

Digital Podcast Show Notes

Episode 43 with Karen Ferris

Hosts: Barclay Rae, Ian Aitchison

Guest: Karen Ferris

Greetings section

This week's trivia : Ian tells an interesting real world story about horse and horse-power.

Fascinating stuff. Barclay had some trivia about internet enabled cows.

Today's guest, Hi Karen.

KF: I started in IT as computer operator, then ITSM in mid-nineties. Moved to Australia as consultant and trainer. Then wrote a book on Org Change – Balanced Diversity. Since then strong focus on Org Change.

Welcome!

Main Section

BR: Let's start – what is the opportunity for IT and Service Management today?

KF: All those tools and techniques are valuable and should be picked-and-used as appropriate to the need at the time. IT can leverage the exposure it has had over the pandemic. IT kept the lights on successfully. Now people understand what IT does, and can do. Now Experience is the new battlefield. Gartner recently said that 50% of customers will switch to a new supplier after just one bad experience. Also now people pay more for a better experience than for price or product. When you talk to an employee, you know if they are engaged and motivated. How can SM improve that experience? We hear about the great resignation, and staff are no longer limited by geography, they can leave if they choose to.

IA: Employees are not customers. However, you are saying the employees can just walk away. Is the great resignation a real thing?

KF: Yes, tech firms can't get the talent and skills that they need.

BR: To hang on to talented staff, you need to focus on the experience?

KF: Yes, if we look at employee experience from the day they start... why be waiting for the laptop and your training and enablement.

BR: Yes every vendor talks about automating these things. What should be focused on to make that happen.

KF: It's ok to say 'automate', but you need to know what to automate, so ask and listen. How can we improve things? What are the preferences of the individual? Can we use AI and ML to understand individual employee needs better? Every org needs to get ahead of this. The metaverse is coming. Orgs should be looking at these things.

IA: Would be encouraging IT leaders to look for external creative new things to bring in?

KF: Yes, if it is appropriate. It is important to experiment so you know if it will help. We now know that remote working will work, and that people prefer this. But some orgs are saying it is time to get back to work.

BR: How has the lockdown been in Australia?

KF: We had some heavy lockdowns, most people worked from home. But the older organisation are encouraging people to get back to the office. The idea that there is a day when you have to be in the office for no real reason is crazy.

IA: what about if their home office is an ironingboard or the kitchen table?

KF: Yes, for some people going back to the office is a godsend.

IA: part of this is trust. And that can attract people that work best when trusted rather than micromanaged.

KF: Trust is interesting. I'm not sure there is enough trust. In march 2020, global demand for employee monitoring software went up 80%. Then in december 2021 was up a further 75%. And employees are cheating, putting weights on keyboards and mice inside clocks.

BR: Maybe there is both depending on the organisation maturity. What about Change, and big changes? What are they key elements for success there?

KF: It's not rocketscience. People don't resist change when it is done with them, but they do resist when it is done to them. Explain the Why. And what would happen if we didn't do it. And the benefit. People get involved. It's a conversation, not a broadcast. Once you start the dialog people get engaged and involved.

IA: Doesn't that make it all harder to do change?

KF: Yes, but it is the only way. Failed projects often have bad change management and require rework in the future. Most change frameworks out there are too laden with strategies and plans.

BR: OK, so one thing there is about engagement and the other is realistic planning.

IA: But no one planned the pandemic. There were no focus groups there, but we managed the pandemic changes well. Why?

KF: Because everyone knew the Why. Everyone understood what was going on and why the changes were needed. No one argued to stay in the office. They all got it.

You need the Why with the What. Start with the Why,

BR: last things, what simple things can we do to improve more?

KF: We talk about communication, but the focus needs to be on listening, We get so distracted by the noise, and stop listening. We need to listen.

Karen's Recommended Drink

- A glass of champagne please.

Useful Links

<http://KarenFerris.com>

Twitter: https://twitter.com/karen_ferris

LinkedIn: <https://www.linkedin.com/in/karenferris-resilience-change-management/>

Bar Bio

Do you come from a land down under, where women glow and men plunder?
Can't you hear, can't you hear the thunder? You better run, you better take cover.
Well, that's what Men At Work thought back in the 80s. Karen, however moved down under in the 90s and certainly has not taken cover on her life's mission to Simplify the Complexity that is Change. On the way, she has accidentally written a book, and

now also made it as a guest on the Enterprise Digital Podcast. That's worthy of a glass of fine champagne!