



Digital Capability Building

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going digital is **INEVITABLE**



"It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one most adaptable to change."

CHARLES DARWIN (fake news)

So how do you adapt?



- Understand this is a culture change and experiential learning process
- 2. Get your leadership team up to speed
- 3. Use your most urgent needs as opportunities for digital learning & development
- 4. Build the new skills as you learn
- 5. Repeat steps 2, 3 and 4 for the foreseeable future......

Critical Unlearning

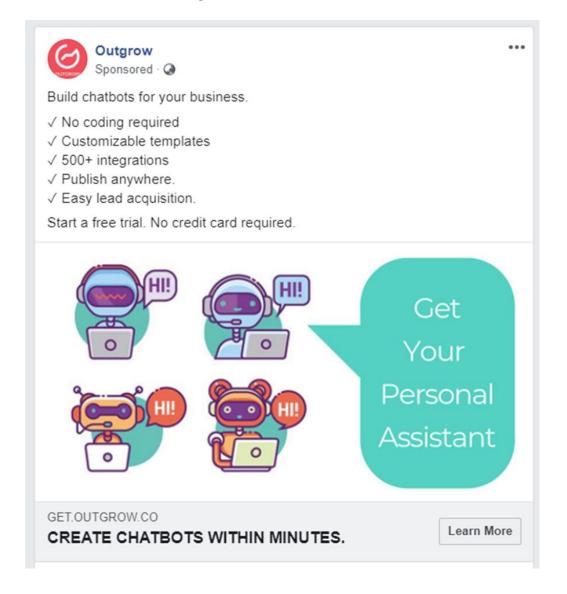
(for financial leaders)



- 1. The "three quote" model is no longer helpful
- 2. You need to use Agile methods
- 3. You need OPEX more than CAPEX

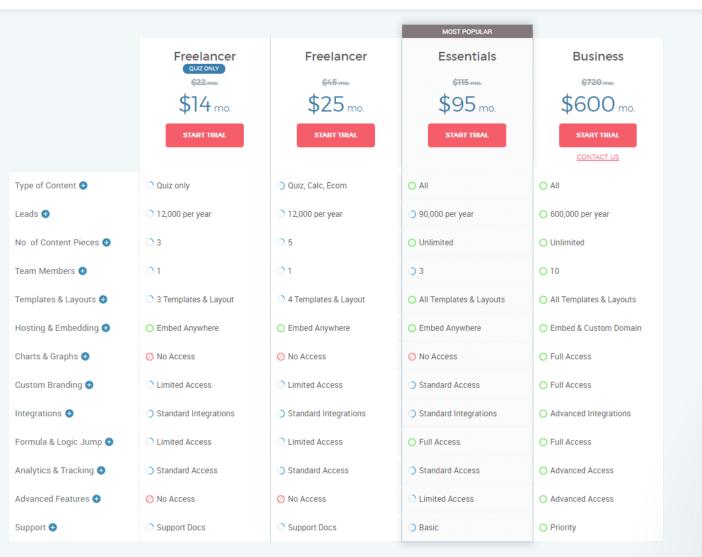
4. You cannot go faster than your organisation's maturity and resources allow (and tech usually lags behind)

Software example - chatbots





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Rose from Outgrow

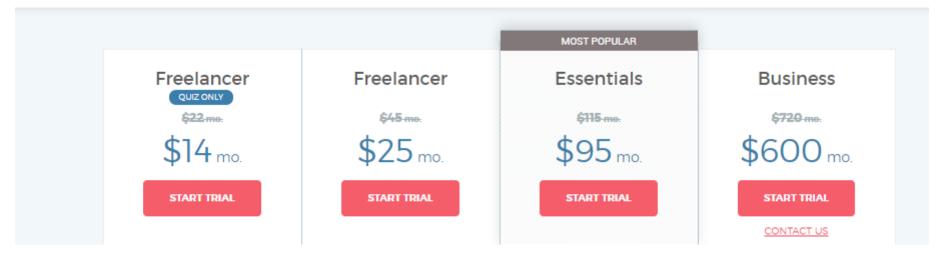
Hey there Need help choosing the right plan? If you have an idea in mind,...





Software example - chatbots





NB: Plus development skills, time and resources = your biggest challenge!