



# DESAI

TRANSFORMATION

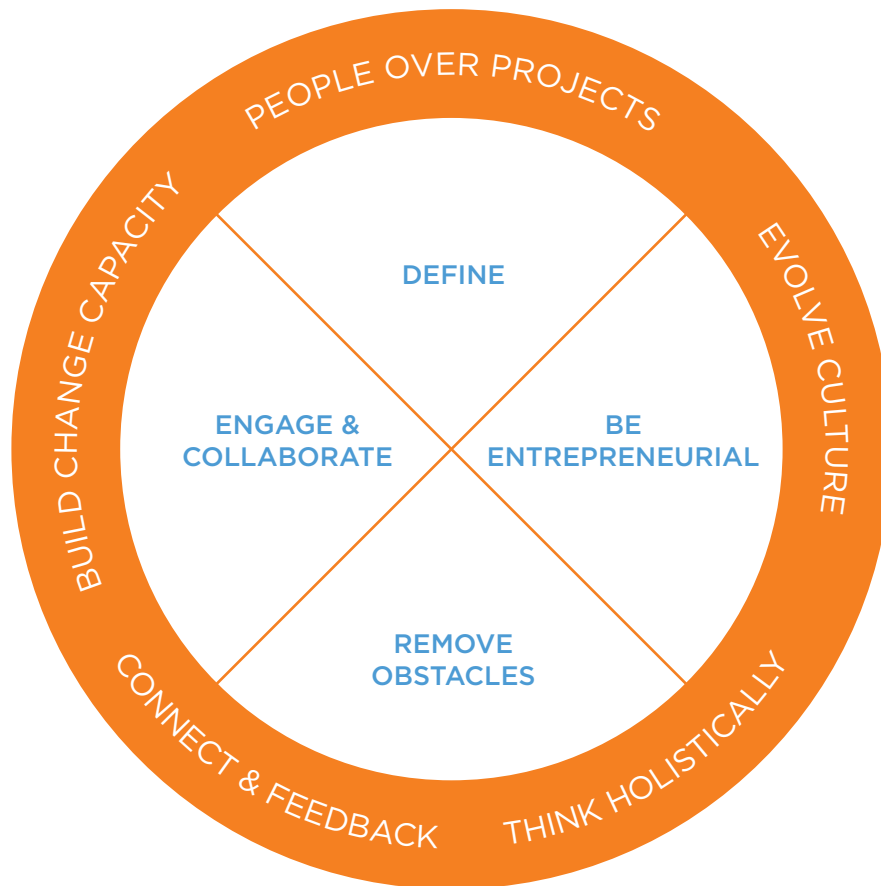
21<sup>st</sup> Century Change Masters™ Framework



## What is a change capable company?

The long-term organizational challenge of adapting to a rapidly changing environment calls for more engaging and nimble execution. The new normal of complex, constant and often unpredictable change shows no signs of abating so companies must master the art and science of thriving in this environment, building their organizational capabilities to do so along the way.

# 21<sup>st</sup> CENTURY CHANGE MASTERS™ - Execution Framework



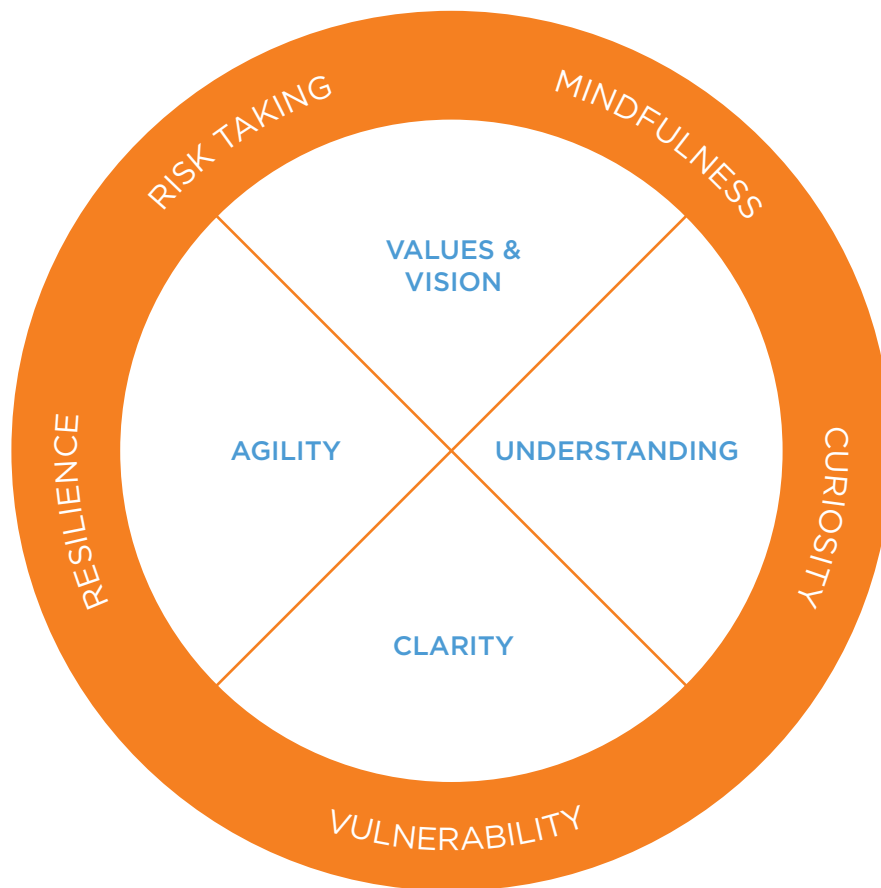
- 1** PUT PEOPLE ABOVE PROJECTS AND TECHNOLOGY out of recognition that they are the engine for real, lasting transformation and growth
- 2** Enable real transformation by EVOLVING CULTURE to support and promote the desired way of working
- 3** THINK HOLISTICALLY about how changes impact the rest of the operating model and incorporate a systems approach to designing and implementing changes.
- 4** CONNECT AND FEEDBACK with employees and customers to understand, track and stay on top of evolving needs and issues.
- 5** BUILD CHANGE CAPACITY throughout the enterprise by establishing a permanent, top-level focus on growing individual and organizational capacity to adapt swiftly.
- 6** DEFINE what is changing, why changes are being made, and connect the changes to your business strategy...and do this all the time.
- 7** BE ENTREPRENEURIAL in your approach to change design, planning and implementation. Creating, innovating, experimenting and failing fast are all hallmarks of entrepreneurship.
- 8** REMOVE obstacles to transformation success with relentless fervor, especially during implementation, or risk delays, cost overruns and worse yet, disengaged employees with little interest in following leadership.
- 9** ENGAGE people at all levels - particularly middle managers - in making change happen through involvement and collaboration.



## What drives leadership success today?

The long-term organizational challenge of adapting to a rapidly changing environment calls for stronger capabilities in leading during uncertainty. The new normal of complex, constant and often unpredictable change shows no signs of abating so companies must master the art and science of thriving in this environment, building individual capabilities to do so along the way.

# 21<sup>st</sup> CENTURY CHANGE MASTERS™ - Leadership Framework



- 1** You practice RESILIENCE by accepting what has occurred, anchoring in your and the organization's values, reflecting on lessons learned, and focusing forward on executing more wisely.
- 2** Educated, informed and thoughtfully bold decisions aren't avoided to please risk-averse stakeholders or circumstances with unknown outcomes. RISK-TAKING is seen as a natural part of leading.
- 3** MINDFUL practice has deepened your ability to remain present, cultivated keen awareness at any given moment, and refined your ability to respond or react as needed.
- 4** A strong CURIOSITY exists to know or learn about the experience of those who (can) impact your, your team's and your organization's success. The open mindedness to appreciate what you learn (a.k.a. 'beginner's mind') accompanies curiosity to facilitate breakthroughs.
- 5** You are willing to trust others with your real self - including the part of you that does not know all the answers - and make real connections with others. You eschew bravado for authenticity and VULNERABILITY.
- 6** When volatility hits, rather than changing with the winds, you anchor to the organization's VALUES AND VISION and use that to clear a path forward despite external conditions
- 7** In situations of significant or long-term uncertainty, you and your leaders are able to dig deep and truly UNDERSTAND what is important for success. You are not paralyzed by uncertainty.
- 8** In complex circumstances or with unclear information, you are able to simplify and CLARIFY the complex to the most salient points. You are able to focus on the goal(s) and what needs to happen to achieve that goal.
- 9** Remaining AGILE in the face of ambiguity allows individuals, teams and companies to pivot more easily to respond to evolving customer and employee needs.



# DESAI

TRANSFORMATION

To discuss your transformation challenges and how our 21<sup>st</sup> Century Change Masters™ Framework can address the problems you face, contact us today.

[desaitransformation.com](http://desaitransformation.com)