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OVERCOMING DISRUPTIONS IN THE DIGITAL AGE

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Disruptions have always been part of evolution.

NOKIA

There was a time when Nokia was the mobile-phone leader all around the world

There was a time when Nokia was the mobile-phone leader all around the world.

Then the iPhone came.

And almost overnight, Nokia was forgotten, and the Mobile-phone industry, Telecom services and our lives changed forever!

Disruptions

Destroyer of Status Quo?
Creator of Value

The word "Disruption" itself seems to be thought of as a "Destroyer of Status Quo", the flip side of Disruption is that it is a "Creator of Value".

When we change the way we operate, we are effectively forced to look at a better way of doing things. --That is Value.

Now, in the Digital Age, the frequency and speed of disruptions will increase exponentially and how we anticipate and respond is crucial.

Are we ready for it?

Overcoming Disruptions in the Digital Age

3 Elements of Leadership and Digital Competencies to anticipate and respond to Disruptions

The 3 elements of leadership and digital competencies to anticipate and respond to Disruptions:

1. Awareness
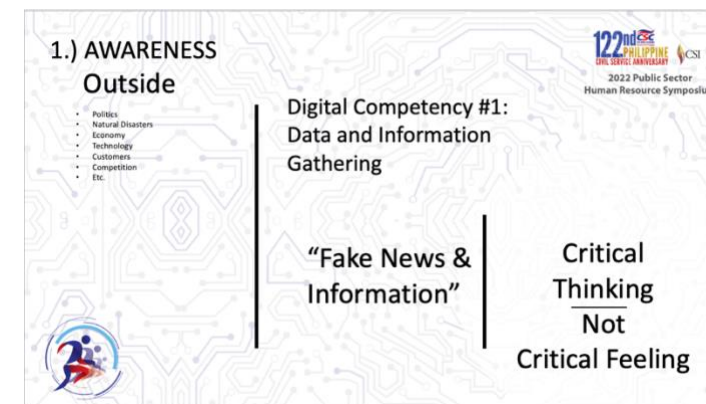2. Collaboration
3. "Autonomation"

Awareness

In the most recent Disruption, Covid was an outside force (Natural Disaster) however, there have been disruptions, oftentimes, even more devastating coming from inside our organizations.

Disruptions may come from 2 areas: 1. What is happening outside; and 2. What is happening inside the organization.

Being Aware of Disruptions from the Outside: These outside forces include:

- Politics
- Natural Disasters
- Economic Booms and Busts
- Technology
- Customers
- Competition
- And a lot more

1.) AWARENESS
Outside

- Politics
- Natural Disasters
- Economy
- Technology
- Customers
- Competition
- Etc.

Digital Competency #1:
Data and Information Gathering

"Fake News & Information"

Critical Thinking
Not
Critical Feeling

This is the student handout for Mark So's talk last 9/15 for the 2022 CSC Public Sector HR Symposium. Feel free to share this file to people you think needs it most

Leadership & Digital Competency #1: Data and Information Gathering

In the Digital age, researching, filtering, and thinking critically about these forces are more accessible and should be part of every leader's vocabulary and awareness.

The biggest problem we have however in this area is the prevalence of "Fake News and Information"

To combat that, we as individuals and as an organization must be able to practice "Critical Thinking" NOT "Critical Feeling".

Of course, easier said than done. But with today's digital technology, and by being AWARE of what is INSIDE your organization we need to ask ourselves this question once more: "Are we Ready to face another Disruption?".

Being aware of Disruptions from the Inside:

Simultaneously, there are forces inside our organizations that we need to be aware of as well. These inside forces include:
- Culture
  - Leadership
  - Policies
  - Openness to change
- Processes
  - Bottlenecks
  - Collaboration
  - Automation
- Human capital
  - Talent & Skills
  - Experience
  - "Right fitting"

As leaders, auditing and leading organizations are no easy tasks. However, and especially because of the speed of change we are experiencing today, we have to change our leadership mindsets from "Command and Control" to a more Collaborative approach.

Collaboration

Because we cannot and should not do it alone.

When it comes to looking ahead and preparing for what's to come we should be able to "harness" the "value" our organization intrinsically has. --our people.

To overcome disruption, and create value, we must proactively look at our People, our processes, our culture.

If you have people you can rely upon, collaborate with them. If you don't have people you can rely upon yet, start growing them or make the difficult decisions now.
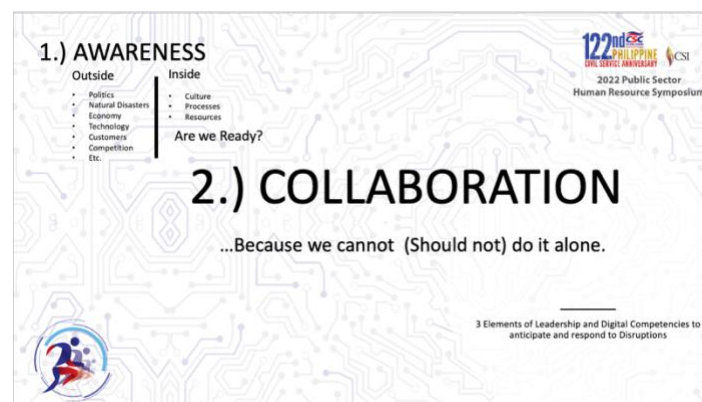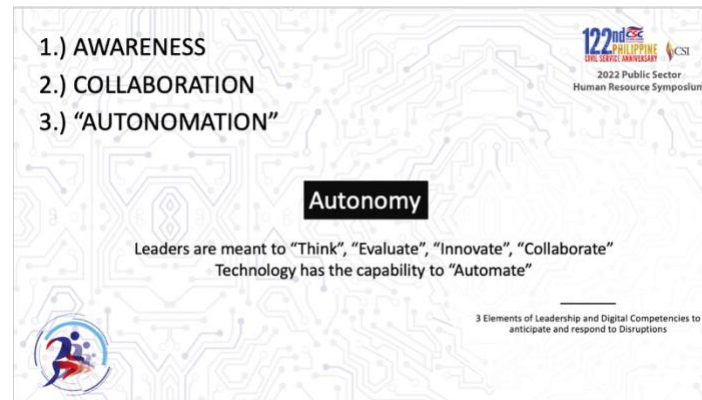
Because we cannot and should not do it alone.

Collaboration in the Digital age is not necessarily about technology; **it is about the willingness to learn and adapt to more efficient means that can respond faster to disruptions**.

Leadership & Digital Competency #2: Collaboration and Automation

In the Hybrid Work force setting, digital collaboration is not just a must, it is also an effective leadership tool to provide more "autonomy" and guidance in enacting change and improvements in real-time / faster basis.

We need to constantly be IMPROVING

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Whatever cannot be automated, whatever requires human intervention, that is where leaders should concentrate your time and effort on.

Easier said than done.

Unfortunately, because of **"Nostalgia as a business strategy"** we tend to choose the path of least resistance. And that path is resorting to how it has always been done, which oftentimes are already outdated and inefficient.

A mindset of continuous growth and improvement has to be instilled in leaders starting with **you**.

"Autonomation"

Note: This is underlined different from the same name coined in Toyota Production System (TPS) in 1988

"Autonomation" in this lesson is about properly balancing Autonomy of your leaders and Automation of manual, repetitive tasks that bog down the organization and make service delivery hard and cumbersome.

Autonomy

The key to a more Resilient organization is about providing more autonomy to your leaders. More leaders who are more aware of what is happening outside and inside the organization is crucial to be ready to face disruption AND create value.

Leaders are meant to "Think", "Evaluate", "Innovate", "Collaborate".
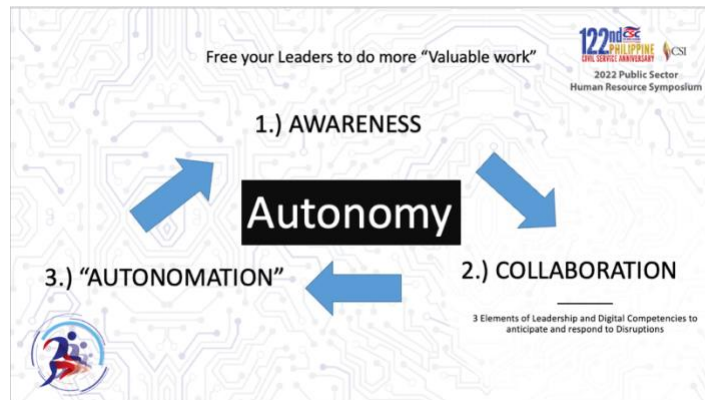
Technology has the capability to "Automate"

Automation

In reality however, most of our people, your direct reports, are bogged down with manual repetitive tasks.

This has to be remedied with AUTOMATION whenever possible.

If not, Bottlenecks, delays and human errors will limit the organization's ability to respond and overcome disruptions.

Give more autonomy to your leaders and automate the tasks that prevent them from providing value for the organization.

Free your leaders to do more "Valuable work"

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Free your Leaders to do more "Valuable work"

1.) AWARENESS

Autonomy

3.) "AUTONOMATION"   2.) COLLABORATION

3 Elements of Leadership and Digital Competencies to anticipate and respond to Disruptions

And that is to

1. Help organizations be more Aware of all the outside AND inside forces that can create disruptions.
2. Collaborate more efficiently to improve by removing bottlenecks and improve processes and policies.
3. Practice "Autonomation" to free up even more leaders to do the same.

Remember Nokia? They were the leaders in mobile phones, until the iPhone came.

Nokia was Down but NOT out!

Disruptions are both Destroyers of the Status Quo but at the same time Creators of tremendous Value.

We just have to be aware and practice the 3 elements

Awareness – Collaboration – Autonomation

Disruptions

Destroyer of Status Quo?

Creator of Value

NOKIA

3 Elements of Leadership and Digital Competencies to anticipate and respond to Disruptions

1.) AWARENESS
2.) COLLABORATION
3.) "AUTONOMATION"

Overcoming disruptions, and creating value starts with these 3 elements

But it does not end there. This is just the tip of the Iceberg as more EXPONENTIAL change is coming.

Leadership & Digital Competency #3: Continuous Growth and Learning

Thank you!

Invitation to attend Digital Literacy for the workplace.

MASTERCLASS SERIES
DIGITAL LITERACY for the workplace
by Mark So
WEBINAR + SEMINAR
www.businessmaker-academy.com

Course Description
As technology changes swiftly, we need to adapt and learn to use digital tools and platforms effectively and safely. This program shows participants how some of the most popular apps can be used for different work applications, but more importantly, combine these with the ability to think critically on how to use these effectively, safely and responsibly in the workplace. We seek to empower participants to find solutions to simple tech issues and increase self-reliance by upskilling for Digital Literacy.

What you'll learn
At the end of the course, participants should be able to:

- Search and validate credible online information using search tools and screening steps.
- Discover how to use common work apps for better productivity.
- Communicate and use collaboration tools to work with your team.
- Understand data privacy and safeguard personal information and files.
- Diagnose and troubleshoot simple tech issues.

Course Highlights
1. Digital Literacy Competencies
2. Digital Evolution & Transformation
3. Barriers & Challenges to Developing your Tech Skills
4. The Tech-Growth Mindset: How to be Tech Self-Reliant
5. Being a Digital Citizen in the Workplace

https://businessmaker-academy.com/webinar-digital-literacy-for-the-workplace/

Want to book an exclusive session for your organization? Call / Viber Mylene Manalo 09176590326 email: mbm@businessmaker-academy.com

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