Empathy
in the Age of Digital Transformation

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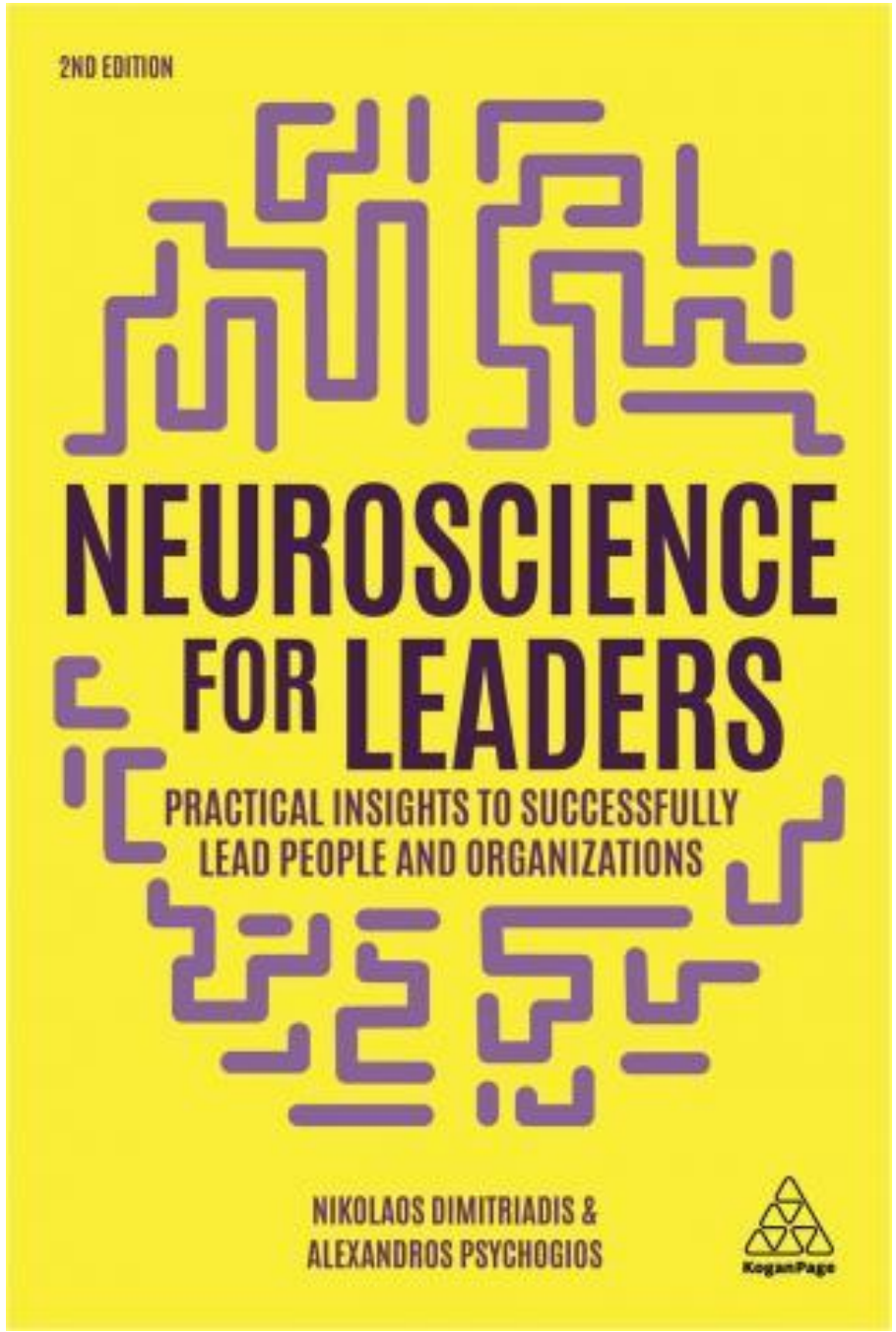
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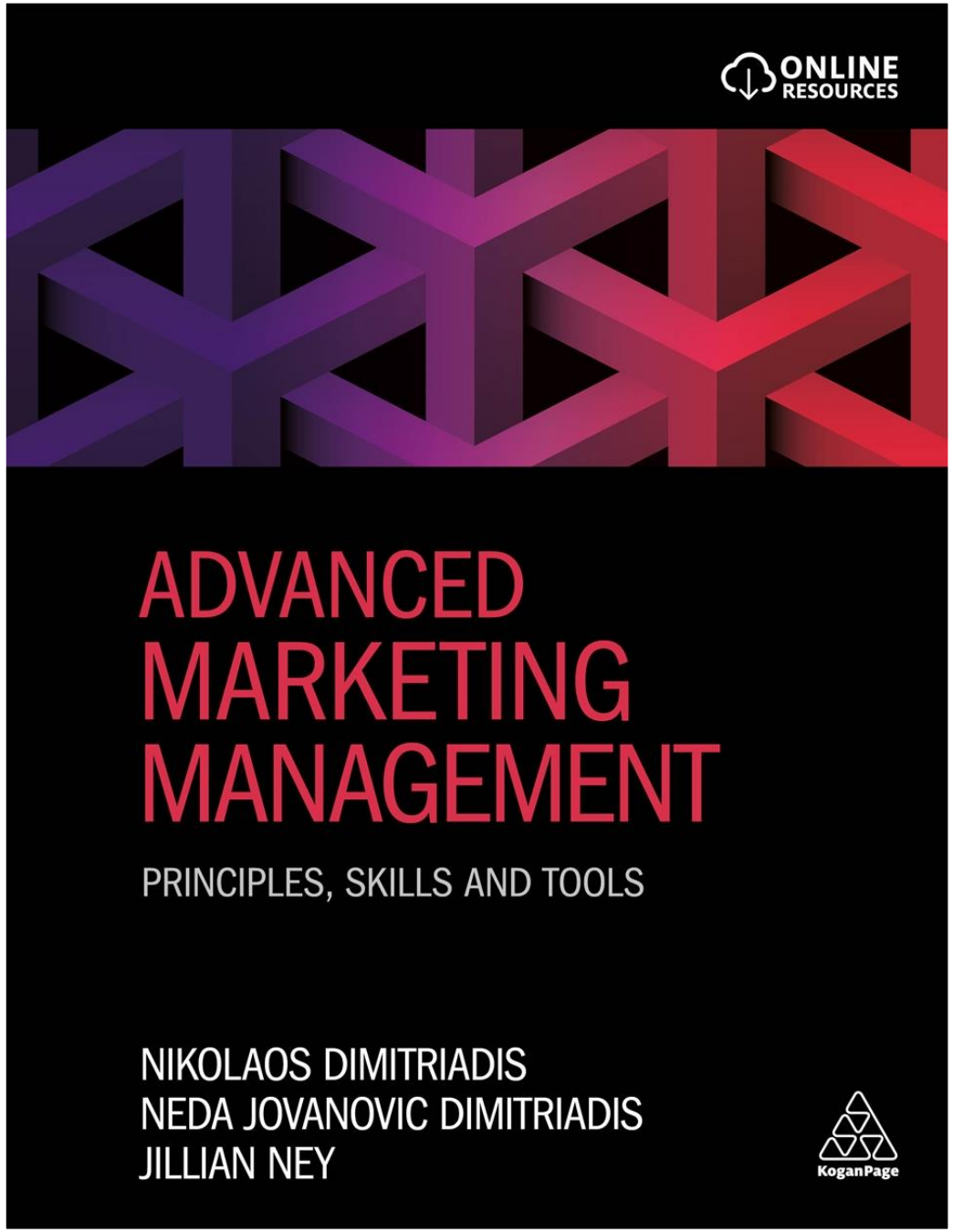
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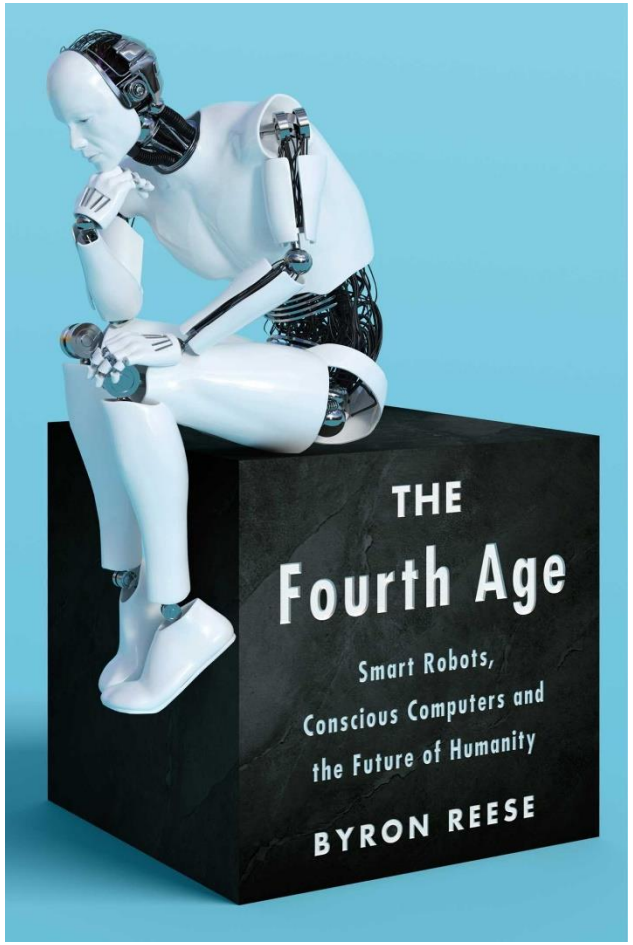
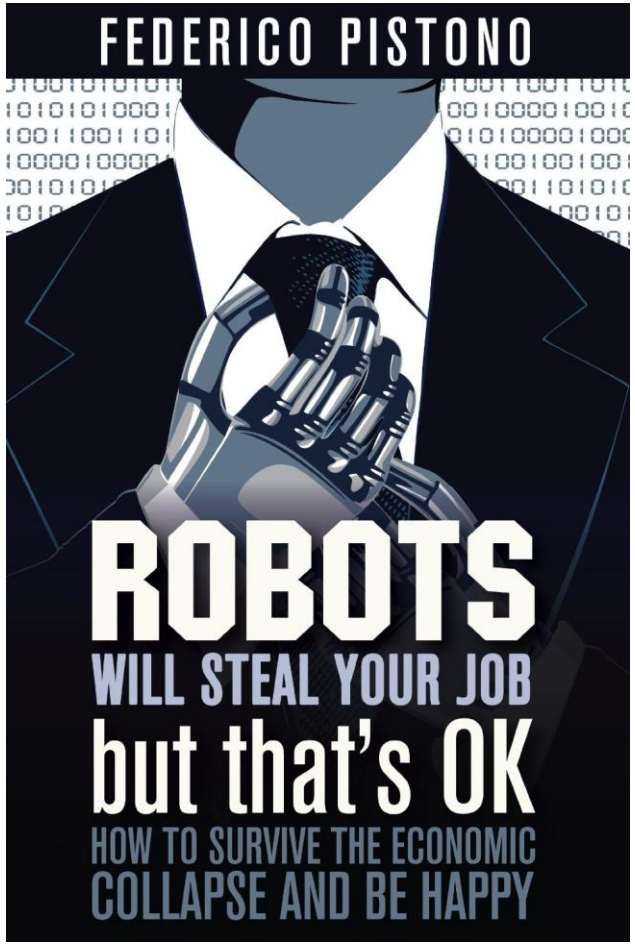
Tested **8,000 brains** from more than **25 countries.**

THE DECLINE OF INTERNATIONAL STUDIES
FOREIGN AFFAIRS
JULY/AUGUST 2015
Hi, Robot
Work and Life in the Age of Automation
FOREIGNAFFAIRS.COM


THE
Fourth Age
Smart Robots, Conscious Computers and the Future of Humanity
BYRON REESE


FEDERICO PISTONO
ROBOTS
WILL STEAL YOUR JOB
but that's OK
HOW TO SURVIVE THE ECONOMIC COLLAPSE AND BE HAPPY

Japan

Japan's robot hotel: a dinosaur at reception, a machine for room service

The Henn na – or Weird Hotel – has opened in Japan where guests check in with robots which also deliver their luggage to rooms

Associated Press

Thu 16 Jul 2015 03.53 BST

101

Robot staff are ready to welcome guests at Japan's new hotel. Link to video Guardian

The English-speaking receptionist is a vicious-looking dinosaur, and the one speaking Japanese is a female humanoid with blinking lashes.

East Asia

AI fail: Japan's Henn-na Hotel dumps 'annoying' robot staff, hires humans

- Dinosaur receptionists are a thing of the past as Japan's first robot hotel concludes there "are places where they are just not needed"

Julian Ryall

Published: 12:32pm, 16 Jan, 2019

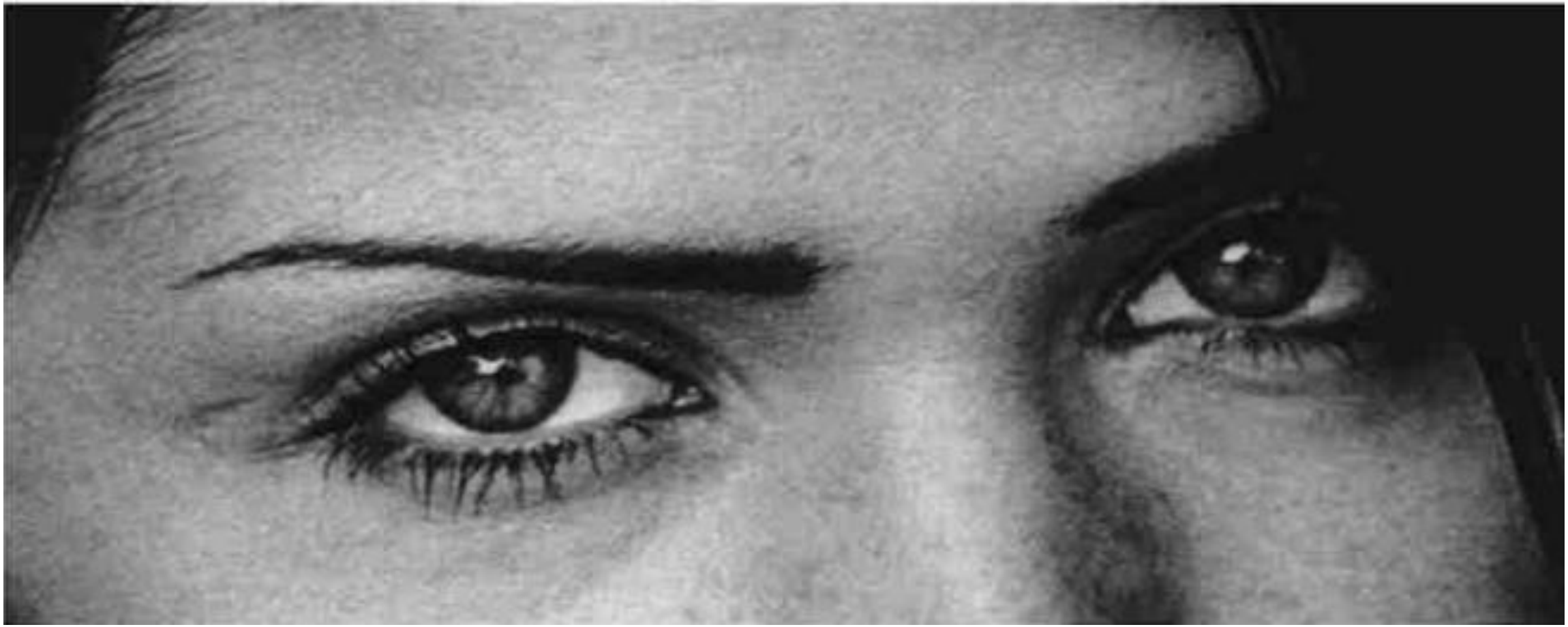
TOP PICKS

Call him Connie, but Hilton's new robot receptionist is powered by IBM's Watson

By Lulu Chang
March 9, 2016

SHARE

What Makes Us
Human?



What about Digital Transformation… internally?

Why 75% of transformation projects fail

Approximately Seventy Five percent of Transformation Projects fail!!

A McKinsey's report in Oct 2018 stated that, "Many companies are pursuing large scale change efforts to capture perceived benefits or simply to keep up with competitors." The report goes on to say, "While our earlier research has found that fewer than one-third of organizational transformations succeed at improving a company's performance and sustaining those gains, the latest results find that the success rate of digital transformations is even lower."

A more recent PWC report indicated that over 75% of digital transformation projects are failing. Despite advances in change management and project management practices – why is the failure rate so high?
The answer is deceptively simple. It's people. Your probability of success is directly related to the readiness of your team — or lack thereof in most cases. Employees are being left out of the transformation process, leaving them feeling excluded and under-valued – this effectively leads to employee disengagement.

A Lack of urgency was the most cited problem with these articles considering this as a major concern. We are all familiar with the picture below;

"We need to install some new equipment, can we do it now?"
"Come back later, I'm too busy at the moment!"

How often do you hear people say, "I'm too busy!"
Another significant identified problem was Delays in decision making. Many of us can tell stories of waiting for a steering committee meeting where the decision is postponed until next month because they only meet once a month and they didn't get to

make the decision.
Lack of Ownership is often cited as a problem, usually in the concept of delegation. You are delegated to complete a task but since you don't have time and your boss is pushing you t something else, it doesn't get done manager blames you; but where do ownership and the accountability re When you are accountable, you are responsible for getting the result an quality of the result. It's not just abo goal setting or how committed you how long work for, accountability m you deliver what you agreed to deli on schedule and within budget.

Ownership is getting the job done
Accountability is making sure that i done
When someone delegates, they sho remain accountable and not assum the person delegated to do t becomes accountable. This is for much bad feeling and ill will in companies because managers are n taught to delegate properly.

Employees who take ownership of their work, treat the business as if it were their own and they make decisions with the interest of the business in mind. An interesting recent phenomenon is the rise in employee stock options (Aramco IPO) which encourages employees to take wnership because they literally ock in the company.

tion and empowerment are ntly used terms these days, though both terms are used in ee management, they have nt meanings. In our experience, st way to explain the difference is legation produces followers whilst vement develops leaders. tion involves the manager stating e/she expects, how it is to be eted along with deadlines and review points. Empowerment s a wider corporate tasking and ation and expects the individual ship and conduct the work of their ability. This means powered individuals are enabled ke decisions that were once the cific reserve of management. One only has to look at the recent changes in customer service which reflect a growing culture of empowerment in many companies.

At Steppingstone Global, we address employee engagement under Alignment and Synergy. We believe that having people throughout an enterprise who are aligned and invested in the future strategy of the business and working together as a team is a major factor in the success of any change initiative. We help our clients understand that Machinery, Materials and Money can be copied by any business, but Manpower, Methods and Minutes (Time) are the areas where each business is unique and different.

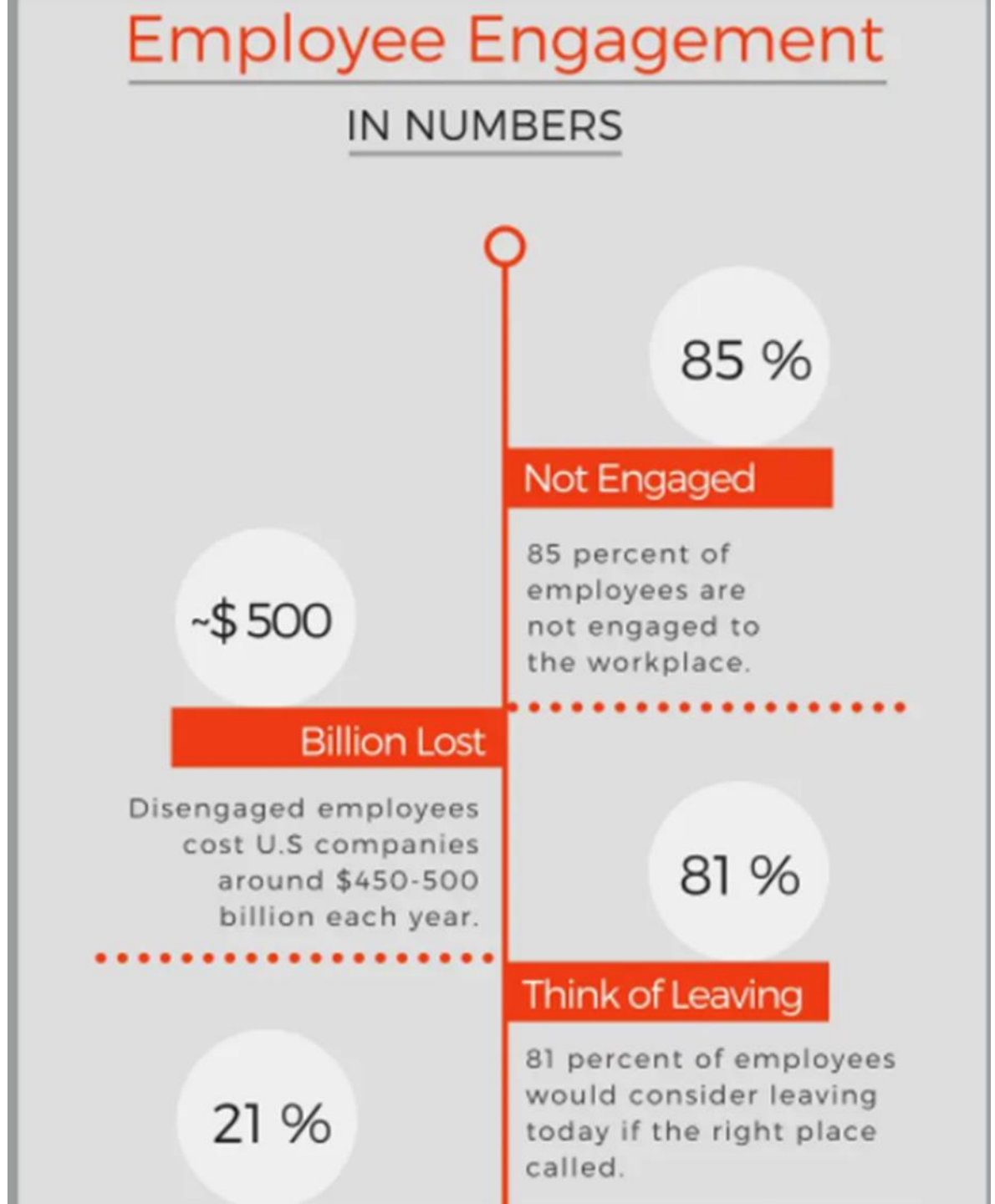
During our 10 years of management consulting and executive coaching projects in the GCC, we have encountered many organizations working to evolve towards a higher performing organization via change management and transformational leadership.
Our recipe for successful change management is well-known and deceptively simple – align the trinity of people, processes and technology and time with authentic leadership and an effective business strategy.

At SteppingStone Global, we apply a unique 3 phase approach from preliminary assessment through to the implementation of the improvement action plans using proven methods to bring out the best in people.
If you want to increase the chances of your transformation program to being successful, get the right expert advice and coaching.

The answer is deceptively simple. It's people. Your probability of success is directly related to the readiness of your team — or lack thereof in most cases

Jean Nicolai
Stepping Stone Global

GALLUP

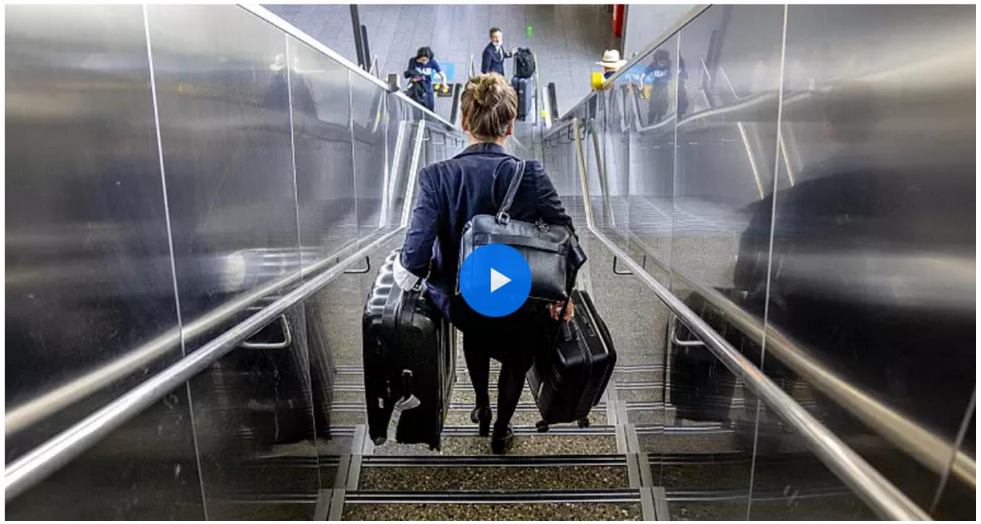

Employee Engagement
IN NUMBERS
85 %
Not Engaged
85 percent of employees are not engaged to the workplace.
~$ 500
Billion Lost
Disengaged employees cost U.S companies around $450-500 billion each year.
81 %
Think of Leaving
81 percent of employees would consider leaving today if the right place called.
21 %

euronews. My Europe World Business Sport Green Next Travel Culture Video Programmes

Tourism staff shortages affect 1.2 million jobs in the EU, says study

COMMENTS

By **Thomas Blade** • Updated: 08/08/2022



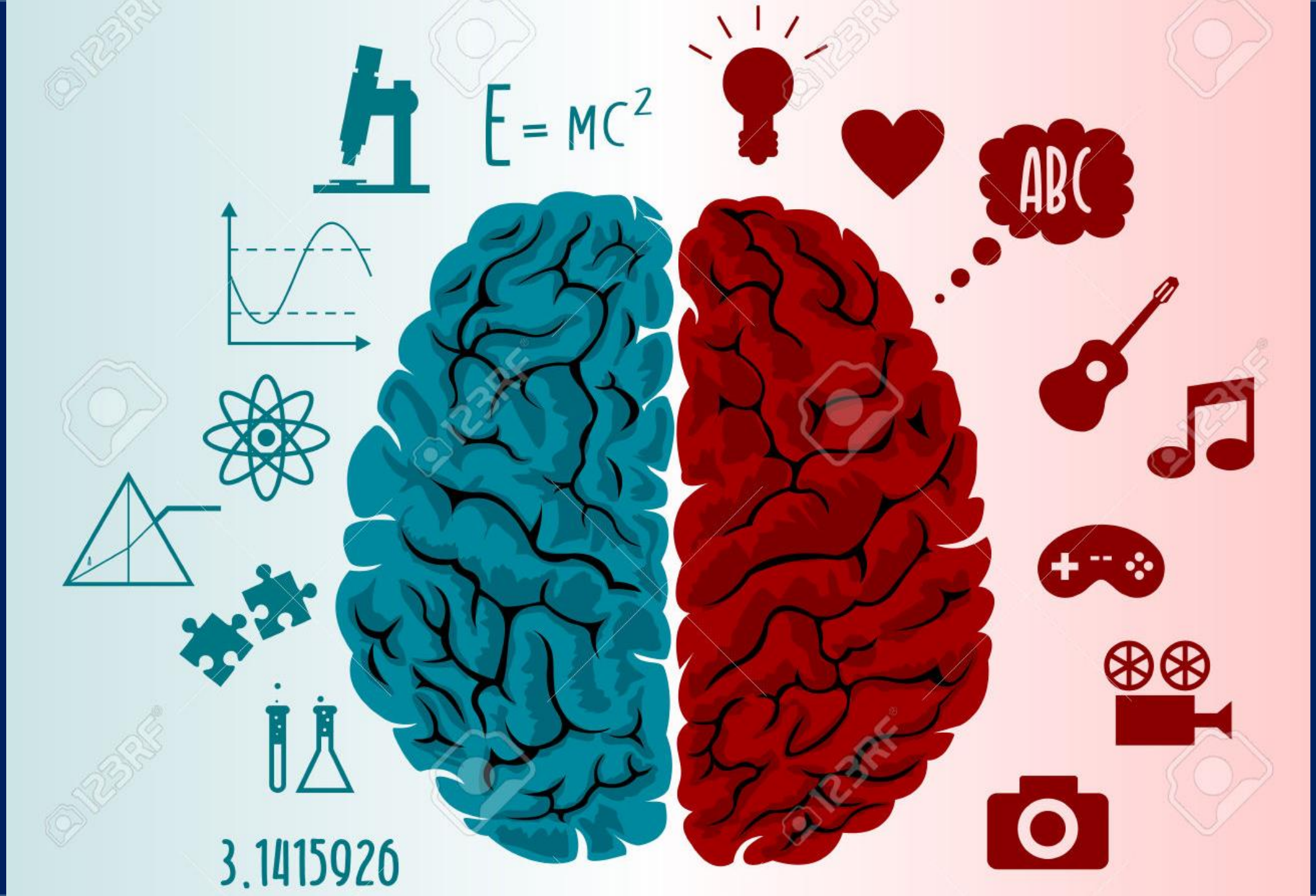
Economy

COVID not only to blame for tourism's staffing crisis

Published on September 7, 2022

Unstable and transitory work contracts, a lack of respect for employees, absent or inconsistent career advancement, unsocial hours and evidence of workplace abuse are cultural attributes that travel and hospitality employers have tacitly ignored.

Pay is a major issue in key sectors of the industry, especially in hospitality. In Australia and the United Kingdom, the hospitality sector had the lowest average pay levels even before the pandemic.


E = MC²
ABC
3.1415926

The right brain perceptual system

- is in direct contact with reality (receiving fresh stimuli from the external environment),
- connects us with the world and other people (empathy lives there),
- has a more holistic view of a situation (in a classic Gestalt way),
- understands concepts more than complex sentences,
- loves metaphors,
- emotionally is more on the mellow end of the spectrum.

The left brain perceptual system

- develops abstract models of reality (it lives in its own world, not in direct relation with the external world),
- it does not promote/prefer connectivity with people,
- it uses only sequential logic,
- it’s very fluent/skilful with language,
- hates metaphors,
- It’s fascinated by novelty,
- emotionally is more towards the joyful end of the spectrum.

Solve for x.

$$\frac{1}{5}x + \frac{1}{3} = \frac{4}{3}$$

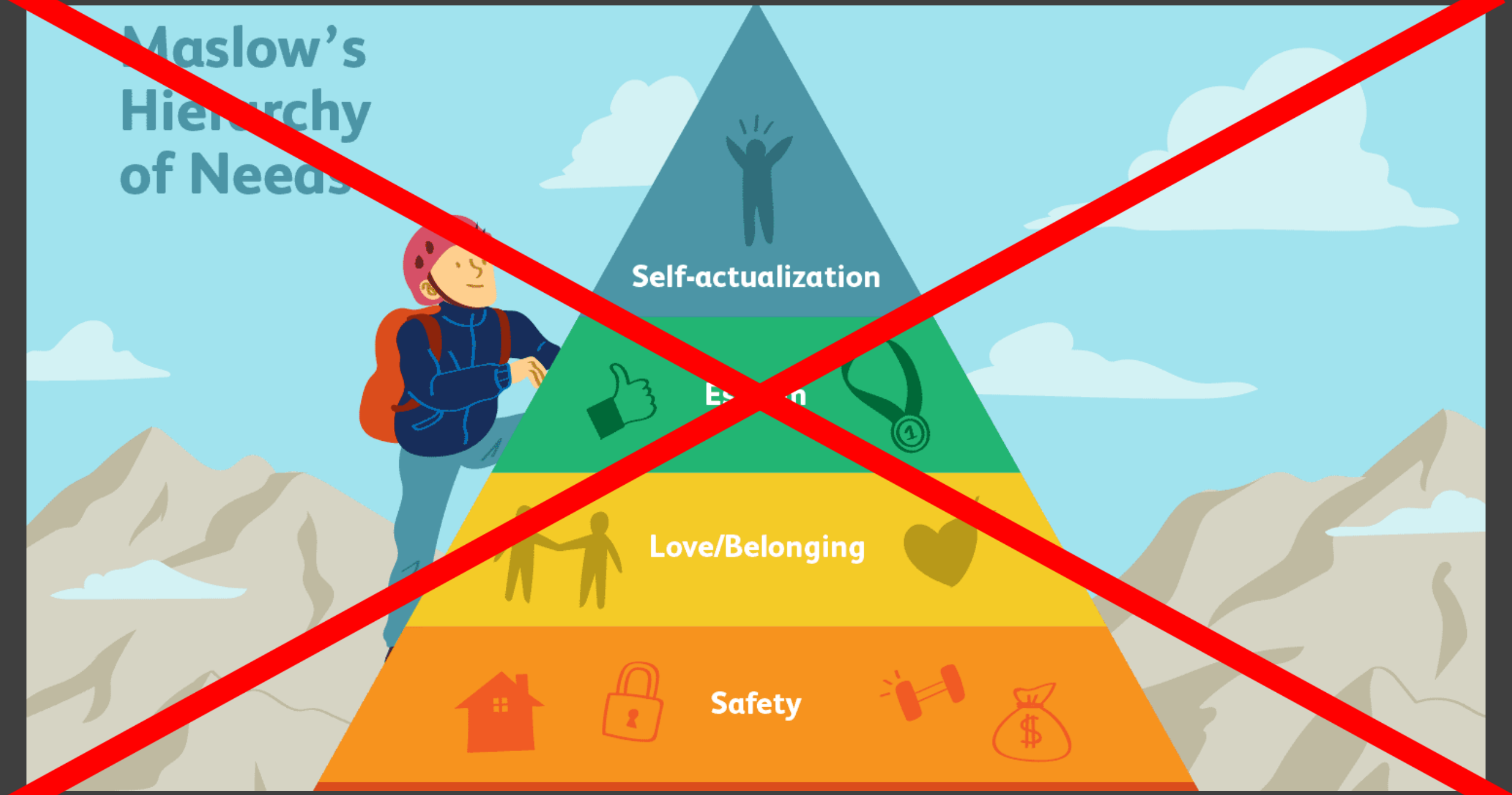
PEOPLE over SYSTEMS

TRUST over RULES

WARMTH over COMPETENCE

CULTURE over STRATEGY

EMPATHY over TECHNOLOGY


Maslow's
Hierarchy
of Needs
Self-actualization
Love/Belonging
Safety

1. **Need for Control**. Are you putting your people in the driver's seat?
2. **Need for Self-Expression**. Are your processes enabling your people to express their own, individual self-identity?
3. **Need for Growth**. Have you identified your people's growth ambitions?
4. **Need for Recognition**. Are your processes personalised enough for your people to feel recognized?
5. **Need for Belonging**. Are your processes instrumental for helping your people connect more, internally and externally?
6. **Need for Care**. Are you demonstrating genuine care about their ideas and problems in tangible ways, daily?

The business of business is people.

Herb Kelleher

quotefancy

The REAL question is:

How cam Digital Transformation
help me be *more*… human?

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