

Redefining best practice ways of working

Teams

People
Strategy

Product

Tech Strategy & Governance: Running user workshops to understand current ways of working and user experiences of IT projects. Iteratively develop and document new ways of working to optimise cross-team collaboration and user experiences.

The brief

Define the automation strategy, engagement plan and bespoke best practices using Design Thinking to develop automation solutions. Create a playbook to be used as a foundation for new ways of working and embed continuous improvement within the culture.

What we did

Six week-long consulting program:

- User interviews and workshops to understand the user and employee experience
- Assessment of current processes and ways of working
- Diagnosis of key areas of overlap and tension within the business and IT teams

Outcomes

A bespoke playbook detailing best practices for:

- Designing, implementing and testing user-centric automation solutions
- Communication plans to engage users and foster long-term collaboration
- Embed iterative ways of working for user testing, learning and continuous improvement

The Emergence difference

- We did a deep-dive to understand the current user experience and the impact on engagement
- We uncovered resistance among users who misunderstood strategic goals for automation and the impact on employees
- We co-created the playbook with their team to empower them and build confidence to support them in becoming self-sufficient

