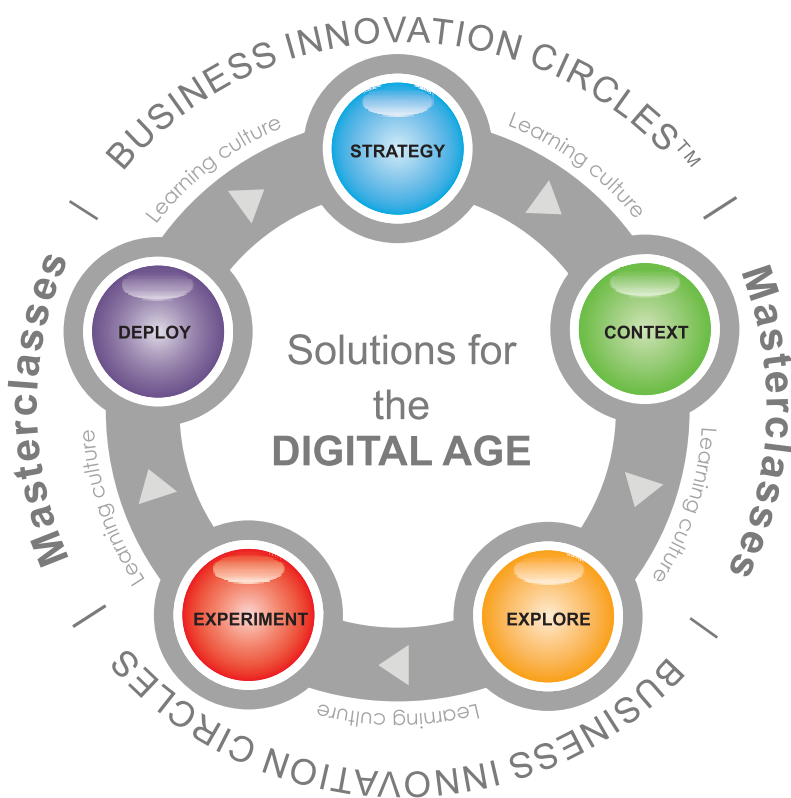


# Digital Transformation

## Learning solutions

### Delivery formats

- Masterclasses
- Workshops
- Workplace Learning



**Business Innovation Circles™** is our digital transformation model. We developed transformational programs based on this to teach your organisation to how to innovate, create and capture new value at scale and get customers to click and stick!

**Build your organisation's future now!**

**DIGITAL TRANSFORMATION IS A FUNDAMENTAL TRANSFORMATION OF ORGANISATIONS**, involving organisational practices, processes, competencies and models to leverage opportunities brought about by new digital technologies and their accelerating impact across society, in a planned, prioritised and structured manner.

To Digitally Transform means that your organisation has to develop *new capabilities and competencies*, to specifically be more *agile, people-oriented, innovative, customer-centric and efficient*. Organisations need to leverage opportunities to change and even *induce opportunities to change and challenge the status quo*.

Organisations who succeed will be able to *tap into new information and service-driven revenues*, and those who don't, will see their market and customers eroded by those who do.

Operational speed and efficiency alone is not enough anymore – the *ability to evolve and innovate is now the new success*.

# Design Thinking

Customer-centric product and service design & prototyping

## MAIN FOCUS

Organisational innovation, designing services and products that unlock customer value and meet evolving customer needs. The approach is based on Design Thinking, but thinking is not enough, you need to get into the Design Doing space!

Every product or service today exists in a digital world and have a digital experience element. No service or product should exist today without digital attributes!

## WHAT YOU WILL LEARN

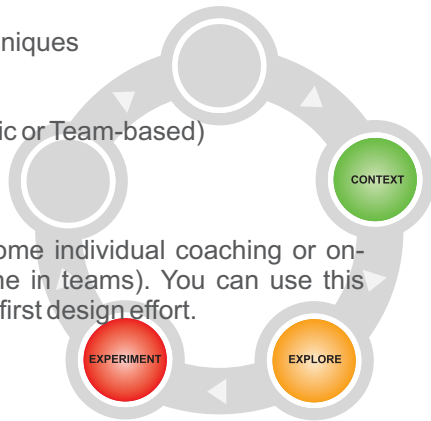
- CX/UX/CI/UI tools and techniques
- Service Design
- Problem solving techniques

## FORMAT

2 day Masterclass (Public or Team-based)

## TAKE HOME

- Toolkit
- Program includes some individual coaching or on-site coaching (if done in teams). You can use this time to facilitate your first design effort.



# Disruptive Innovation

Disruptive, experimental product and service design & iterative development

## MAIN FOCUS

Practical workplace skills development to help organisations to accelerate value delivery to customers and users in the form of products or services delivered iteratively.

Using progressive practices to practically do product and service innovation, experimentation and iteration. Use Continual Improvement, Design Thinking or methods described in The Lean Start-up as a point of departure.

## WHAT YOU WILL LEARN

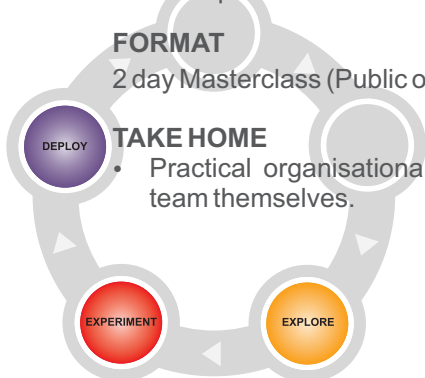
- Agile/Scrum
- Lean
- DevOps

## FORMAT

2 day Masterclass (Public or Team-based)

## TAKE HOME

- Practical organisational improvement done by the team themselves.



# Solving Problems

Understand the nature of problems and use appropriate techniques to match

## MAIN FOCUS

Helps organisation to continually improve, innovate and paying off technical debt. We focus on Lean improvement techniques and other problem-solving techniques, matched to the type of problem to be solved. We use emergent frameworks as a guide to select appropriate techniques.

## WHAT YOU WILL LEARN

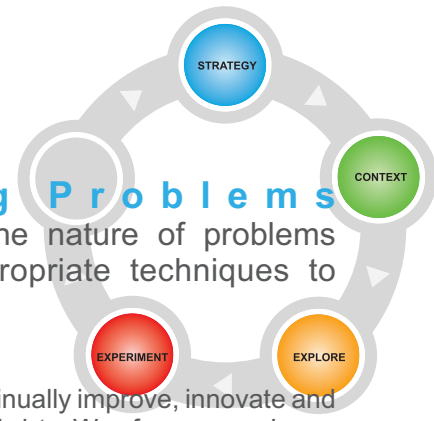
- Continual improvement techniques
- Different problem solving methods and techniques
- When to use which technique for different types of problems

## FORMAT

2 day Masterclass (Public or Team-based)

## TAKE HOME

- Toolkit
- Program includes some individual coaching or on-site coaching (if done in teams). You can use this time to facilitate a specific problem solving initiative.



# Digital Transformation

Design your organisation's future (digital) strategy

## MAIN FOCUS

Redefining strategic direction of an organisation, or part of an organisation, to remain competitive in a digital age!

Every product or service today exists in a digital world and have a digital or digital experience element. Organisations need to leverage opportunities to change and even induce opportunities to change and challenge the status quo.

## WHAT YOU WILL LEARN:

- Re-focus your business to survive in the digital age
- Digital Transformation basics
- Platform business models
- Disruption techniques and many more

## FORMAT

2 day Masterclass (Public or Team-based)

## TAKE HOME

- Toolkit
- Program includes some individual coaching or on-site coaching (if done for a team). You can use this time to facilitate your first strategy session.

