LISTEN

KNOW

UNDERSTAND

CONNECT

People-Centric
5 Proven Strategies In Digital Transformation
73%-92% of People Quit Fitness Goals.

30% Quit Their Trackers
30% of Gym Members Never Sweat.
Meet Your Presenter

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60%-80% of Digital Workplace Projects Fail

63% of CRM Projects Fail.

Gartner
5 INSIGHTS FOR PEOPLE-CENTRIC TRANSFORMATION
Employee Satisfaction

87%
2 or Fewer Enterprise Systems

72%
3 or More Enterprise Systems
Remember in Fewer
LISTEN

UNDERSTAND
ORGANIZATIONS WITH THE FASTEST REVENUE GROWTH ARE:

108% 
Better at accessing and drawing insights from data.

84% 
Better at translating insights into action.

- IBM Research
Who is your data Steward?
30% greater profit for firms using sales process.  
- The Sales Management Association

Marketers who use process report success 466% more often than those who don’t. 
- Coschedule

$83,000 incremental revenue from employees with an above average number of connections. 
- MIT Research

+67% efficiency and +33% profit when Customer Care teams improve process. 
- Honeywell
“Relationships are built on personality and process.”

— The LUCK Principle
Rigid Core

RIMS: Repeatable, Improvable, Measurable, Scalable

Flexible Edges

SAILS: Simple, Agile, Innovative, Low-Friction, Swift
Reinvent
How You Think About
Process

Flexible Edges
Reinvent Process Automation Solutions
Innovation Requires Governance

How do all of these people know about the rules and know how to follow them?
Organizations with a strong learning and collaborative culture are:

- 92% more likely to develop novel products and processes
- 52% more productive
- 56% more likely to be first to market with their products and services
- 17% more profitable than their peers

Deloitte
86% “Collaboration is critical.”

7% “We are effective at collaboration.”

Gap!

Business Leaders

- Boundary Spanning Leadership
Count of Activities (3 Week Rolling Total)
POWERED BY
LUCK
Good LUCK
81% of organizations are weak in Digital Management, Digital Leadership or both.

Of the 19% that are strong in both – they are more likely to show:

- Revenue growth of > 10%
- Presence of a digital coach
- A clear digital vision

Harvard Business Review
Listen to people and remember what they say.

Distribute and analyze knowledge to discover insights.

People-centric processes and experiences.

Know, share and improve the score together.

#Leadership #Culture #Purpose #Why – Use digital workplace tools to create a more people-centric LUCK-based culture.
“Profit is the pulse of an organization. People are the heart.”

— The LUCK Principle