



RE-FUTURE

# LEADING ORGANISATIONS IN THE DIGITAL AGE

QA EMBED WORKSHOPS





## Digital Mindset

True digital leadership requires leaders to adopt an entirely new mind-set and QA's Digital Mind-Set Embed Workshop\* is designed to help enable just that.

Learn collectively to better grasp the deeper, ongoing mega-shift which is utterly transforming the very nature of our societies and businesses, and of which mobility, social media, the cloud and data analytics are mere manifestations.

- Collective responsibility and moving outside your comfort zone
- Behaviours
- Language
- What's in it for me?
- Why should I bother?

**\*Embed Workshops** are an important part of QA's Adaptive Learning Leadership Programme, that also includes: Diagnose, Engage, Ignite and Transform phases. Please speak to your Account Team to learn about the full programme.



## Networked Organisations

An organisation can be structured in various ways that determine how it operates and performs.

The networked organisation is a newer type of organisational structure often viewed as less hierarchical, more decentralised, and more flexible than other structures.

In this structure, managers coordinate and control relations that are both internal and external to the firm.

In this workshop, leaders learn together how to free and open up more opportunities for innovation.

- Creating connections
- Building networks internally and externally
- Creating and transferring knowledge sustainably
- Sharing risk and responsibility
- Bringing people together
- Creating knowledge banks
- Communities of practice



# Innovation

**Many successful companies have already made failure a critical part of their workplace culture.**

Organisations are realising that failure is imperative to business success. It creates innovation by giving us the freedom to think beyond 'how things have always been done' — to disrupt and change our lives for the better.

In this workshop, learn with peers how to fail-fast and to prosper from mistakes in an agile environment.

- Understanding Agility
- Tying it to Experimentation
- Fail fast and blameless cultures
- Contextual topics – e.g. what does it mean to your organisation?
- Continual learning and sustainable pace
- Informing strategic decisions and generating great ideas



# Culture

**Digital transformation is sweeping the business landscape. Leaders are embracing it wholeheartedly because they recognise its power. But as companies advance from pilot programs to wide-scale adoption, they often run into an unexpected obstacle: culture clash.**

Like any major transformation, a Digital Transformation requires instilling a culture that supports the change, while enabling the organisation's overarching strategy.

Embedding a digital culture in an organisation takes a clear methodology and a disciplined effort. QA's workshop is designed to help leaders understand the issues and take corrective action.

- Culture change
- Elements of a digital culture
- Sponsoring and implementing culture change – as driven by a leader
- Reverse mentoring
- Coaching
- Empowerment
- Recognition and Rewards
- Continual learning



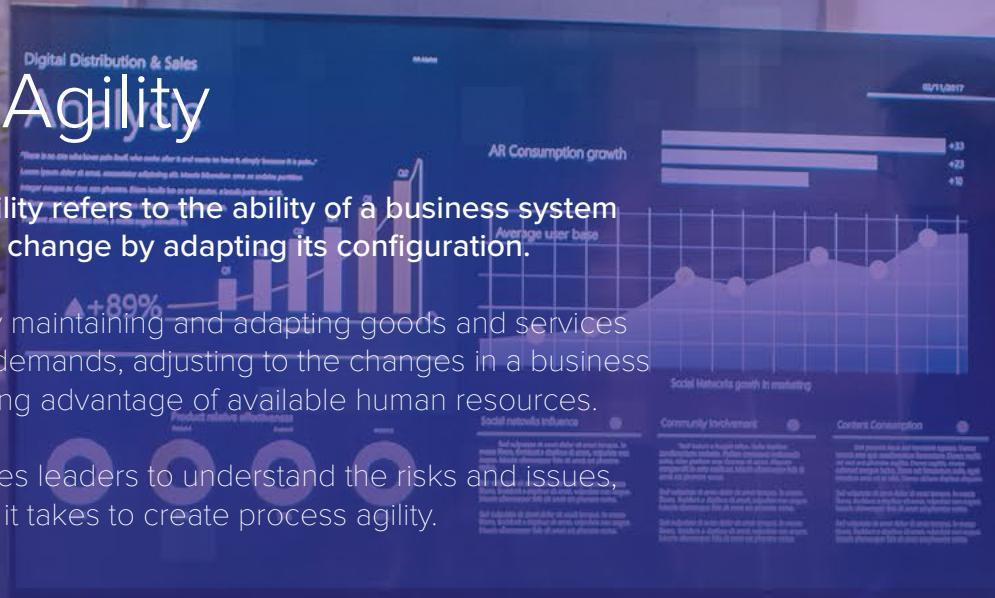
## Process Agility

**Business process agility refers to the ability of a business system to rapidly respond to change by adapting its configuration.**

It can be sustained by maintaining and adapting goods and services in meeting customer demands, adjusting to the changes in a business environment, and taking advantage of available human resources.

QA's Workshop enables leaders to understand the risks and issues, share ideas and what it takes to create process agility.

- New ways of working
- Agile, methodologies and where to use them
- Risk – why aren't you agile?
- Regulation and governance – what's stopping you or getting in the way?
- How is this impacting on your processes?



## Data

**Many organisations are looking to leverage data as an asset and to create value from data insights.**

This requires senior and strategic leadership to enable a holistic technical and business transformation approach to the way data is used.

Current catalysts for change such as GDPR, and poor data ethics are a significant risk to transformation – but not as significant as not putting data at the heart of your digital strategy.

In QA's Workshop, leaders learn to set an effective data culture that reflects their organisations' values and aspirations.

- Data driven cultures
- Engagement model
- Culture shift
- Data visualisation
- Patterns and insights
- New approaches to data



## Customer Centricity

Ultimately, the reason for any significant transformation project should be motivated by delivering a better experience, both to the customer and employee.

Seamless interconnectivity is the foundation for consistency of service across multiple channels, coupled with good feedback, that defines the most successful digital organisations.

In this workshop, leaders learn how to adopt a fully cohesive customer-centric approach that's embedded and aligned throughout the organisation.

- Why organisations that understand their customers win
- User experience
- Customer view
- Data
- Analytics
- Mobility
- AI
- User Engagement and retention
- Emerging technology from the view of the customer



## Digital Strategy

What separates digital leaders from the rest is a clear digital strategy combined with the right digital culture, leadership and resources poised to drive the transformation.

Conversely, focusing on technologies without investing in organisational capabilities that ensure their impact is a sure way to failure.

This workshop enables leaders to think collectively about the challenges of operation, culture and human capital resource in the digital age.

- Talent gaps – what and who do we need?
- Partners
- New Digital Operating model
- Legacy product and service – when to think bimodal
- Communicating the vision and transforming your culture
- Smarter consultancy
- Looking outside and adapting to your context

Re-future your capability with QA.  
QA's Adaptive Learning Leadership Programme  
will help you:

- Accelerate the 're-skilling' of people.
- Redesign work to unlock human potential.
- Strengthen your talent pipeline from its source.
- Create the workforce of the future, now.

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