People-Centric Productivity in a Post Pandemic World

5 Steps for Preparation and Transformation

LISTEN

KNOW

UNDERSTAND

CONNECT
1850’s: Chicago installs first comprehensive sewage system in US.

1915: Baltimore is the last US city to install a comprehensive sewage system.
When cities don’t change with their citizens...

When organizations don’t change with society...?
Meet Your Presenter

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• How long will this last?
• What is the right thing to do to support our people?
• Will we have to shelter multiple times?
• Will our organization have to quarantine?

• What will the permanent changes be?
• Will those who do not adapt remain relevant?
• What will it take to be an attractive place to work in the future?
84% of Digital Workplace Projects Fail
People-first digital projects are different from legacy, task-first, technology projects.
5 PRINCIPLES FOR

PEOPLE-CENTRIC TRANSFORMATION
Average number of applications that an employee uses per week
Employee Satisfaction

87%
2 or Fewer Enterprise Systems

72%
3 or More Enterprise Systems
Remember in Fewer
Integrate, Migrate and Eliminate
3 Year Journey – Community/Regional Bank

- Roadmap and Annual Plan:
  * Less Technology, More Solutions, Ride Along
- 153 Business Processes
  * Loan Paperwork, Approvals, Pipelines, Onboarding, Referrals, Compliance
- Results
  * Lower Operational Costs
  * Better Customer Acquisition & Retention
  * Less Re-Keying, Higher Data Quality

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ORGANIZATIONS WITH THE FASTEST REVENUE GROWTH ARE:

108% Better at accessing and drawing insights from data.

84% Better at translating insights into action.

- IBM Research
Who is your Data Steward?

What is your content and data management plan?
Atrium saw more people (1700+) in Teams training by April 1, 2020, than in all combined training for 2019 (1400+)!
30% greater profit for firms using sales process.
- The Sales Management Association

Employees with above average number of connections generate $83,000 more revenue.
- MIT Research

Marketers who use process report success 466% more often than those who don’t.
- Coschedule

72% of first BPA projects generate a return within 2 years; faster with additional projects.
- AIIM
Rigid

Flexible
Reinvent How You Think About Process

Flexible Edges
Reinvent

Connell

LISTEN

UNDERSTAND

CONNECT

Dashboard
• Formatted SharePoint List
• Approval Status

Flow
• Select Template
• Mail/Merge Variables

CRM + SP + PowerApp

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Organizations with a strong learning and collaborative culture are:

- 92% more likely to develop novel products and processes
- 52% more productive
- 56% more likely to be first to market with their products and services
- 17% more profitable than their peers
86% “Collaboration is critical.”

79%

7% “We are effective at collaboration.”

Gap!

Business Leaders

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Good LUCK
Character driven leaders and their teams deliver as much as 5x greater returns for their organizations.

- Return on Character

The boost in margins that can be explained by creating an effective culture.

- The Culture Cycle

The boost in operating profit performance for customer-facing employees that can be explained by culture.

- The Culture Cycle

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81% of organizations are weak in Digital Management, Digital Leadership or both.

Of the 19% that are strong in both – they are more likely to show:

- Revenue growth of > 10%
- Presence of a digital coach
- A clear digital vision
2.7 MILLION CHILDREN WITH A PARENT IN PRISON

HAVE NOT SEEN THEIR CHILDREN

Isis González
BEFORE
- Stale, Failed, Intranet

AFTER
- Digital = Cultural Tool
- CEO Blog and Engagement
- Active Newsfeed
- Content Owners and Editor
- New Employee Welcoming
- Social Employee Recognition
- Document Governance
MORE RECENTLY

• Remote people-first team suddenly highly engaged.

• Offering practical tips and training for connecting during COVID-19.

• Special recognition and human-touch engagement.

• Corporate and field are now closer than before.
Listen to people and remember what they say.

Distribute and analyze knowledge to discover insights.

People-centric processes and experiences.

Know, share and improve the score together.

#Leadership #Culture #Purpose #Why – Use digital workplace tools to create a more people-centric LUCK-based culture.

GOOD LUCK
“Funding is the pulse of the organization, people are the heart.”
— The LUCK Principle