



Re-engineering Business Processes Post the Pandemic: Rethinking Organizational and People Issues

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Your Expectations?



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Purpose

To provoke your thinking on organizational and people issues post COVID-19

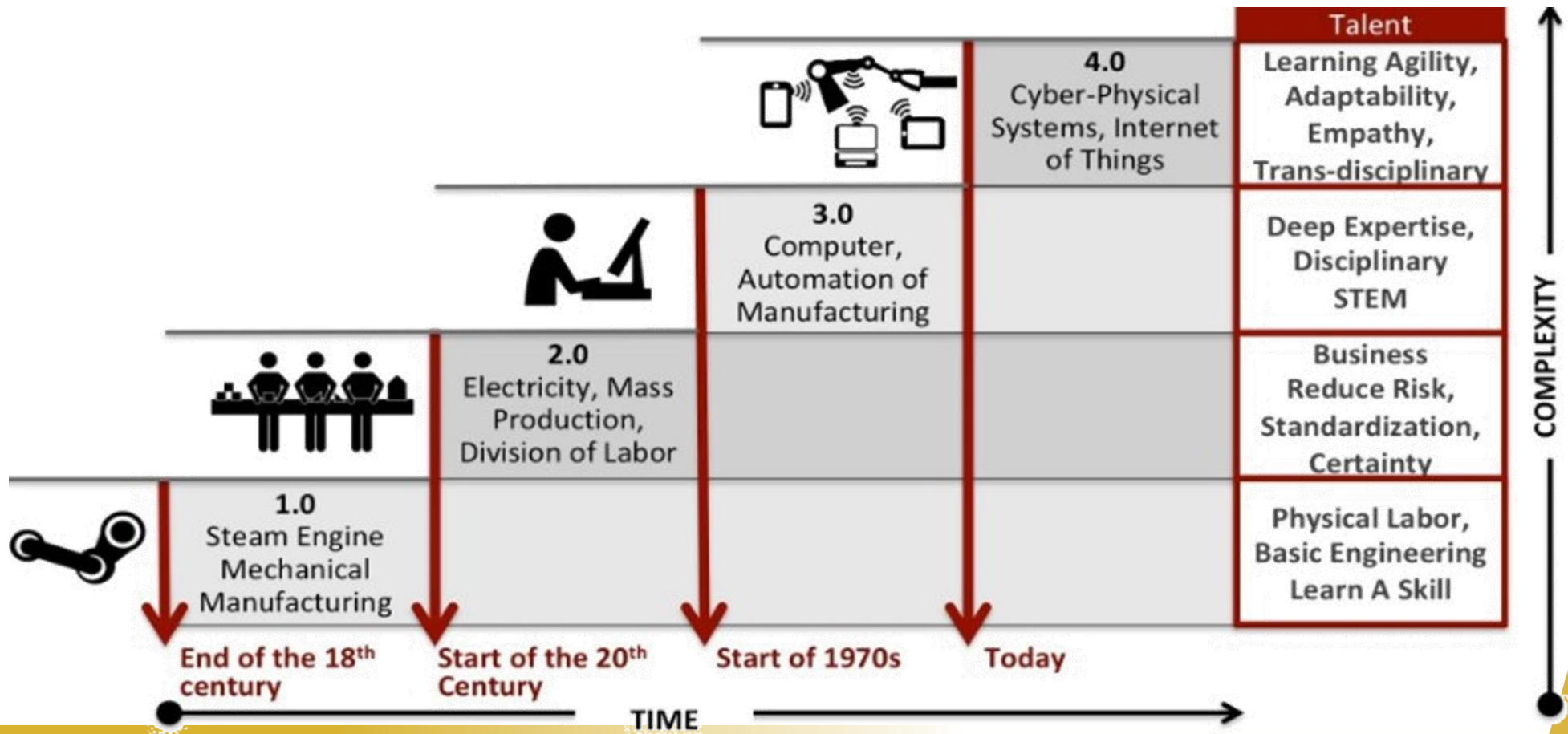
Outcomes

- A shared understanding of emerging organizational and people issues
- Org and people frameworks: mindset, skillset, toolset

Structure: Presentation and discussions

Timing: 45 minutes

4th Industrial Revolution: The Evolution of Work



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Emerging trends in work, workplace, and workforce

5

generations in the
workplace

4.2

years average
Job tenure

40%

contingent
Workers by 2020

70%

organisations offering
flexible working by
2020

It helps to have Strategies, Systems,
Processes
A Technical Leadership...
YET...

.Volatile .Uncertain .Complex
.Ambiguous



WE ARE IN A
'VUCA'
WORLD

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Lest we Forget



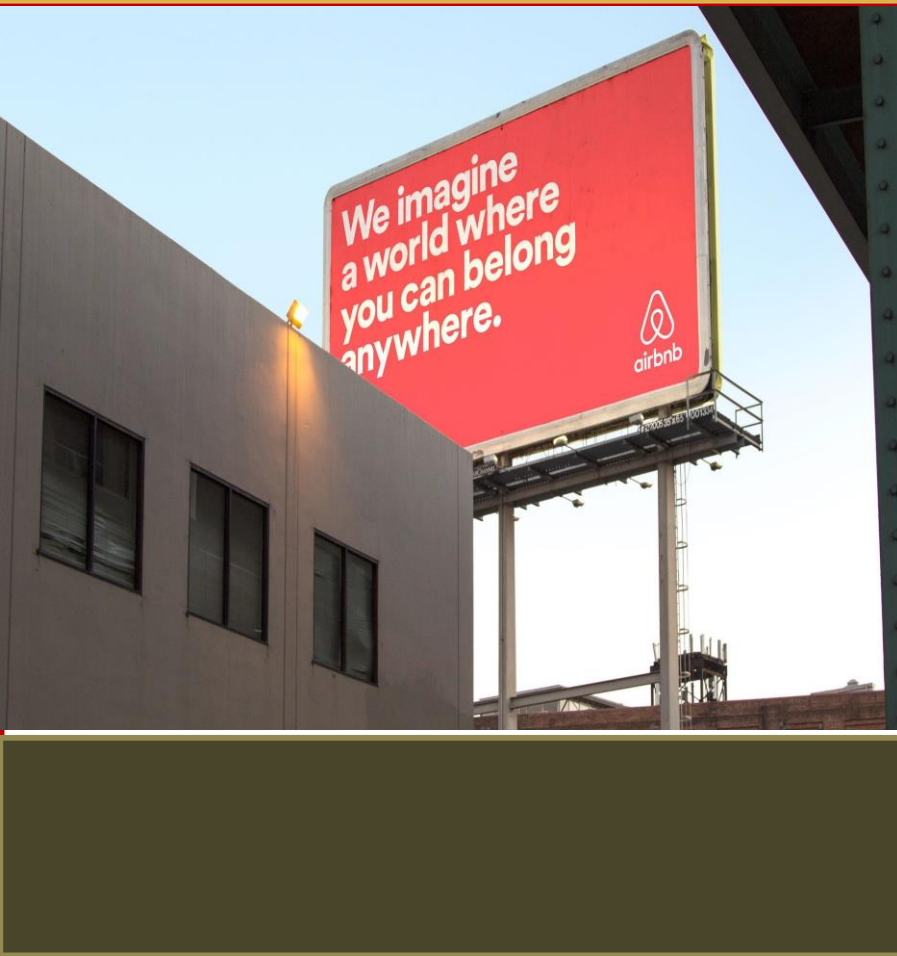
- ☐ Extinct after 120 years of life
- ☐ What caused the demise of the iconic Eastman Kodak?
- ☐ What could have kept it alive for decades, even centuries to come????

No Guarantees!



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Strange World Indeed



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The fastest growing television network lays no cables

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Most popular media provider creates no content

A Disruptor for the Banks...



12 Fuliza overdrafts
processed per second

M-PESA Global

 **37.3%**

(KSh 101 billion)
of all diaspora remittances¹
sent through M-PESA

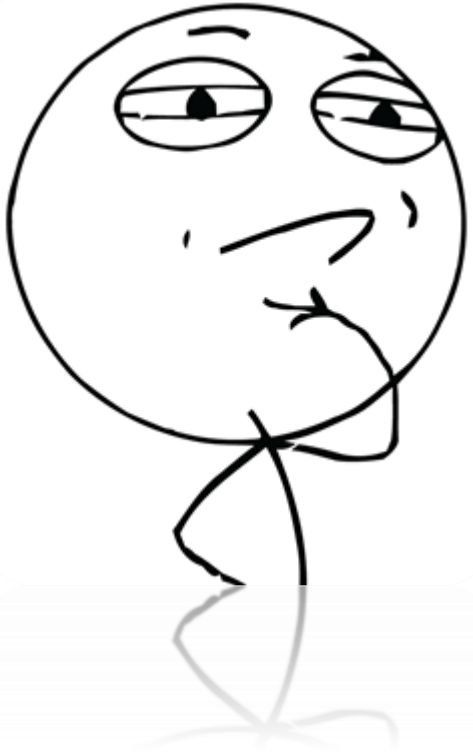
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Now more than ever it is critical for companies to keep
re-**IMAGINING**....!

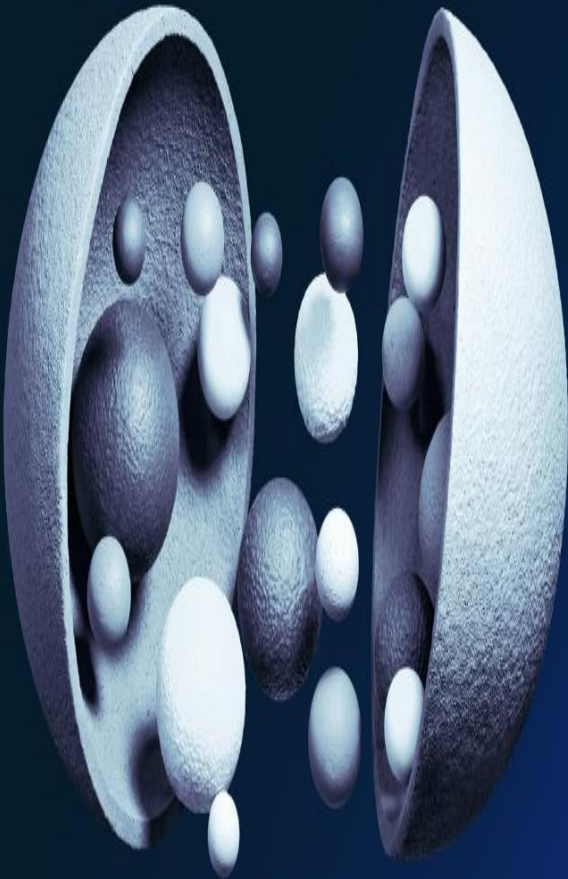
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Discussion



What are your current people and organization challenges?

COVID-19 Accelerated Digital Transformation



Gartner.

9 Future of Work Trends Post-COVID-19

- 1** More employees working remotely
- 2** Increased use of employee data
- 3** Greater role of the employer as a social safety net
- 4** Wider use of contingent workers
- 5** Critical skills are no longer synonymous with roles
- 6** Some find work more humanizing in the crisis; others find it dehumanizing
- 7** Crisis response distinguishes top-tier employer brands
- 8** Organizations prioritize resilience as much as efficiency
- 9** Crisis adds to organizational complexity, straining design, culture and value proposition

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The New Future of Work

Source :WEF Annual meeting ,WEF Future of Jobs Report 2020
HR Tech Africa Report 2020



WORK

What work can be automated and digitalized?

- **Digitalization** in almost all work activities
- **Automation** will change most of the jobs.
- **Critical skills** are no longer synonymous with roles
- **Agility and flexibility** in structure and working arrangement

35% of jobs at high risk of computerization over the next 10 years.

WORKFORCE

Who can do the work and how to leverage the talent?

- **Upskilling and Reskilling** Focus
- Employee **well-being** is embed into every aspect of design and delivery of work
- **More non traditional employment model** in the future
- **Total Rewards** will change to center around well-being and hazard pay

“Reskilling emergency” as 1 in 3 jobs will be transformed by technology in next 10 yrs

WORKPLACE

Where is the work done either at fix or flexible location

- Work is a **space not a place**
- More employees working **remotely or telecommuting**

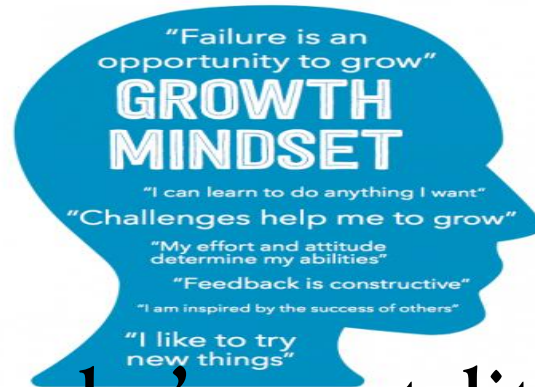
87% Staff are working from Home

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Key People Considerations



| Mindsets



Founder's mentality

| Toolsets



| Skillsets

KEY SKILLS TO PUT ON A RESUME:



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Digital Mindsets



	TRADITIONAL	DIGITAL
Strategy	Efficiency	Innovation
Culture	Hierarchy, Competitive	Collaboration ,Growth ,Life Long Learning
Talent	Low Cost	High Skill
Technology	Legacy	Cloud,Mobile,apps
User Experience	“Who Cares?”	Mission Critical
Project Management	Water Fall	Iterative (Agile)
Business Model	Service &Support	Relationship &Partner
Leadership	Directive ,Pace Setting	Coaching &Empowering

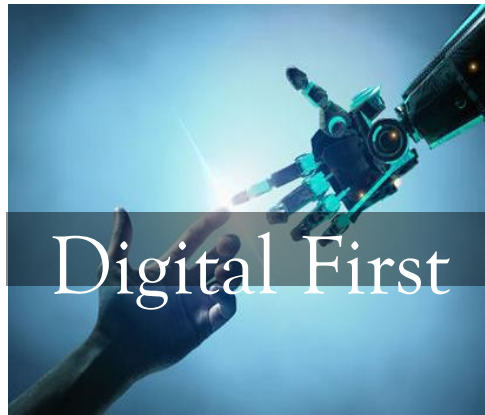
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Some Skillsets



Agile
Leaders

Empathy
Coaching



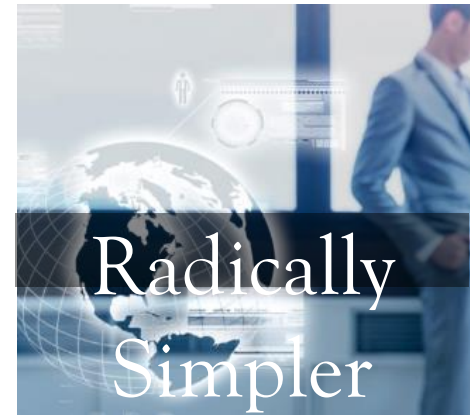
Digital First

Data Analytics
AI & Automation
Cloud

DevOps & CI/CD
Digital Marketing
Cyber Security
API & Microservices



Scaled
Platforms



Radically
Simpler

Agile
Design

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Some Toolsets



- Gamification
- Chatbots
- HireVue
- Taleo
- Sales Force Automation
- Coaching portal
- Robotics /AI
- Shared Service
- Microsoft 365

3 people & org areas



| Safety & Well Being

1. Safety and well being first!
 - Remote working
 - PPE
2. Employee support to thrive and find balance – **mind, body, heart and soul** (e.g. counselling, no-meeting times/days)
3. Non-work issues such as domestic violence, burnout, finances and loss
4. Company purpose – reach out to entire ecosystem

| Engagement

1. Maintain a connected organisation e.g. surveys
2. Collaboration. Team cohesion – agile team and 1:1 sessions - avoid overload
3. Identify Chief Energy Officers e.g. fun activities, competitions (cooking, dance, etc.)
4. Uphold organisational citizenship behaviours – going extra mile

| Performance

1. Redesign jobs for efficient utilization of labour
2. Measure outcomes (and time?) not activity
3. Reskill and/or redeploy
4. Enablement – laptops, connectivity, Zoom, Teams
5. Workforce analytics

Our Learnings



Transformation

It's all about changing **mindset**, from the top down.



Ownership

Every employee has to be on board.



Collaboration

Functional **partnership**: Commercial & Support Functions.



Holistic

Every aspect of the business needs consideration – **people, process, spaces, technology.**

The Bus...especially for the leadership team!



**The
BusConcept™**

If you can attract the right people...and get them ON your bus...then get them in the Right Seats...

and

You can get the Wrong People off your bus...you are headed toward greater....success



Thank You