

WORLD-CLASS THINKING...

LEADING CHANGE AND HUMAN-CENTRED INNOVATION

A ONE-DAY CONFERENCE FEATURING

ADAM BILLING AND CHRIS NEL

The Caledonian Club, Belgravia, London – Tuesday 2nd April 2019

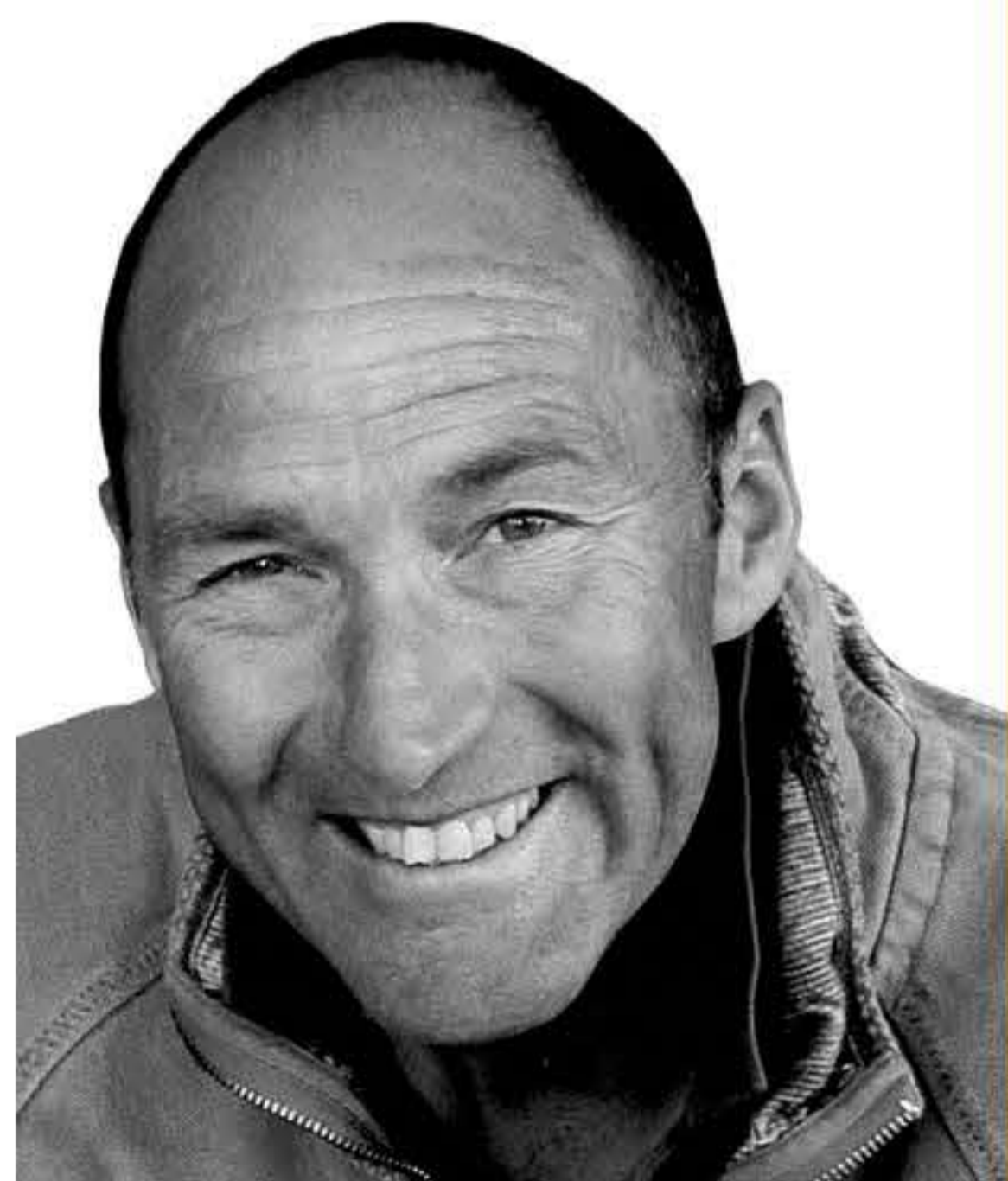
Key Learnings

ADAM BILLING



Adam Billing will remind us that continuous change requires continuous innovation. In the morning sessions Adam shares his ideas on Design Thinking (the human-centred approach to innovation). It is human-centred because it starts with people and seeks to reveal insights into what they value and care about. Design Thinking is fast paced, iterative and fiercely collaborative. It employs a wide creative and analytical toolset (including storytelling, visualisation, business modelling, rapid prototyping and structured experimentation). Adam will help us to build design thinking capability in our organisations and apply it to creating sustainable competitive advantage through innovation. He will demonstrate how the most successful organisations are those that excel in both generating innovative new solutions as well as managing the change required to get buy-in and acceptance for those solutions. Equipping people with a proven process and model for leading change enables them to ensure their best ideas not only see the light of day, but actually go on to be successfully implemented and create real business impact.

CHRIS NEL



After a break for lunch, we welcome **Chris Nel** to the platform. Chris sets the scene by outlining his 'Adaptive Capability' approach to business transformation. Change is complex and dynamic. The very word 'change', for some, evokes a highly emotional and often negative response, driven by uncertainty and a fear of loss. Chris explains, it doesn't matter how you label your development initiative: if the managers leading the initiative are fearful of change, further destructive emotions are fuelled.

The three phases of adaptive capability.

Phase 1: Awareness; start with a top-down awareness and agreement on your organisation's helpful and unhelpful behaviours.

Phase 2: Leadership; a case for change needs to be clearly communicated, with all points of view listened to and taken account of. This generates an appetite for change, and breaks down fear-based resistance.

Phase 3: Learning; learning from new ways of working is a key part of embedding change. It reduces fear, making the process more palatable to the whole organisation.

TIMINGS

Registration, coffee and rolls: from 8.15 am

Conference commences: 9.15 am

Adam Billing: 9.25 am

Lunch will be served: 12.30 pm

Chris Nel: 1.45 pm

Conference ends: 4.40 pm

All delegates are invited to a drinks and networking reception until 6.00pm

To register your places or to find out more, email team@benchmarkforbusiness.com
or visit www.benchmarkforbusiness.com