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Accelerate with

Human Connections

IPx 2020-12-09

Martin Högenberg - CGI

Anne Rajkumari - CGI

Erik Brandrup Wognsen - CGI

Mikael Rönholm - CEVT

Marika Martin - COMPARE

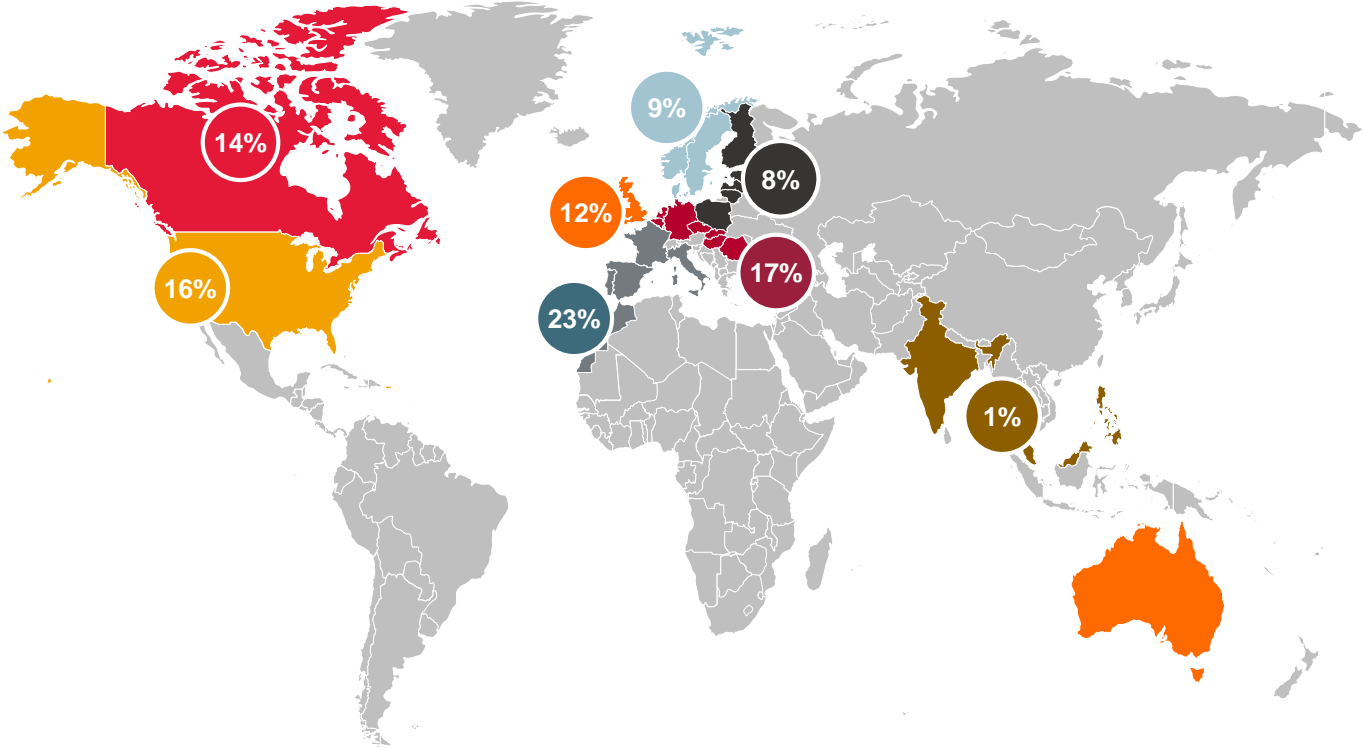
Amanda Brynolf - CGI

Carolina Falkholt - artist, graffiti writer and musician

The CGI Client Global Insights are a global antenna informed by 1,447 in-person client interviews, covering 100+ topics

11 INDUSTRIES

Government	27%
Banking	16%
Manufacturing	12%
Retail & Consumer Services	11%
Utilities	7%
Insurance	7%
Health	6%
Communications	6%
Transportation	4%
Space	2%
Oil & Gas	2%



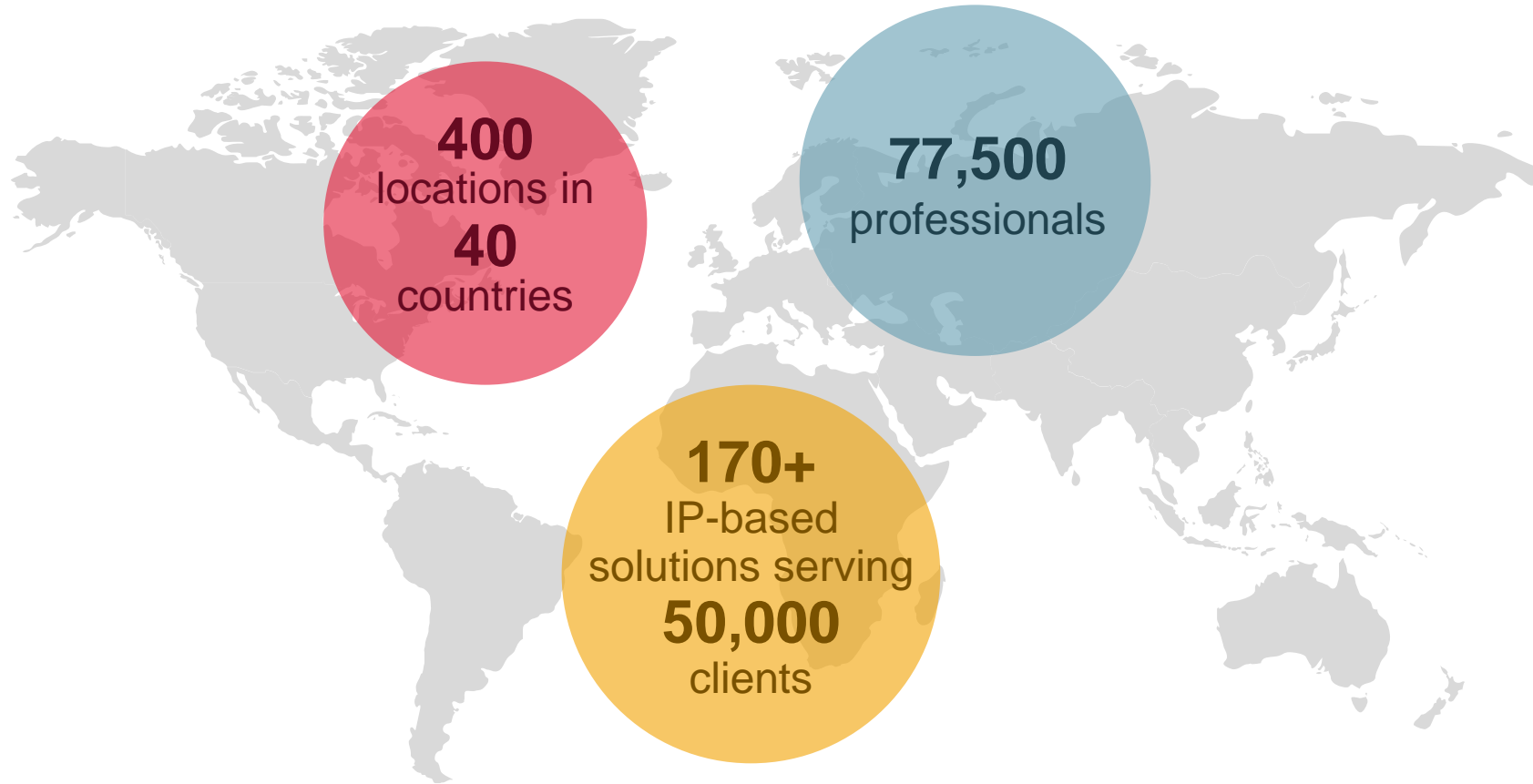
8 MAJOR REGIONS

- Asia Pacific
- Canada
- Central & Eastern Europe
- Northern Europe
- Scandinavia
- United States
- United Kingdom & Australia
- Western & Southern Europe



Founded in 1976. This is CGI today.

Culture of ownership and accountability. Deliver quality and results.



86%
EMPLOYEE
SHAREHOLDERS

9.2/10
CLIENT SATISFACTION
SCORE

8.9/10
CLIENT INNOVATION
SCORE

8.6/10 Scandinavia
CSR IN LOCAL
COMMUNITIES

HELPING CLIENTS BECOME DIGITAL THROUGH **END-TO-END SERVICES**

WAY FORWARD AND GOAL

You experience stories from **moments** and how to form and **assess** Human Connections in your **organization**. And we do it together, **learning** by participating.



Program 9 December

09.30 Introduction and check-in

09.50 Accelerate with Human connections
Anne Rajkumari, Human Connections study

♥ **Stories**

Marika Martin from Compare about “From doubt”
Amanda Brynolf from CGI about “From fluffy strategies to Fluffy”
Mikael Rönholm from CEVT about “Unleash the power of passion”

Erik Brandrup-Wognsen, The business value of Human Connections

10.45 Short break, 10 minutes

10.55 **Carolina Falkholt** “Everybody needs cheering”

11.10 3* 7 minutes Breakout rooms one on one, trigger question

11.35 Questions about managing Human Connections

11.45 Wrapping up with reflections and learnings

12.00 End of the seminar

Anne Rajkumari

15
min



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About the global study

March-August 2019

CEO

**SVP
Business
Experience**

**Business
Systems
Director**

**Head of IT,
LOB**

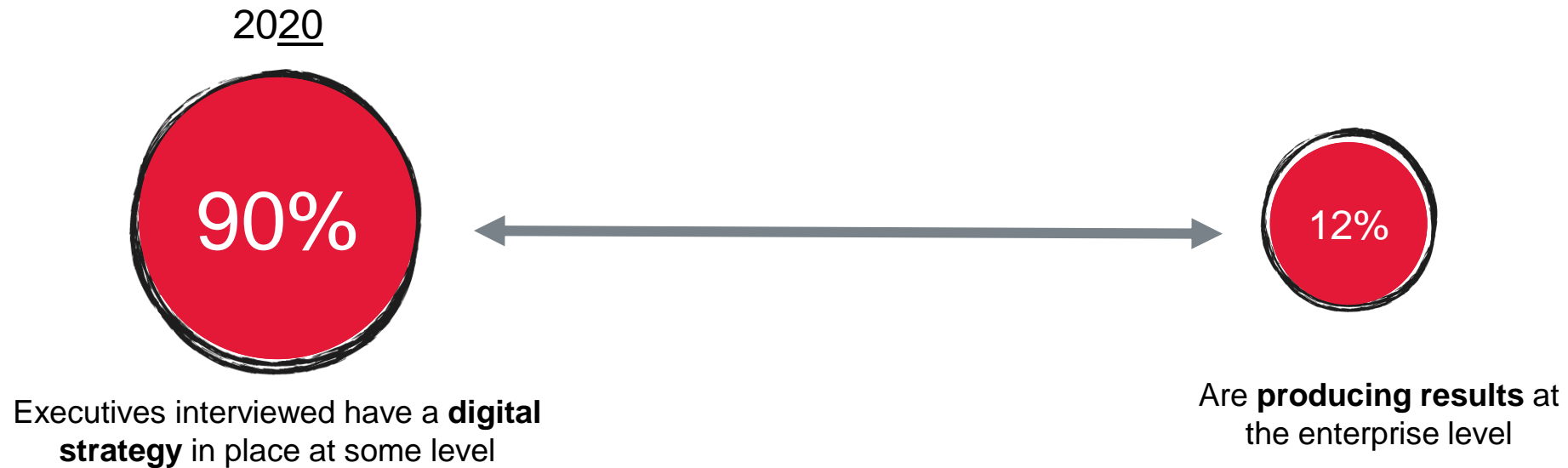
**Head of State
Tax Inspectorate**

CIO

**Chief
Development
Officer**

9 Industries
Countries

Why



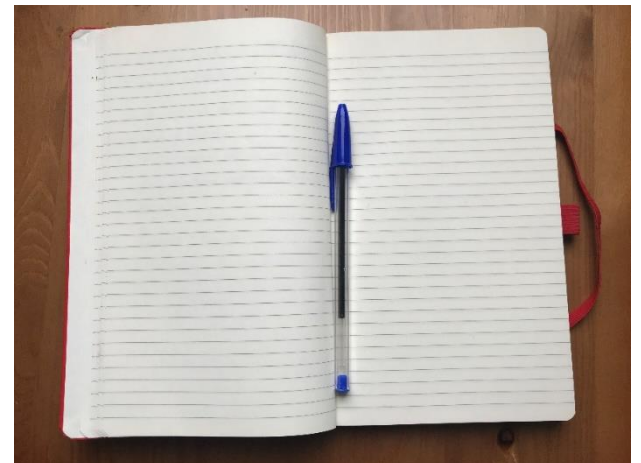
Source: CGI Client Global Insights, where CGI conducts in-depth interviews with 1500 client executives and prospects (2016-2020)

How

- Tell me about your transformation journey.
- What were some key pivot points in your journey?
- Can you share some lessons learned?



image: Flaticon.com



Collaboration is still a sticking point among many leaders. Why? It is hard to measure and prove.

Some of the digital thought leaders we spoke with are exploring and contemplating various ways to measure the effectiveness of collaboration and the key characteristics of successful agile teams. There is a serious attempt by many leaders to embed it deeply into their culture. One leader said:

"Co-operation is one of our company values. It is a very major strength that we have, that we actually work working together, we know each other, that we can contact each other."

The effectiveness of collaboration we see is mostly intuitive. A key gap overall in terms of collaboration are the right key performance indicators (KPIs) and tools.

In summary, the lesson learned here is that collaboration is critical, but it is easier said than done. If done correctly, it can differentiate an organization from the competition and aid agility and innovation, but it is difficult to nurture and measure.



Food for thought

The organizational study CGI conducted with the IDC revealed the following about top performers:

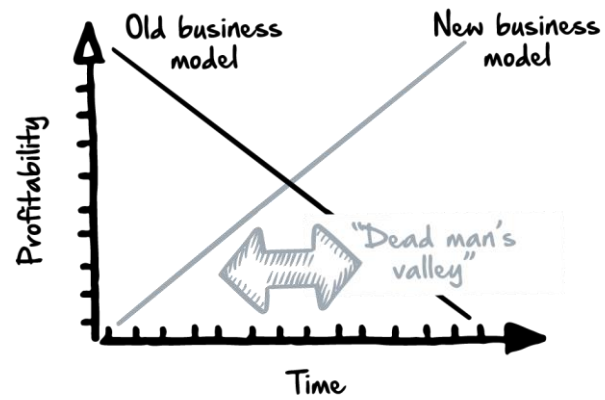
- 2.6 times more advanced in establishing a culture that encourages collaboration
- 53% link the measurement of collaboration to rewards (but the quality of KPIs is a challenge)
- 92% are implementing or have implemented a single collaboration platform



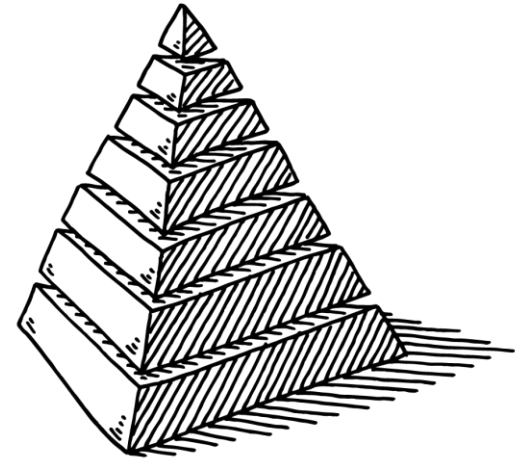
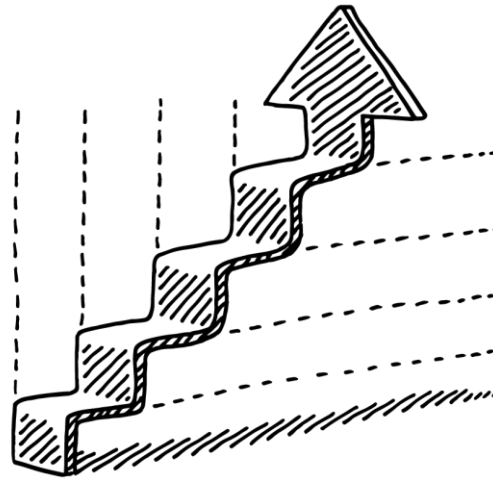
Do you have additional observations and lessons learned?

This is your workbook. Write down your thoughts.

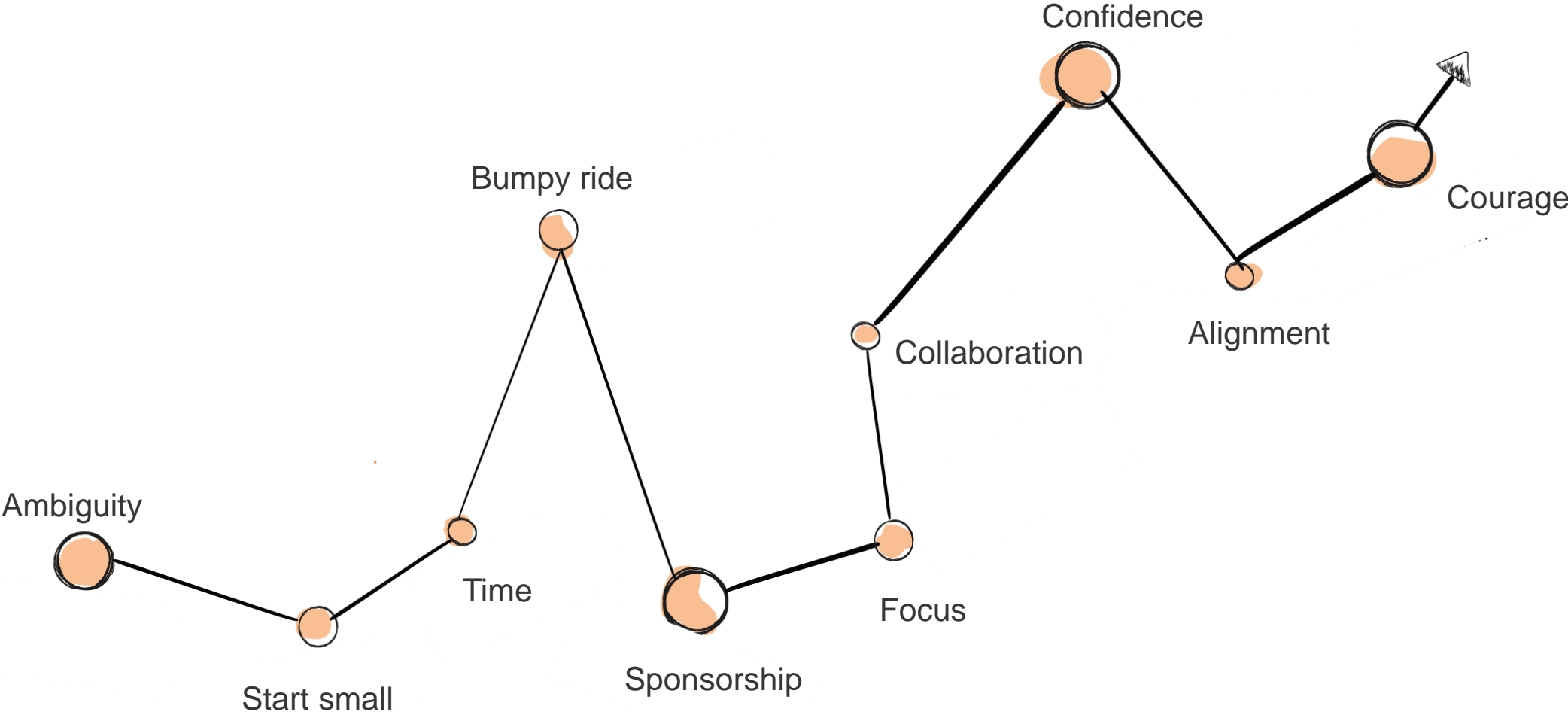
What were some of their transformations about?



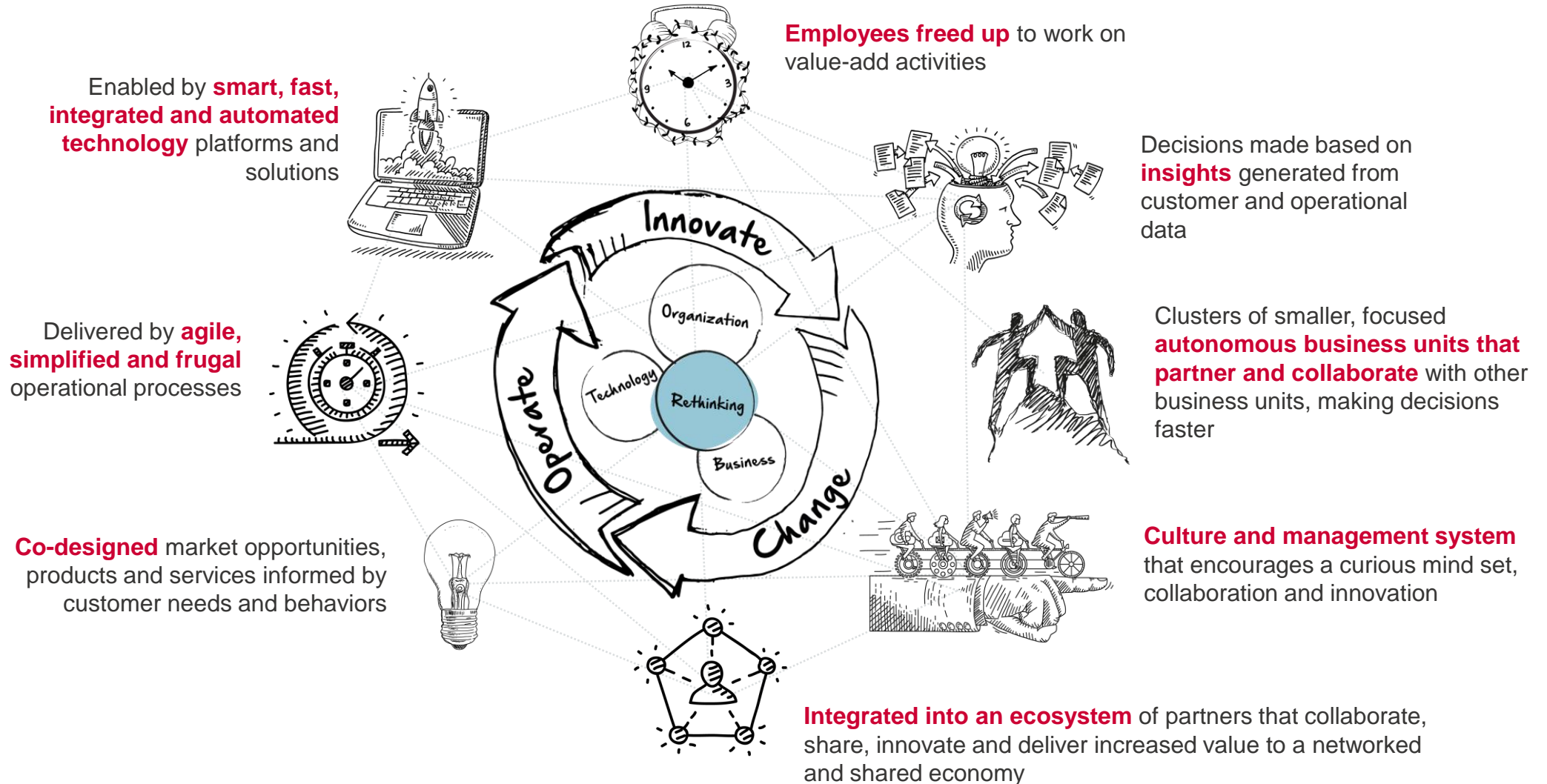
Avoiding the "Dead man's valley" pivot



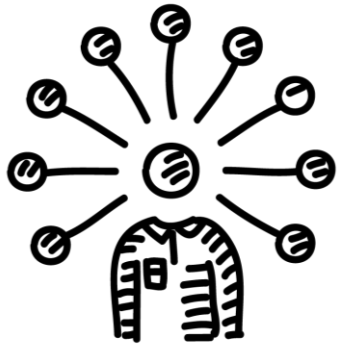
What did their journeys feel like?



Design Principles

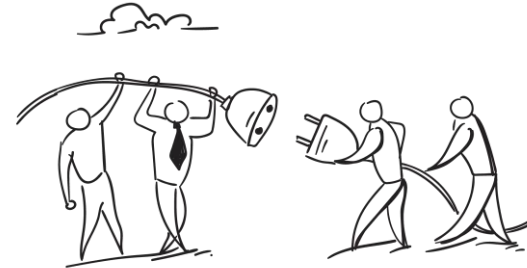


The common thread on all their stories: **Human Connections**



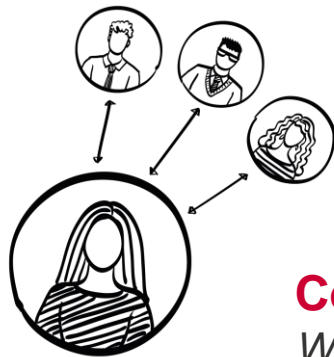
Connection

*Between business and IT
and cross-functional
teams*



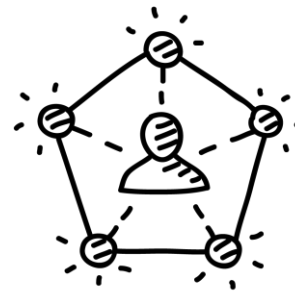
Connection

*Between autonomous
business units or teams*



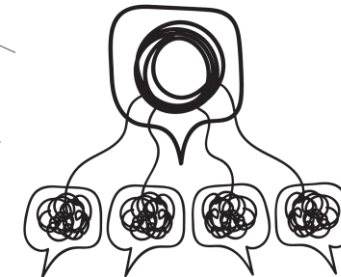
Connection

With customers



Connection

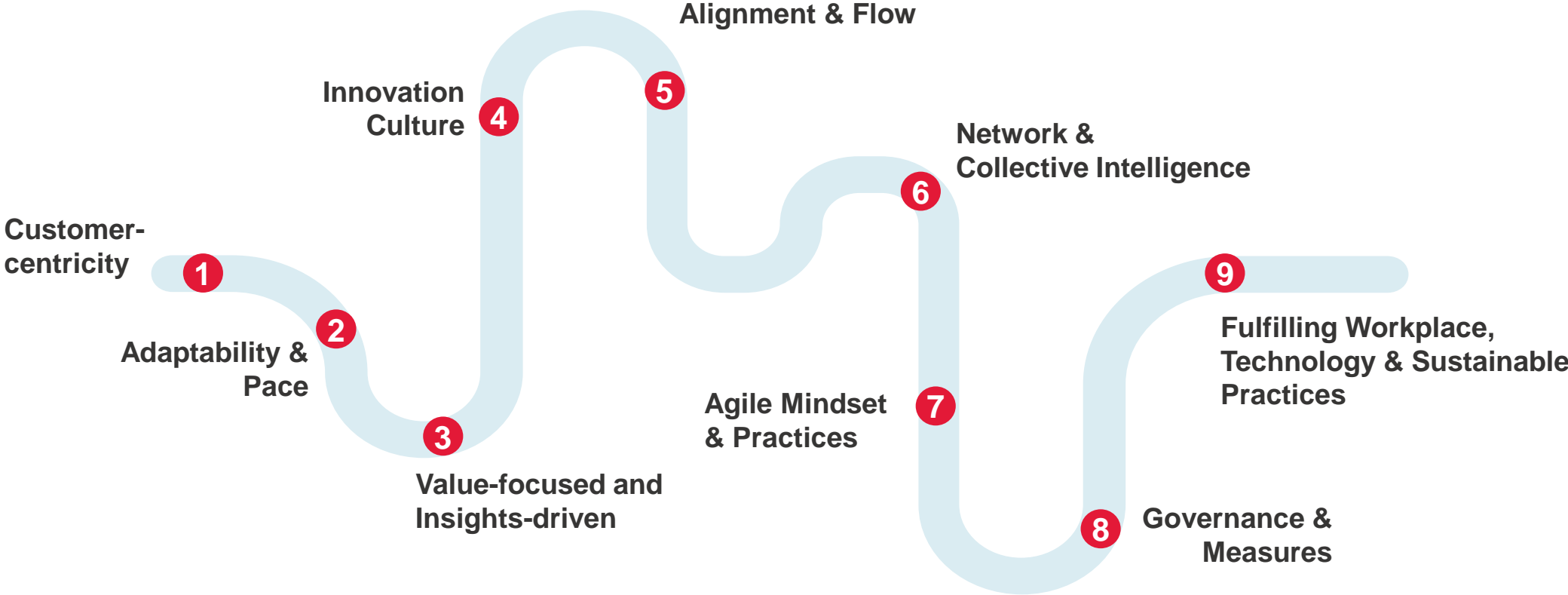
*With the ecosystem for
resources, talent, innovation*



Connection

*Among employees that
share common values -
culture*

Human Connections for Innovation





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STORIES



EXPEREINCES





Erik Brandrup-Wognsen

The Business Value of Human Connections

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min



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CHANGE

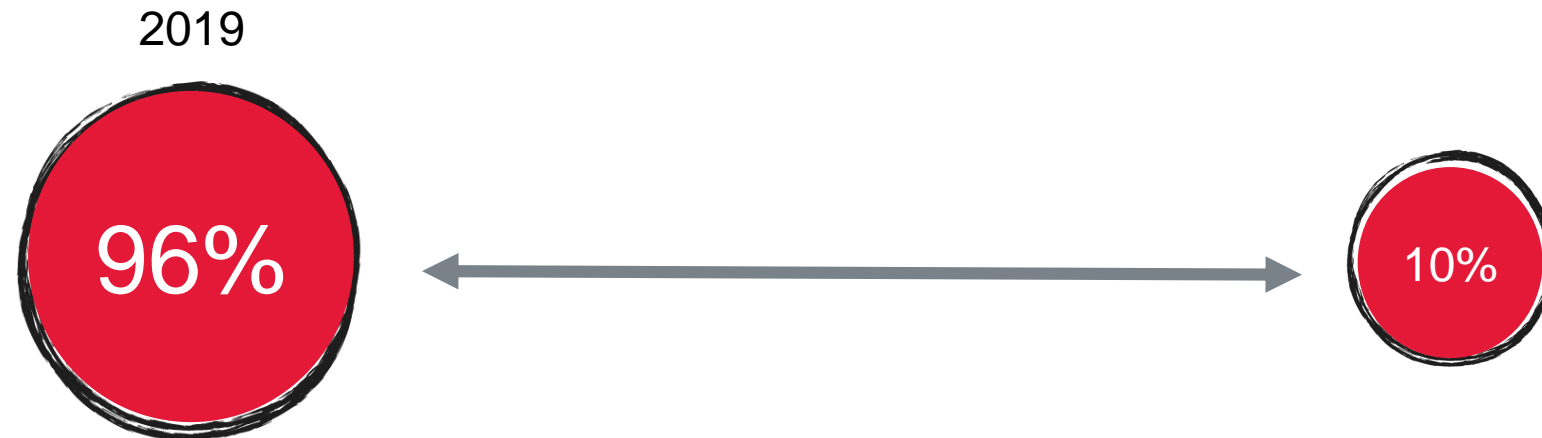
EXPECTATIONS

LIFE-SPAN

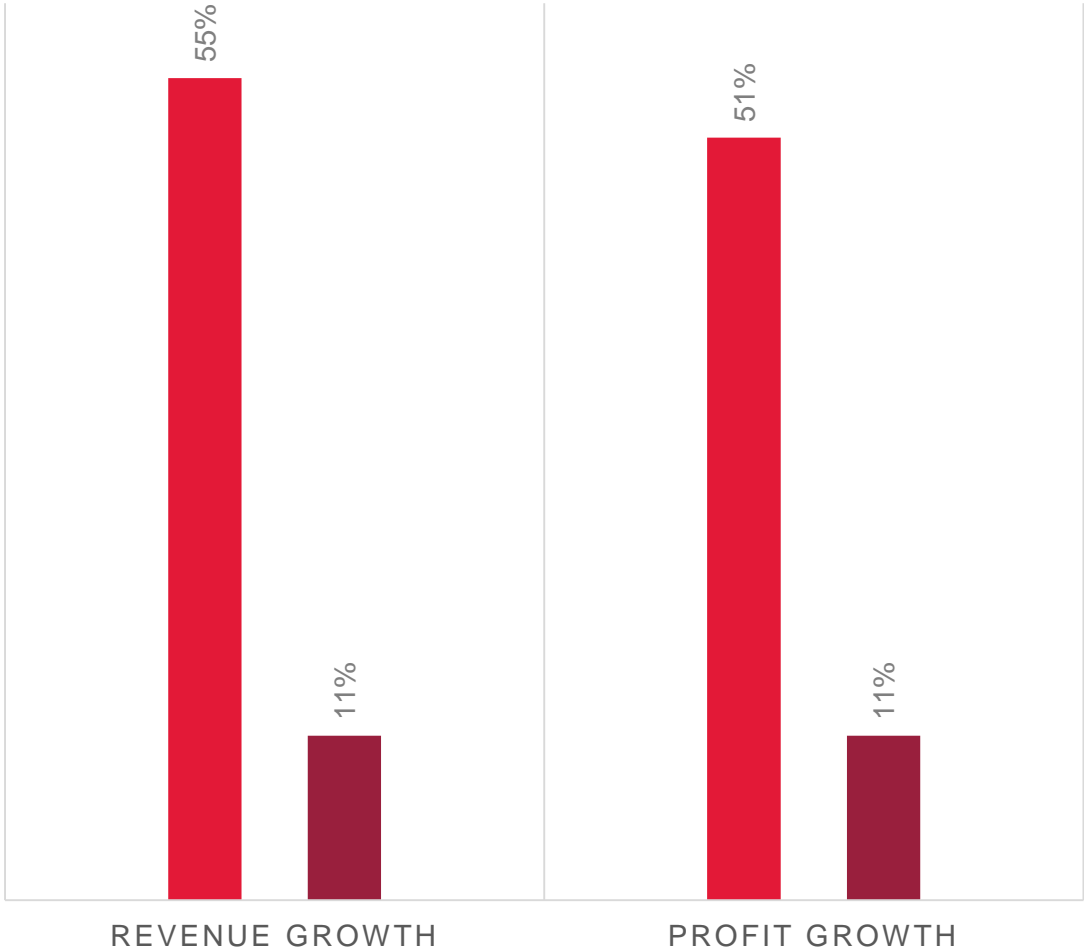
WINNER

TAKES IT ALL

Innovation and change to meet customer expectations - a bleak outlook



The rewards are massive for those who succeed





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SPACE

CREATE
SPACE

LEARN TO COLLABORATE

Macro (org., strategy)

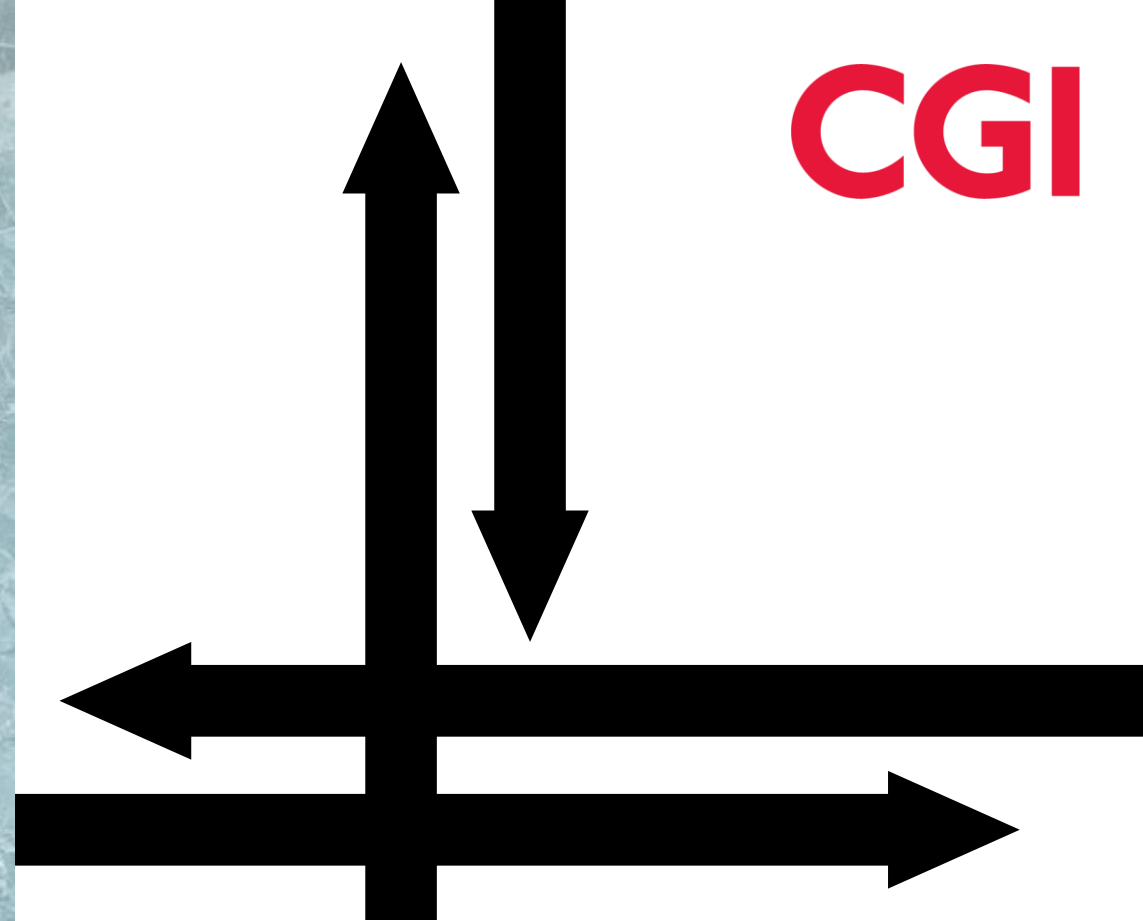
Micro (teams, collaboration)

Individual (skills, experience)



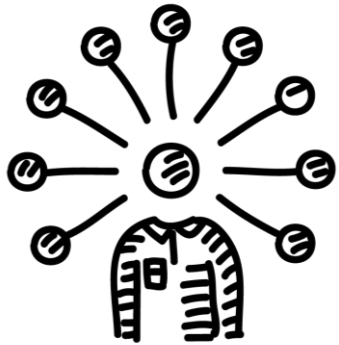


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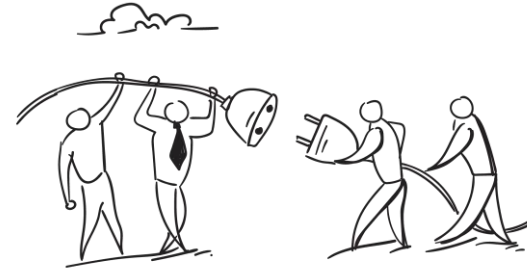
INTERACT WITH YOUR
CLIENTS

The common thread on all their stories: **Human Connections**



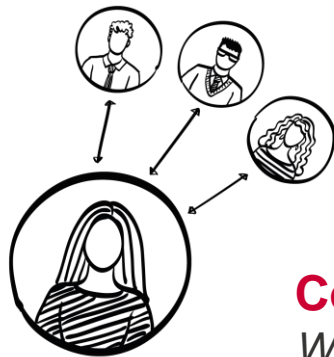
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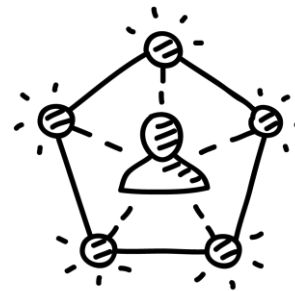
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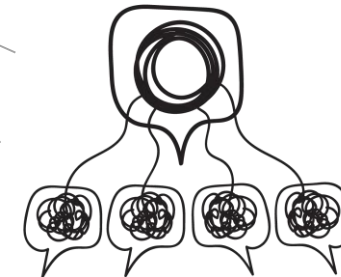
Connection

With customers



Connection

*With the ecosystem for
resources, talent, innovation*



Connection

*Among employees that
share common values -
culture*



INTUITIVE



**BUSINESS
VALUE**



EASY
TO START



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Carolina Falkholt

**“Everybody
needs
cheering”**



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**TRIGGER
QUESTION**

ONE ON ONE



***What is your experience
from human
connections?***



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**TRIGGER
QUESTION**

ONE ON ONE



***What is your experience
from creating empathy
to support innovation?***



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TRIGGER QUESTION

ONE ON ONE



***What is your experience
from giving and
receiving feedback
supporting innovation?***



Human connections questions

These are the scales you can use to answer the following questions.

- **Optimized:** The capability is continuously improved and optimized. It is managed based on active monitoring, feedback, and learning.
- **Systematically managed:** The capability is defined, established, and aligned. It is systematically and dynamically managed.
- **Defined and managed:** The capability is defined and established. It is managed in a pro-active manner.
- **Managed at basic level:** The capability is established at a basic level. It is to some extent, but not fully, managed.
- **Nothing, informal, or ad hoc:** The capability is not established or established in an informal or ad hoc manner. It is not defined or managed.

<https://bit.ly/IPx52Questions>





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Wrapping up with
reflections and
learnings

10
min

Anne & Martin

Marika, Mikael, Erik, Amanda



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THANKS

**We share – Human connections
study**

Martin.hogenberg@cgi.com