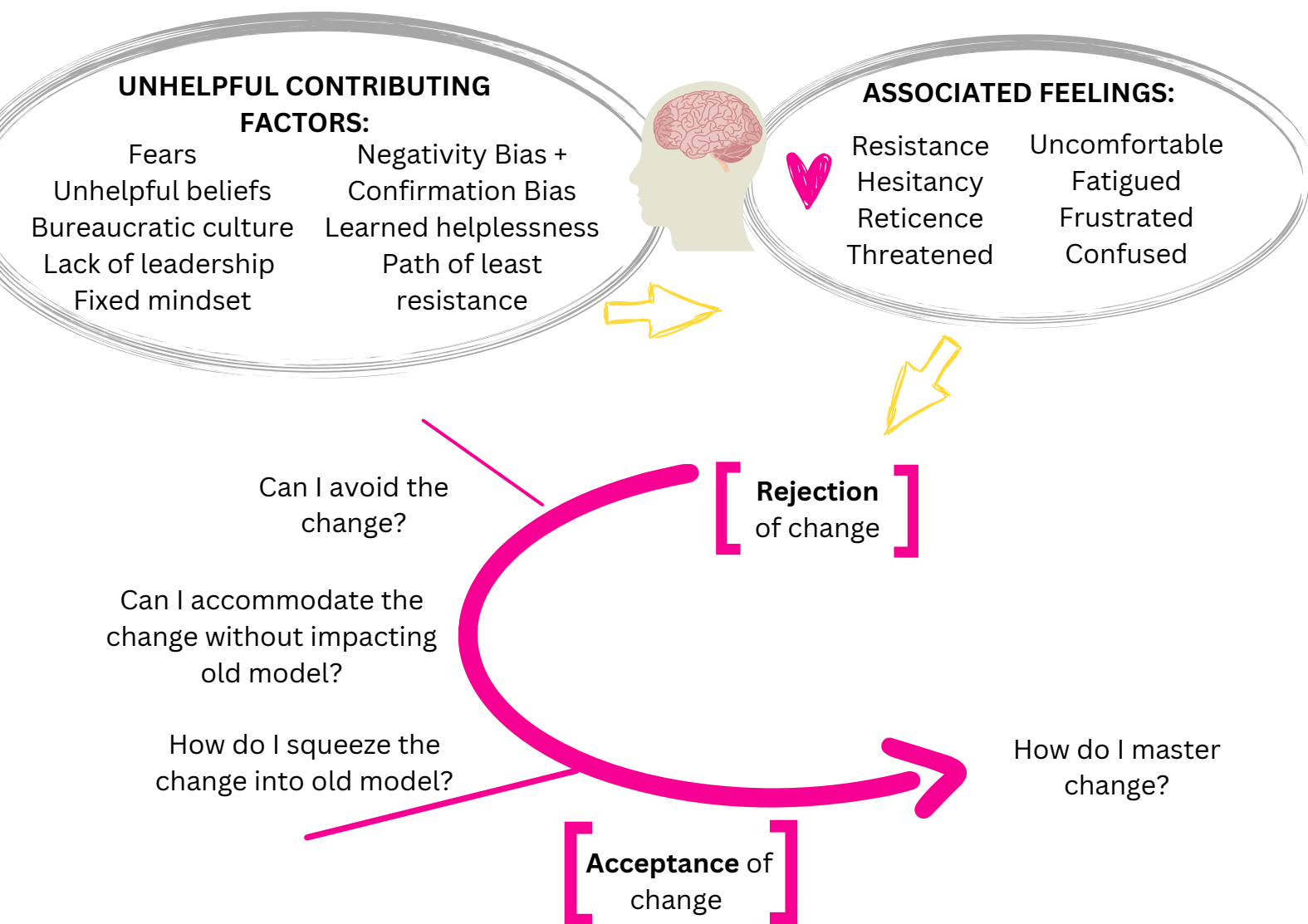
HUMAN CENTRIC CHANGE & TRANSFORMATION

THE HUMAN PARADOX OF CHANGE



As humans we are wired for change - it's what we do from our cells to our synapses. Yet, it's not always easy to effect change. We don't resist change, we resist being changed.

When change is required of us we may experience something like the phases below. That's a challenge when you need a large group of people to adapt at pace.



HUMAN CENTRIC CHANGE & TRANSFORMATION

THE HUMAN PARADOX OF CHANGE



The good news is that there are clear patterns emerging for successful large-scale organisational changes and transformations.

Here are 5 core people strategies you can implement:

01

Develop a **generative culture** where learning is the fabric of your organisation.

02

Make the "status quo" the enemy.

03

Align the Leadership on more than just the what and how.

04

Create **psychological safety** and develop an org level growth mindset.

05

Coach 'out' limiting beliefs, fears, negative biases and old unhelpful habits.

Coach 'in' behaviours that advance the **change agenda**.

ASSOCIATED FEELINGS:

Excitement
Ownership
Connected
Valued

Camaraderie
Creativity
Confidence
Significance

HUMAN CENTRIC CHANGE & TRANSFORMATION

THE HUMAN PARADOX OF CHANGE



These are some activations that will help create a successful People Transformation Strategy.

You can think of these as the **ingredients** to your strategy. Get in touch to find out how to find your perfect **recipe**.

Inspiring change



LEARNING CULTURE

Foster a learning culture where continuous improvement and experimentation are the norm. Change isn't forced when it's part of the fabric.



COACHING APPROACH

Facilitate change on human terms. Ensure there is a "translator" that can talk the language of each department to ensure everyone is heard.



20/20 VISION

Have a compelling Vision and Mission that capture the spirit of your people.



PSYCHOLOGICAL SAFETY

Ensure staff can innovate, experiment and fail by embedding psychological safety.



PUSH-PULLS

Be crystal clear on what you're looking to move away from, and what you want to move towards. Make it part of your business lexicon.



OLD HABITS...

Identify and break down old habits before installing new ones. Understand the power of habits when creating behavioural shifts.



DRIVERS

Articulate the drivers for the change you want to create. Check for understanding and use them to innovate.



CRITICAL MASS

Nurture "early adopters" to drive others toward a critical mass where "The Change" suddenly becomes "The Tradition".



VALUE CHANGE

Make the value of changing greater than the value of staying still.



ALIGNMENT

Align your leadership at a deeper level than the "what" and "how" level. Identify common values, beliefs and purpose.



RECOGNITION

Recognise and celebrate the progress of individuals to adopt serious change. Recognition demonstrates what you value so find examples of value shifts.



VISUALISATION

Help your people to visualise the change, being the change, doing the change. Avoid focussing on the end goal, instead visualise the human steps.



JOURNEY MAP

Create a clear collaboration journey map which outlines the milestones of collaboration so that dependencies don't delay your change.



SHARE CHALLENGES

Communicate where you see the challenges happening. "Show your working" to make your people part of the solution.



GROWTH MINDSET

Use a Growth Mindset approach to inspire your staff to see failure as an opportunity to learn.



EFFORT CHANGE

Make the effort required to change lower than the effort needed to stay still.



EMOTIONAL REGULATION

Develop your people to notice and work skilfully with the emotions associated with new challenges.