



A HUMAN CENTRED APPROACH TO DESIGNING EFFECTIVE CHANGE

INTEGRATIVE CONSULTING

enabling people to compete in the new world of work





TECHNOLOGY IS DISRUPTING INDUSTRIES GLOBALLY

Traditional operating models are no
longer relevant



COMPETITION IS EVERYWHERE THE RULES ARE CHANGING

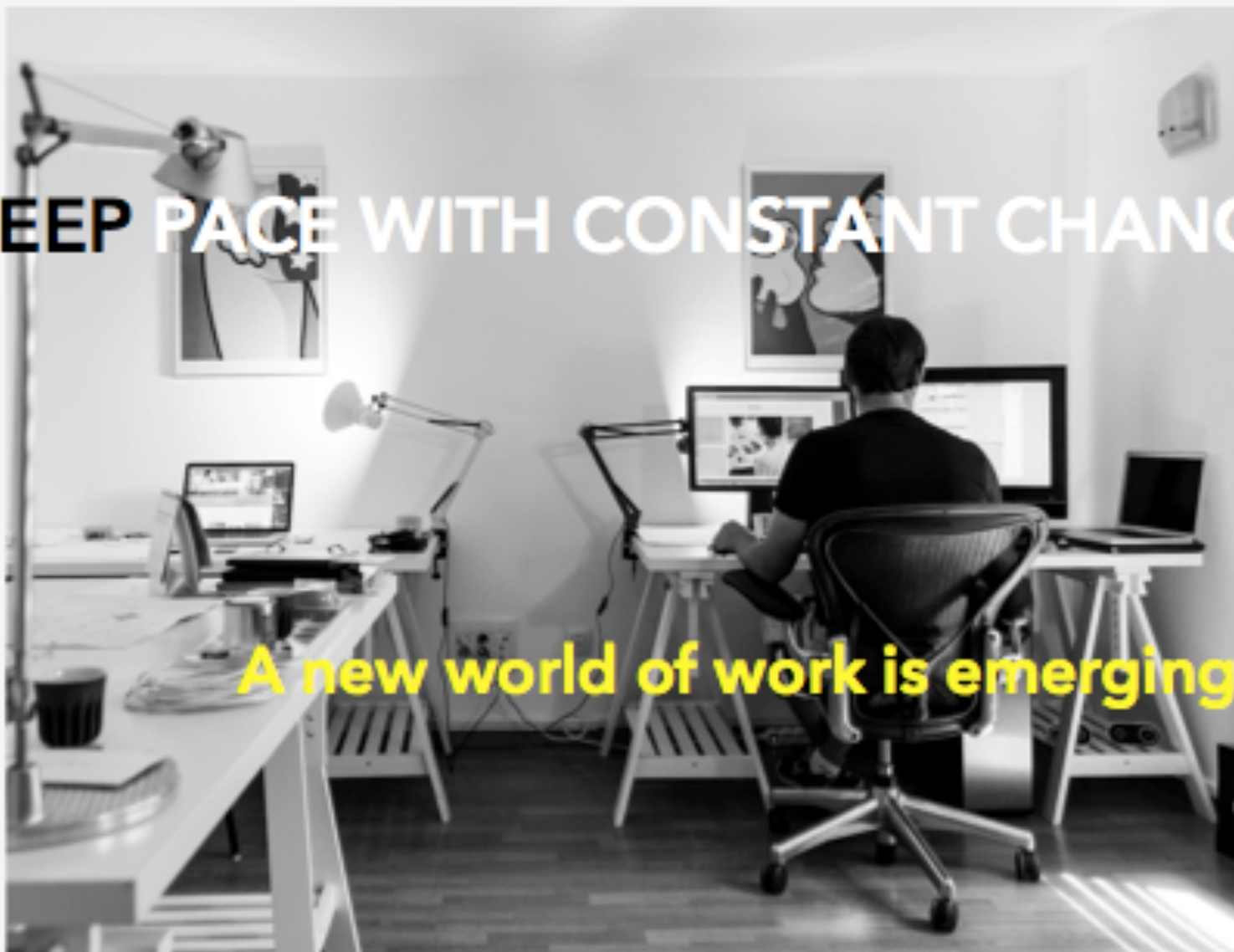


Businesses must adapt to survive and thrive



TO KEEP PACE WITH CONSTANT CHANGE

A new world of work is emerging





**COMPLEXITY IS CREATING CHALLENGES
TO MANAGE CHANGE**

A new approach is needed



**PEOPLE ARE OVERWHELMED
BUSINESSES ARE UNDER PRESSURE
ORGANISATIONS CAN'T COPE**



A new approach is needed



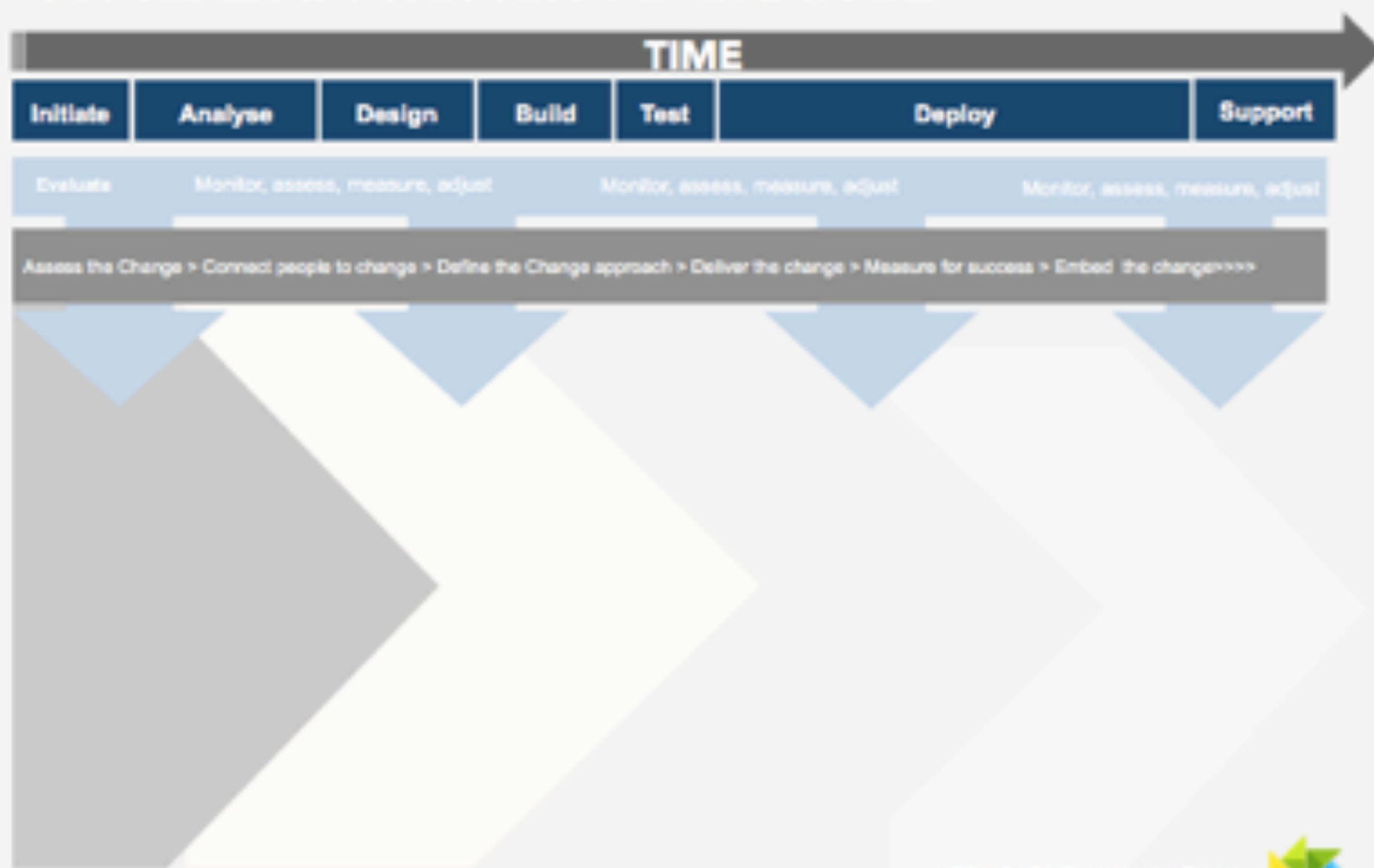


**TO ENGAGE EMPLOYEES, MAINTAIN
PERFORMANCE AND PRODUCTIVITY**

and retain top talent



TYPICAL APPROACH TO CHANGE



A NEW APPROACH TO CHANGE

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**SOLVING COMPLEX
PROBLEMS OF
TOMORROW ...
TODAY...
TOGETHER**

A photograph showing several hands of different people working together to assemble white puzzle pieces on a rustic wooden table. The hands are positioned around the puzzle, with some holding pieces and others reaching towards them. The background is slightly blurred, focusing attention on the collaborative action.

WHAT IS DESIGN THINKING?

A FRAMEWORK TO SOLVE COMPLEX
PROBLEMS BY UNDERSTANDING
HUMAN NEEDS, GENERATE IDEAS,
AND CREATE SUPERIOR SOLUTIONS
BY PEOPLE
FOR PEOPLE

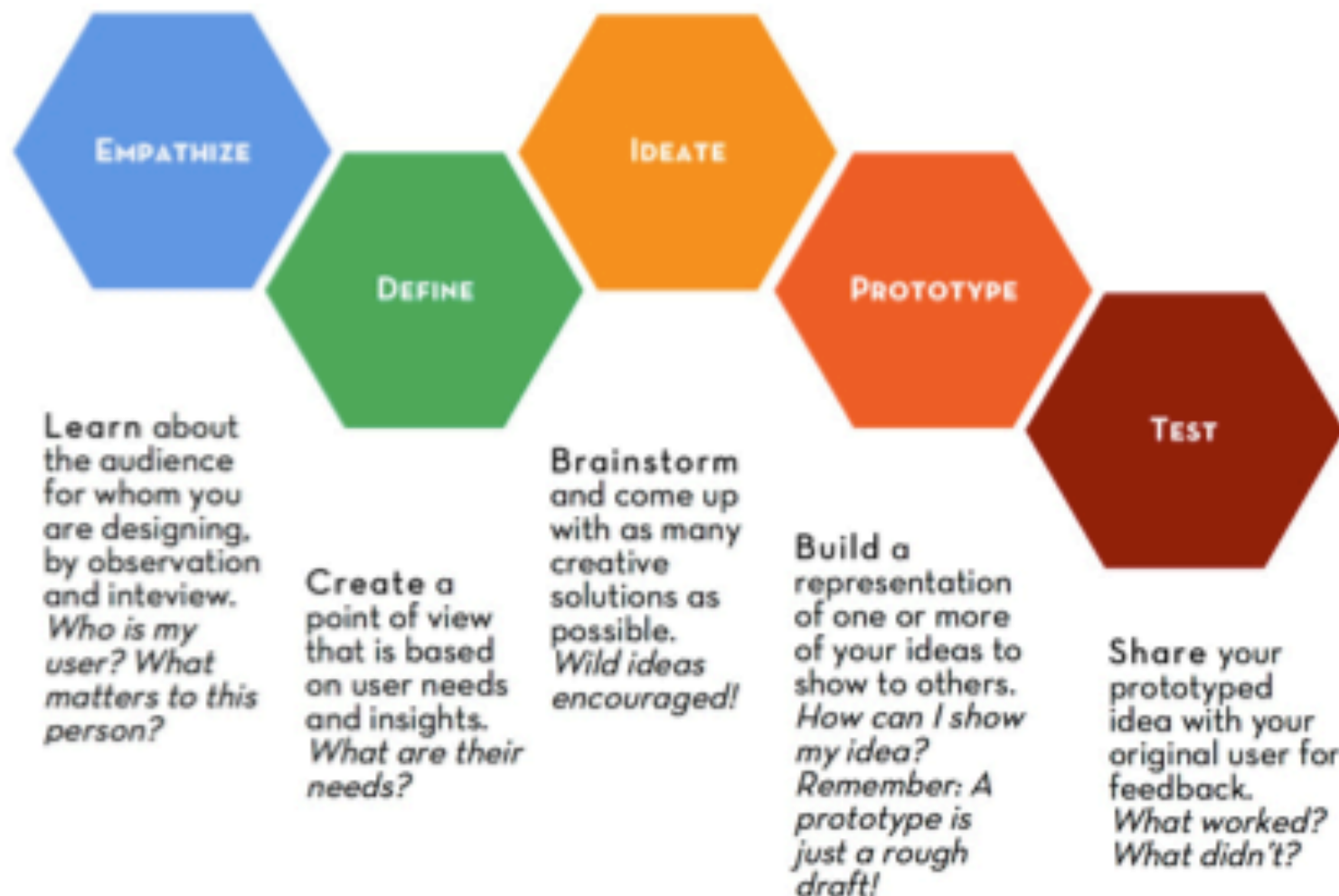


WHY DESIGN THINKING?

- New way of thinking and being
- Empathise with people's experience
- Identify needs based on user feedback
- Develop analytical and emotional competence
- Collective problem solving
- Make decisions in rapid change
- Make sense of systems, processes, and people diversity
- Manage complexity through collaboration and ideation
- Safe to fail approach
- Prototype to obtain user/employee/customer feedback to mitigate risk before final go to market launch



DESIGN THINKING PROCESS



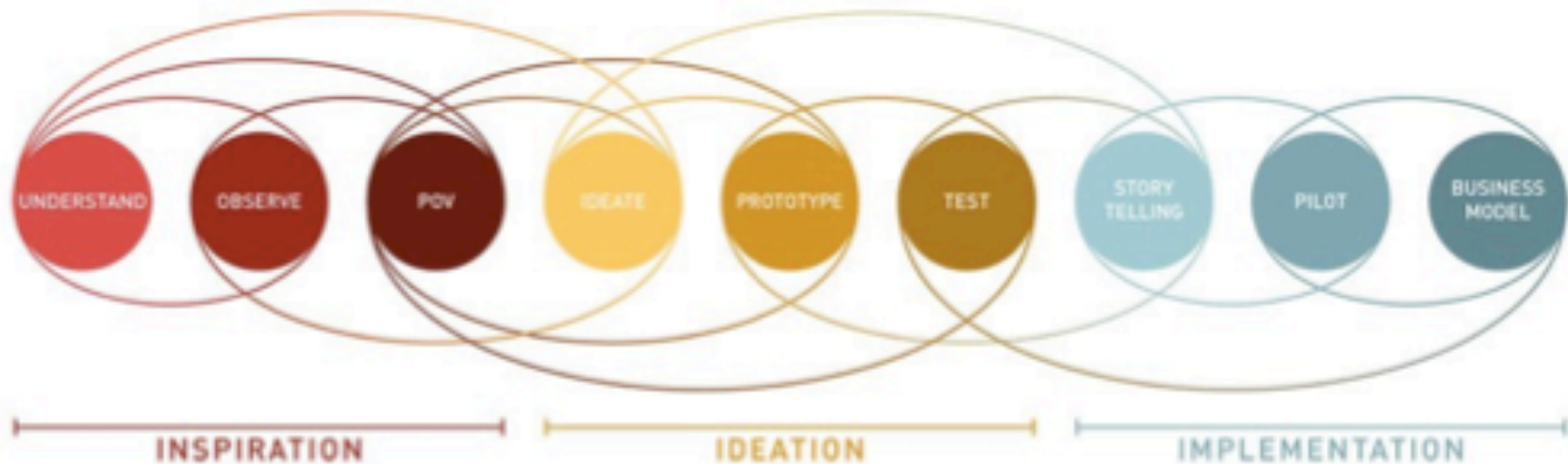
APPLYING DESIGN THINKING IN CHANGE

A more agile and cohesive approach to manage change



DESIGN THINKING FOR INNOVATION

THE DESIGN THINKING PROCESS



PRIORITIES FOR DESIGN THINKING

> Creative Confidence

>> Empathy

>>> Embrace Ambiguity

>>>> Authentic curiosity

>>>>> Constant optimism

>>>>>> Courage to try and fail

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ABOUT US



Advisory



Consulting



Training



Design

- > Organisation Design
- > Organisation Development
- > Change Management

- > Organisational Communication
- > Stakeholder Engagement
- > Coaching and mentoring



Thank you!

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