

enable

Unlock the potential of your business software

The logo for 'enable' is written in a teal, lowercase, sans-serif font. Two pink arrows are positioned around the text: one above the 'e' pointing right, and one below the 'e' pointing left.

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Welcome

Joanne Partridge CEO

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Removing The Barriers That Prevent Change

George Smith, CCO

QWERTY - 1000 most popular words in English

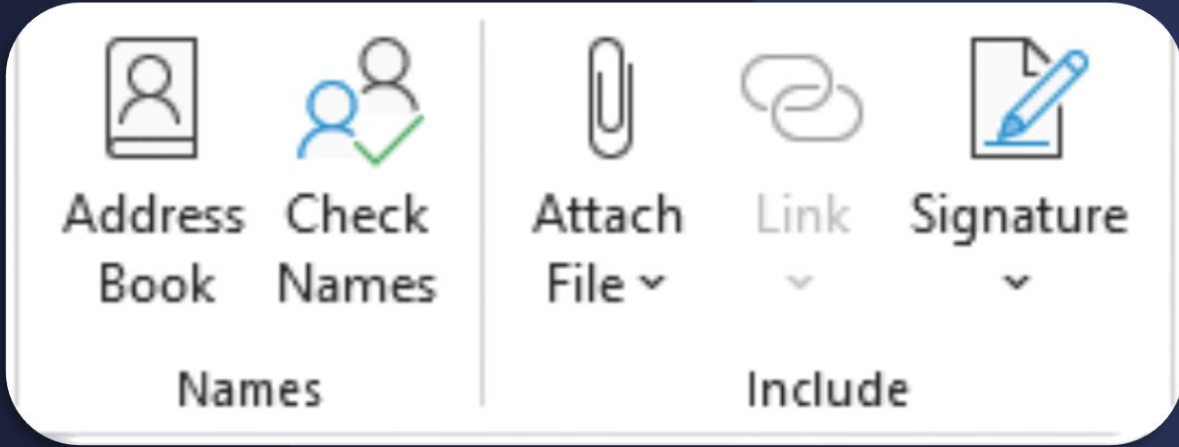
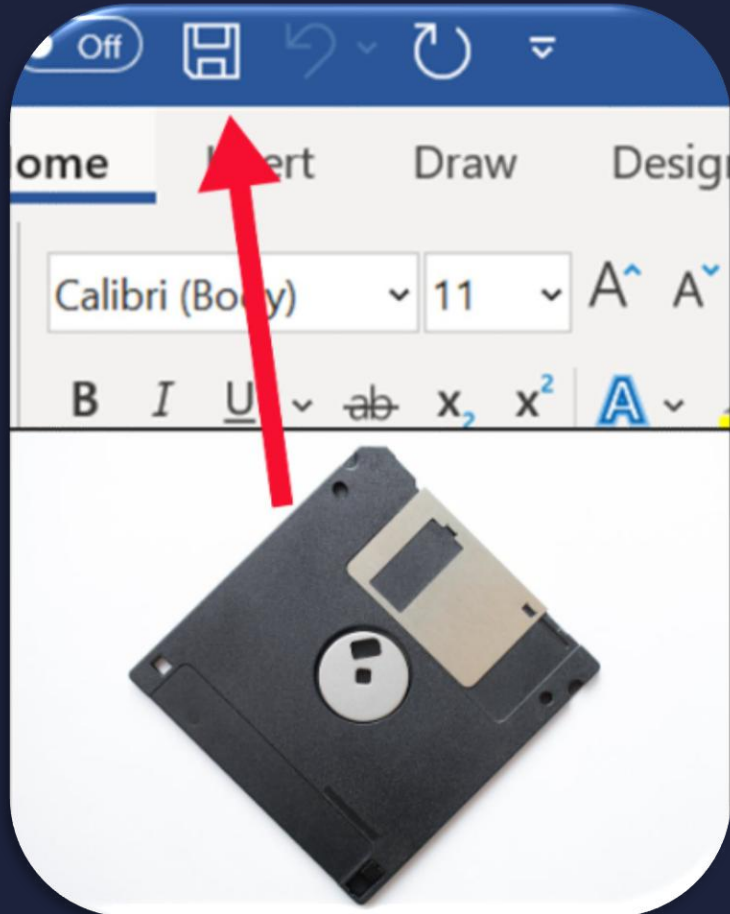


QWERTY - 1000 most popular words in English



Dvorak - 1000 most popular words in English











NETFLIX



Barriers To Change

Today's Changing Environment

The Knowledge Gap

The People Gap

The Structure Gap

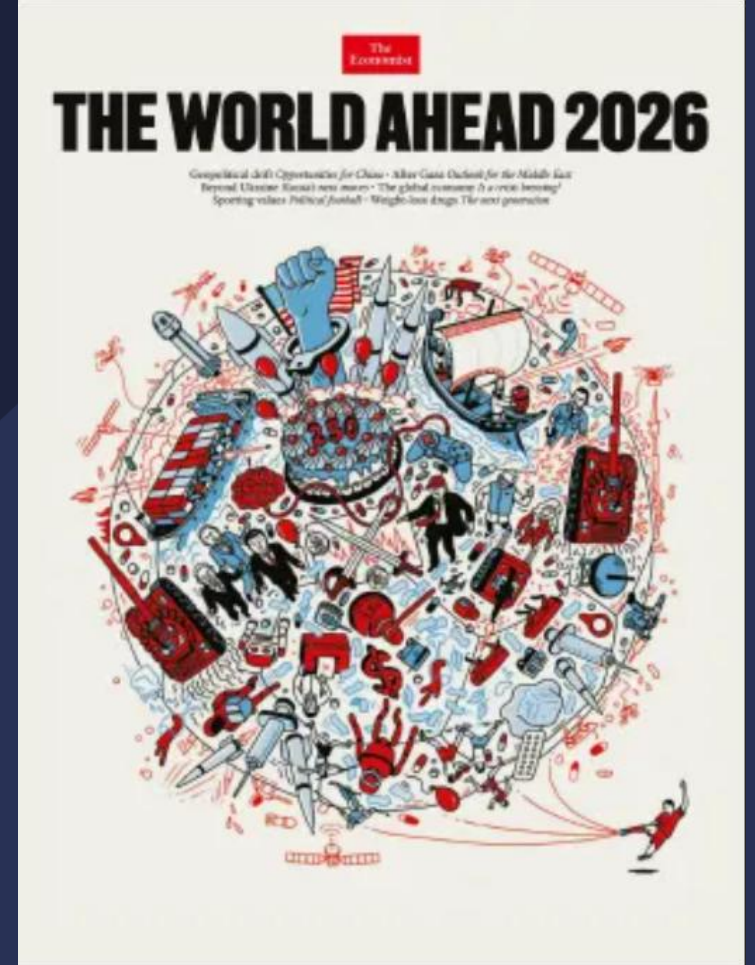
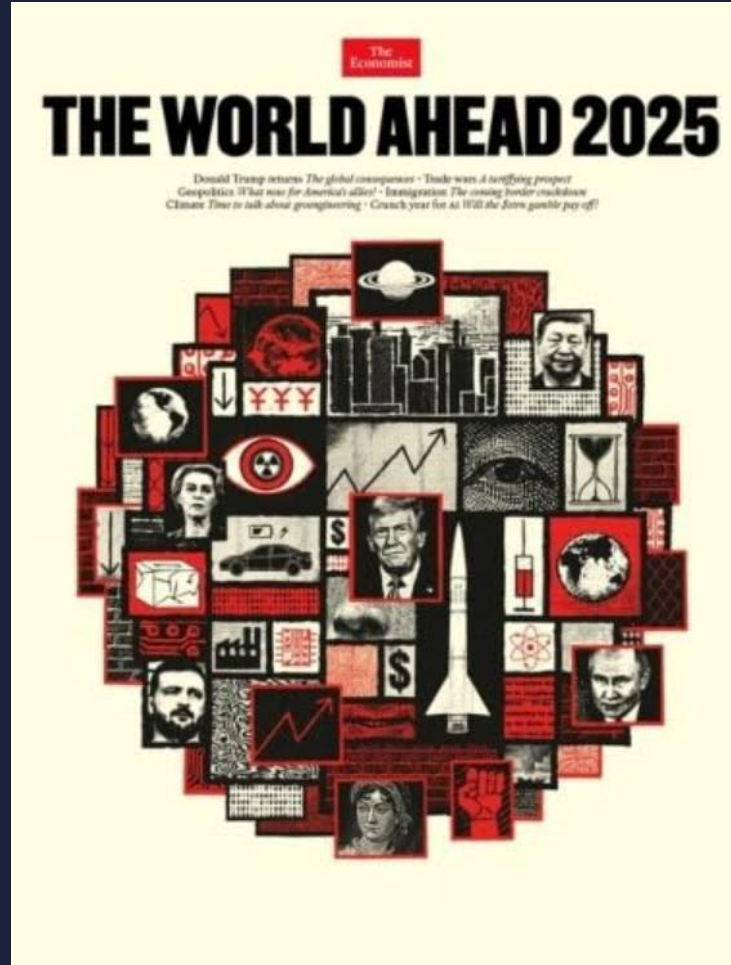
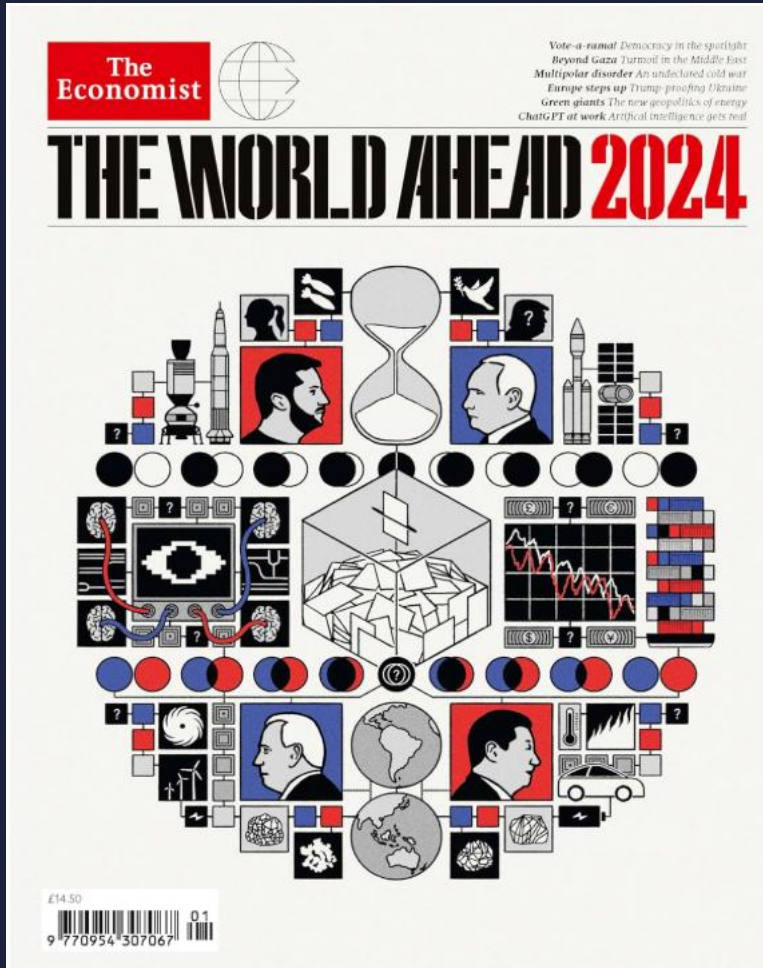
Moving From The "Paralysis Zone"



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**Today's Changing
Environment – A Good
Environment For Change?**

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The Knowledge Gap

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The Knowledge Gap



A breathless pace of change



Specialisms and complexity



A missing learning framework



The volatile world

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The Knowledge Gap

Where do we start...



Continuous micro-learning



Bring in the change champions



Test, pilot, roll out, document

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The People Gap

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*In a world full of uncertainty,
people don't resist new tools
or systems – they resist the
fear of losing control,
competence or identity*

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What does the research say?

| 70%

| 57%

| 42%

| 66%

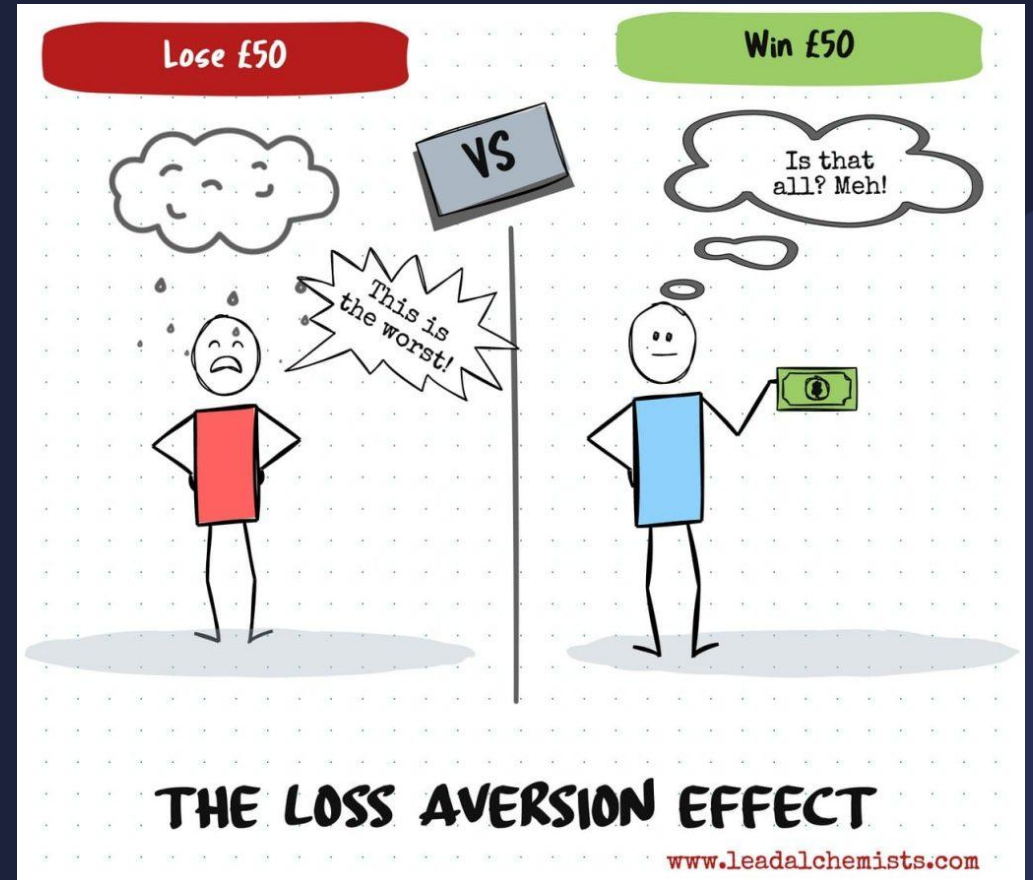


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People resist loss, not change

Humans are twice as motivated to avoid loss as to pursue gain

Kahneman & Tversky's "Loss Aversion" Theory



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Mindset Barriers

Worse than ever before?



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Overcoming the Mindset Barrier

How we can respond....



Sell the *why*, not the *what*



Acknowledge the fear,
provide stability



Small changes that add
up to big differences

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The Structure Gap

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Different by Design™

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The Structure Gap



Informal Decision Making



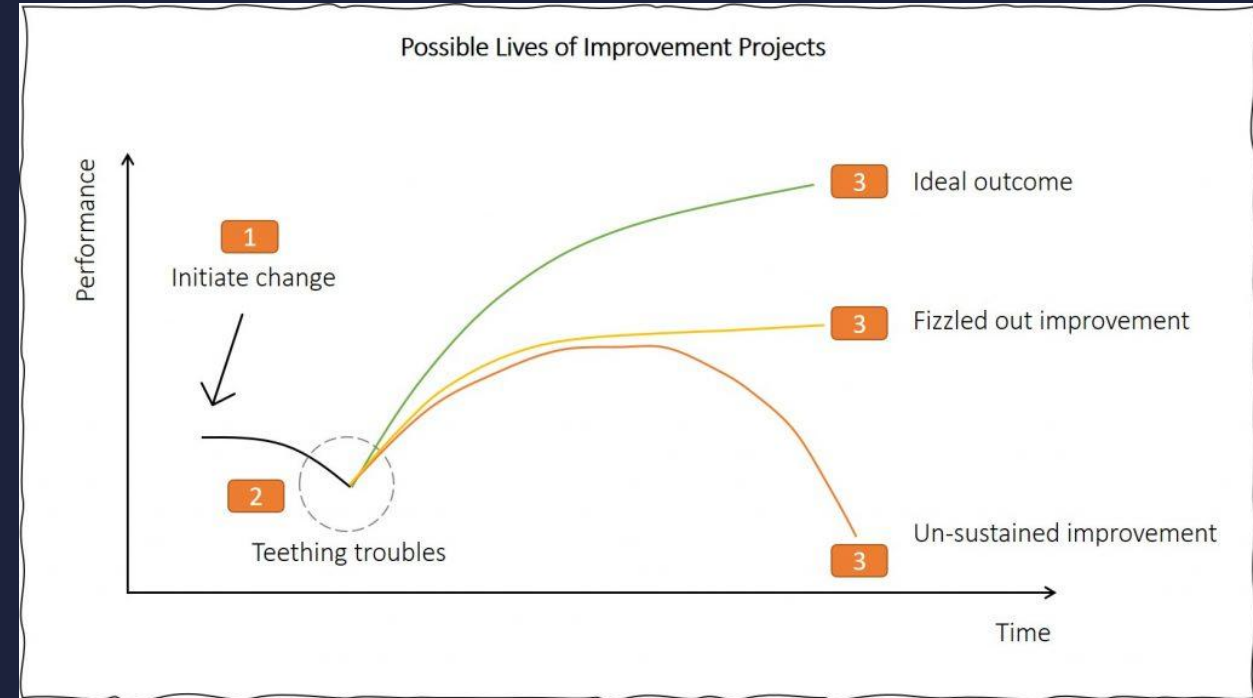
Leadership with many hats and little time



Ambition without a plan

What does a lack of structure look like?

Change is launched and then quietly forgotten and disappears



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Creating Structure for Change

What structure do we need...



Appoint clear owners, not committees



Build a simple and repeatable change framework



Build communication into the structure



Measure success



The Paralysis Zone

The uncomfortable middle ground between awareness and action, where intentions are high... but nothing actually moves.

The Knowledge
Gap

The People Gap

The Structure Gap

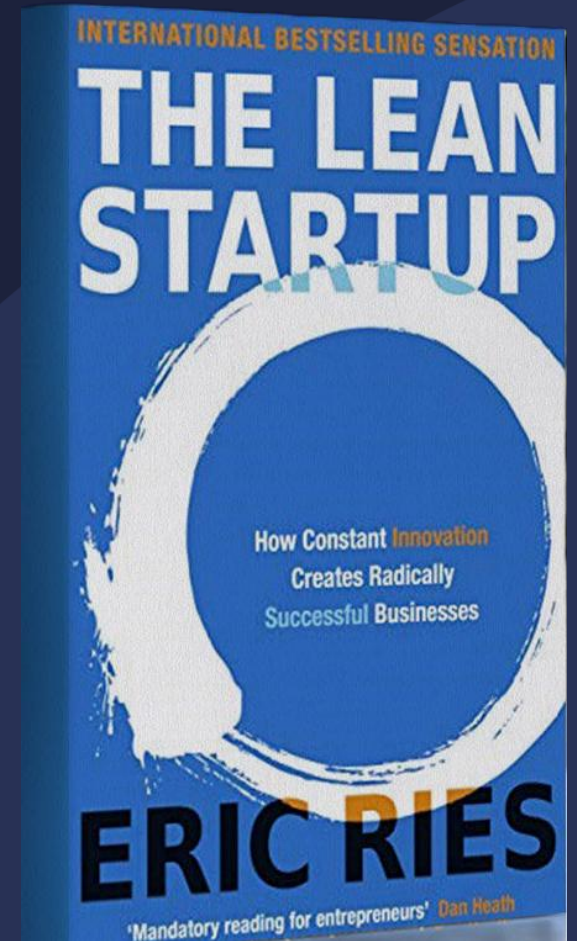
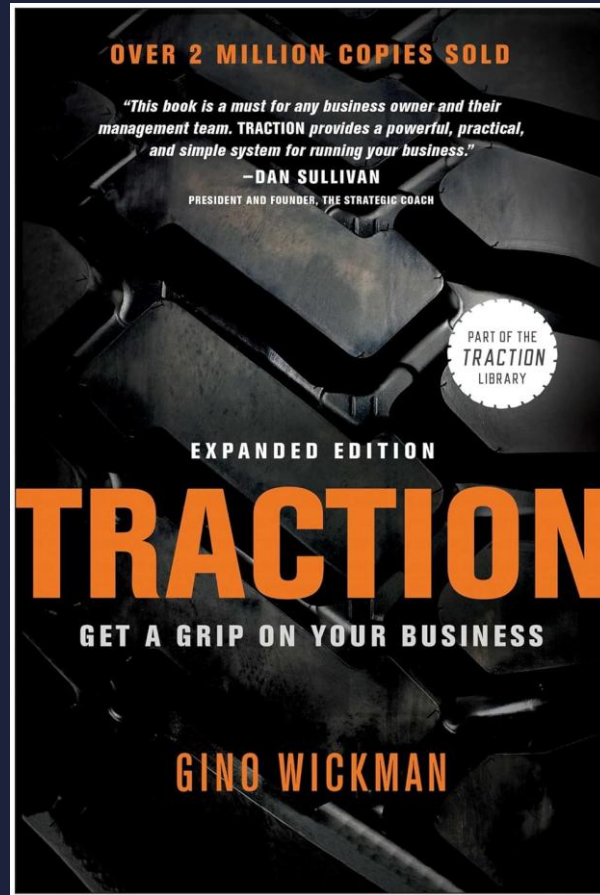
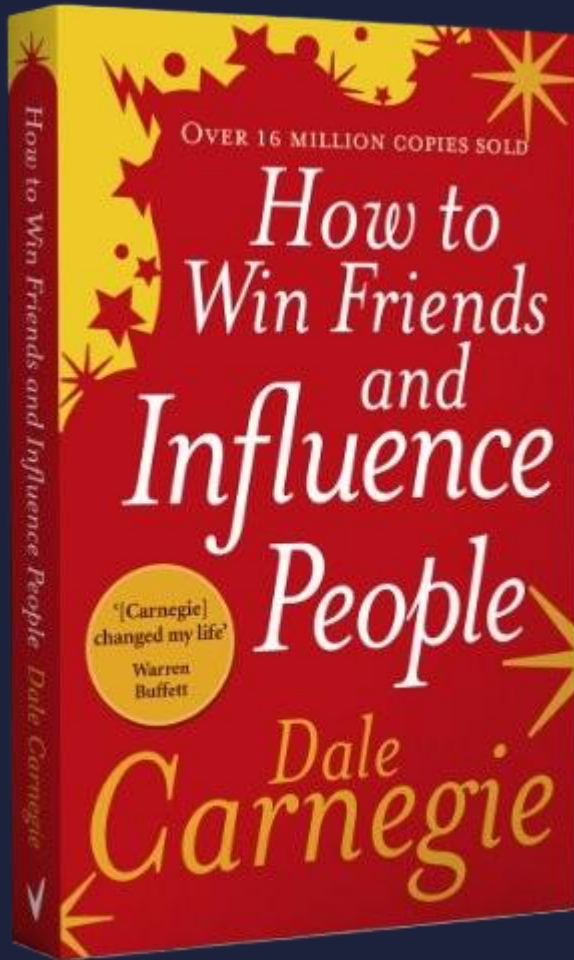
The Paralysis
Zone



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Moving Forward...

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