



Aberdeen City Transformation



The Nature of Work

*What are the new and evolving needs of the city and citizens?
How does this change the work we do?*

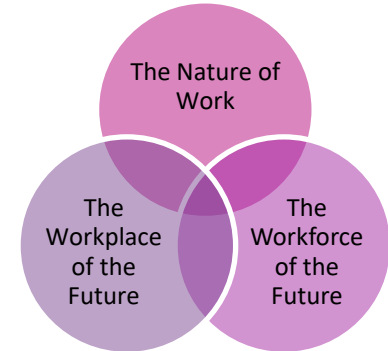
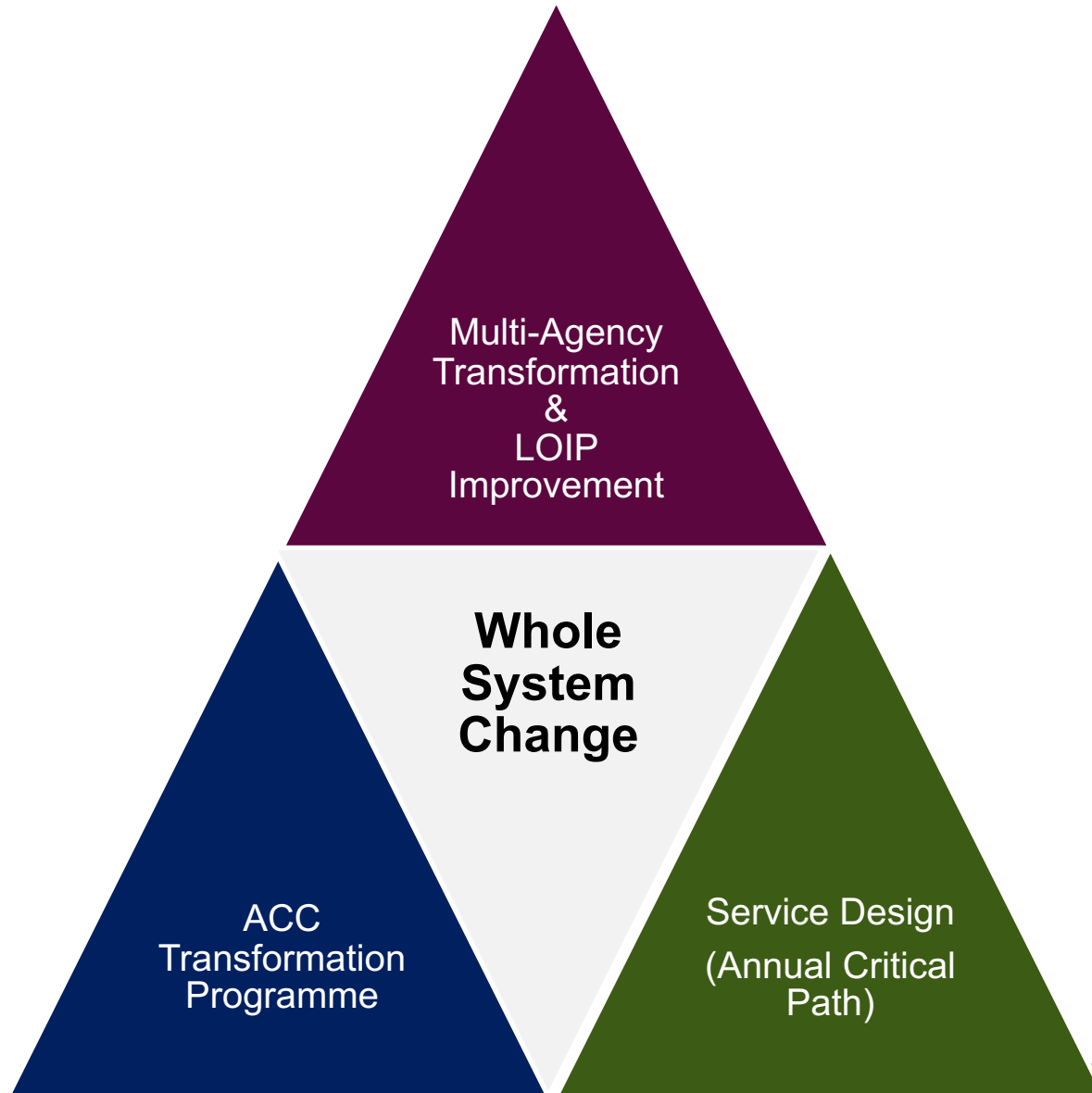
*Where will our employees interact with customers?
Where and how can our employees do their best work?*

The Workplace of the Future

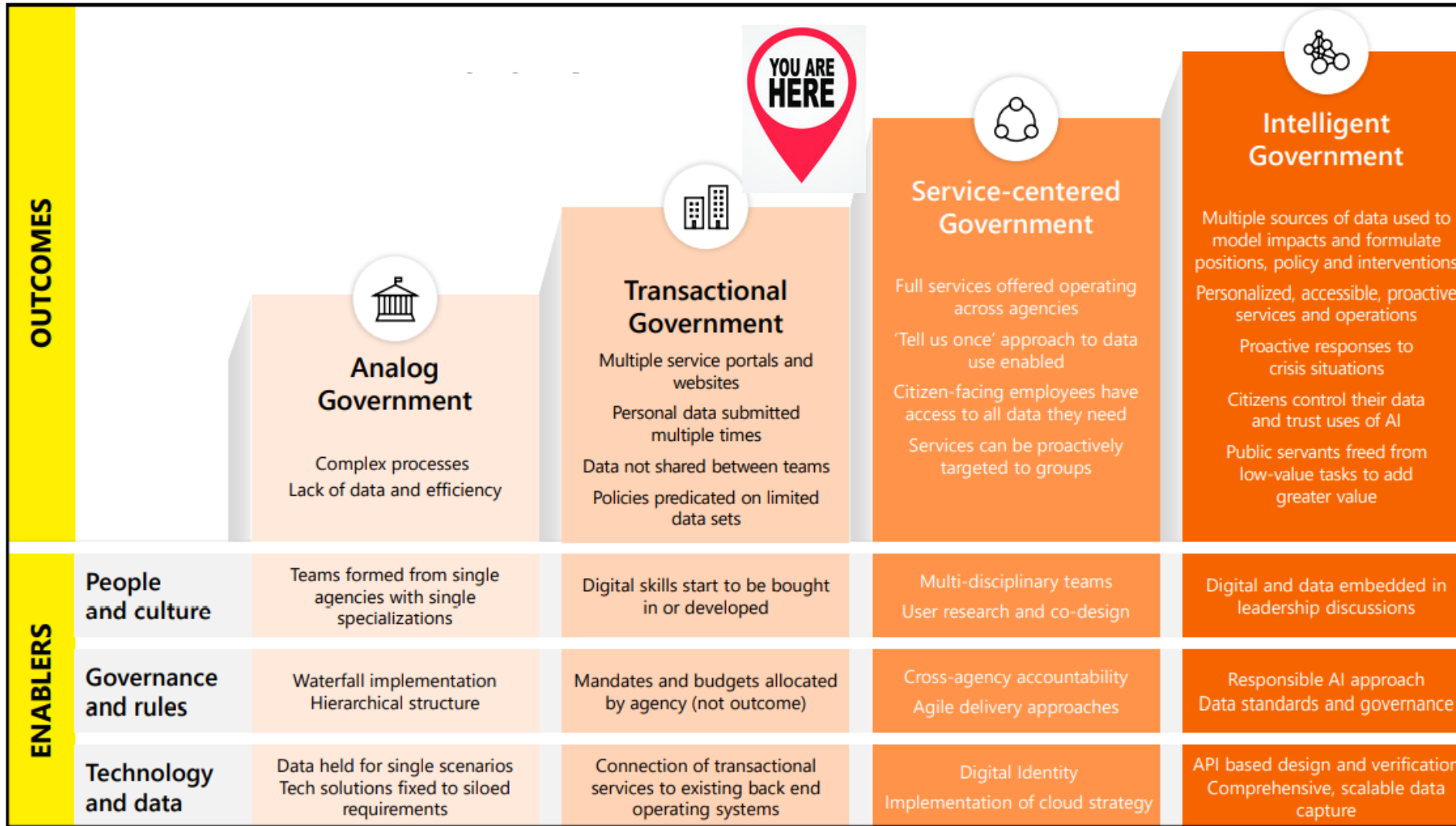
The Workforce of the Future

*What skills and behaviours will our people need to thrive?
How might our culture need to shift?*

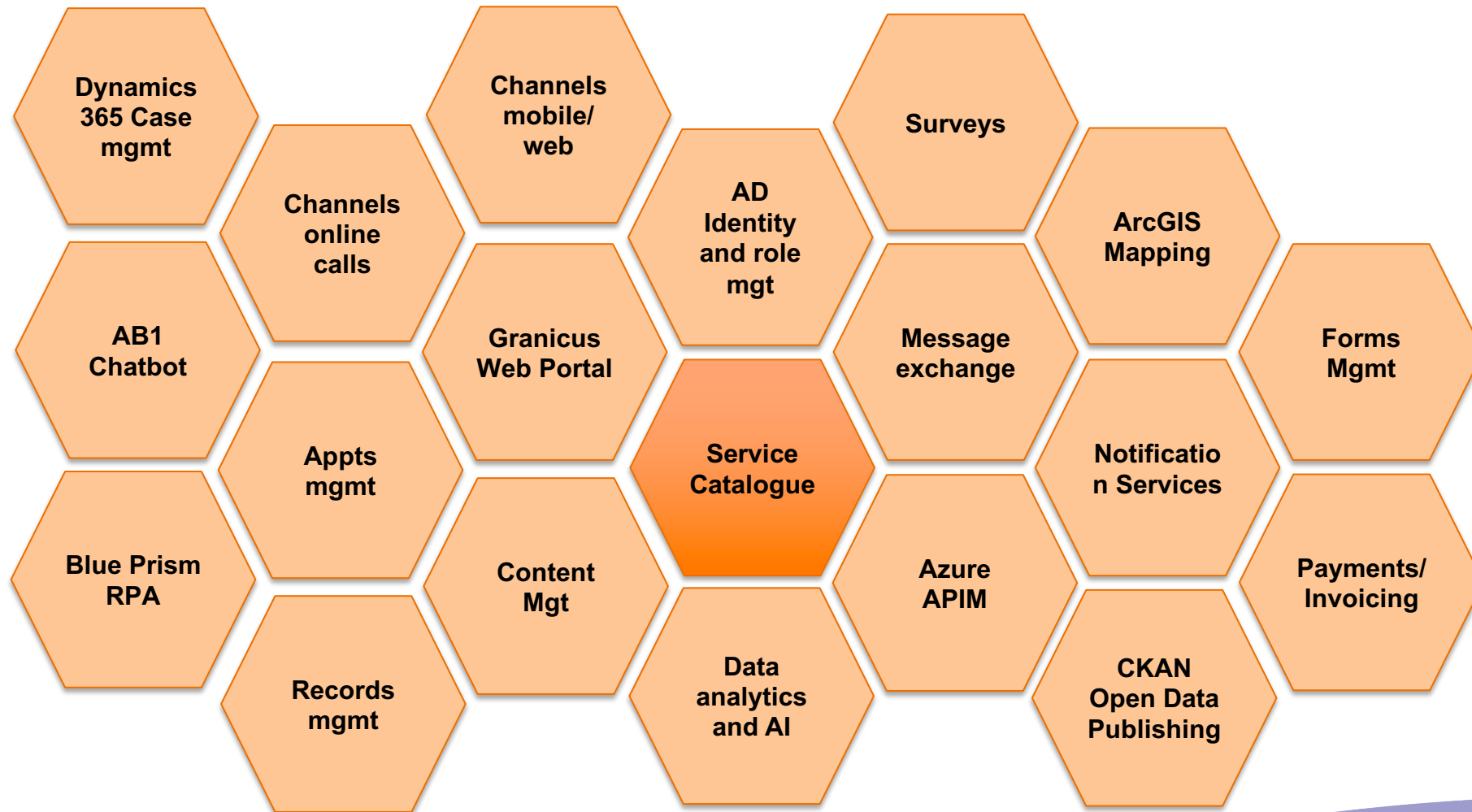
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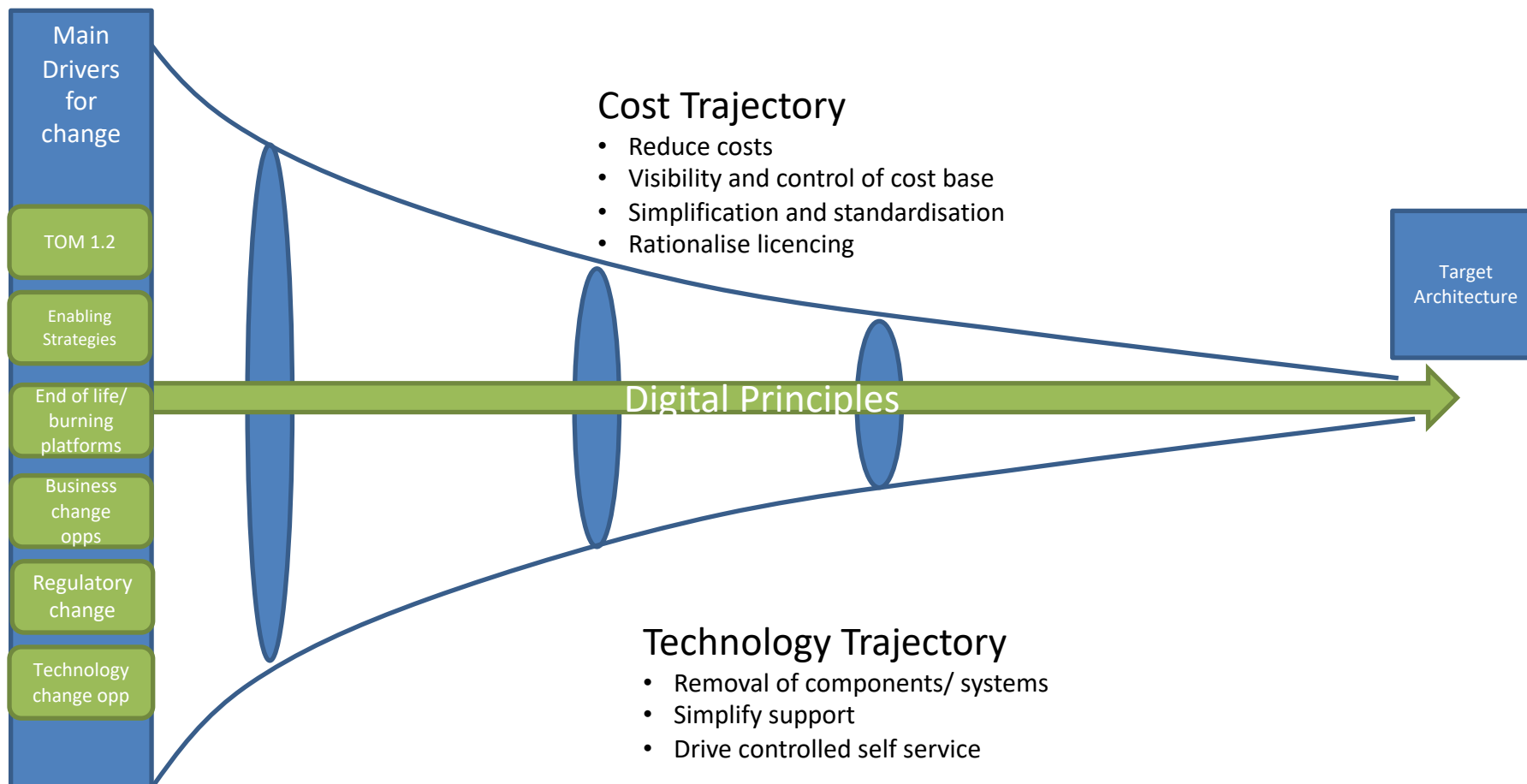
Maturity and Vision



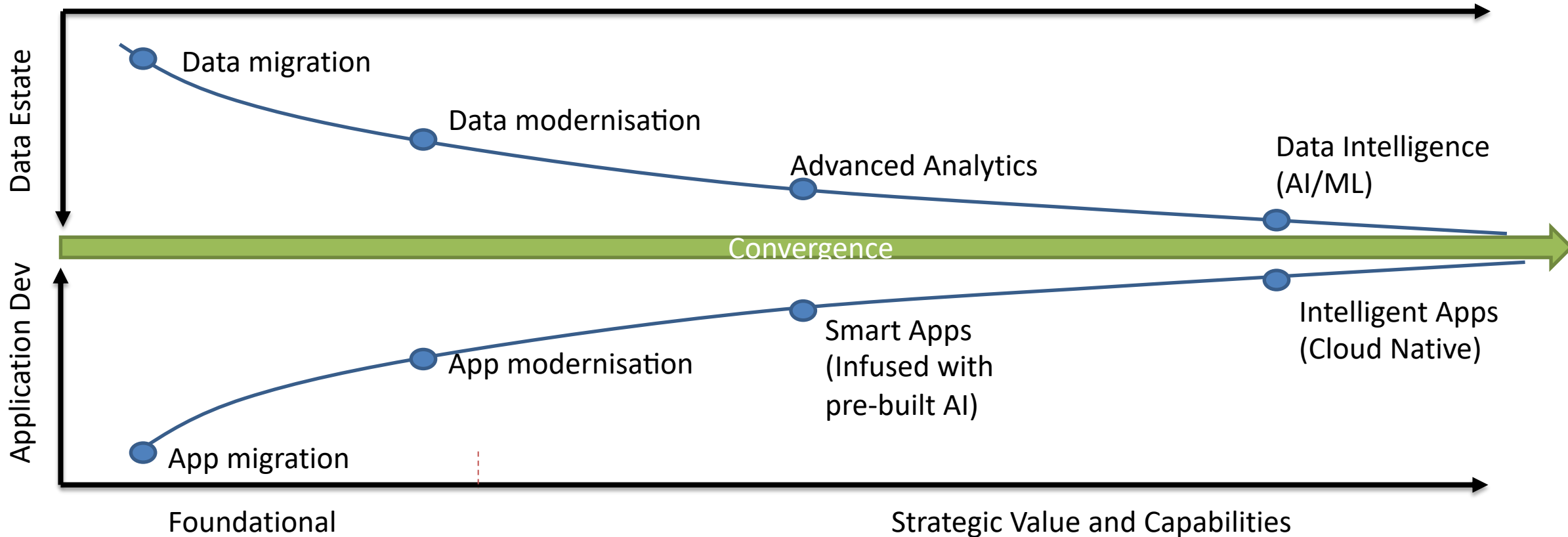
Service Components



Internal Drivers and Enablers



Shared Enablers

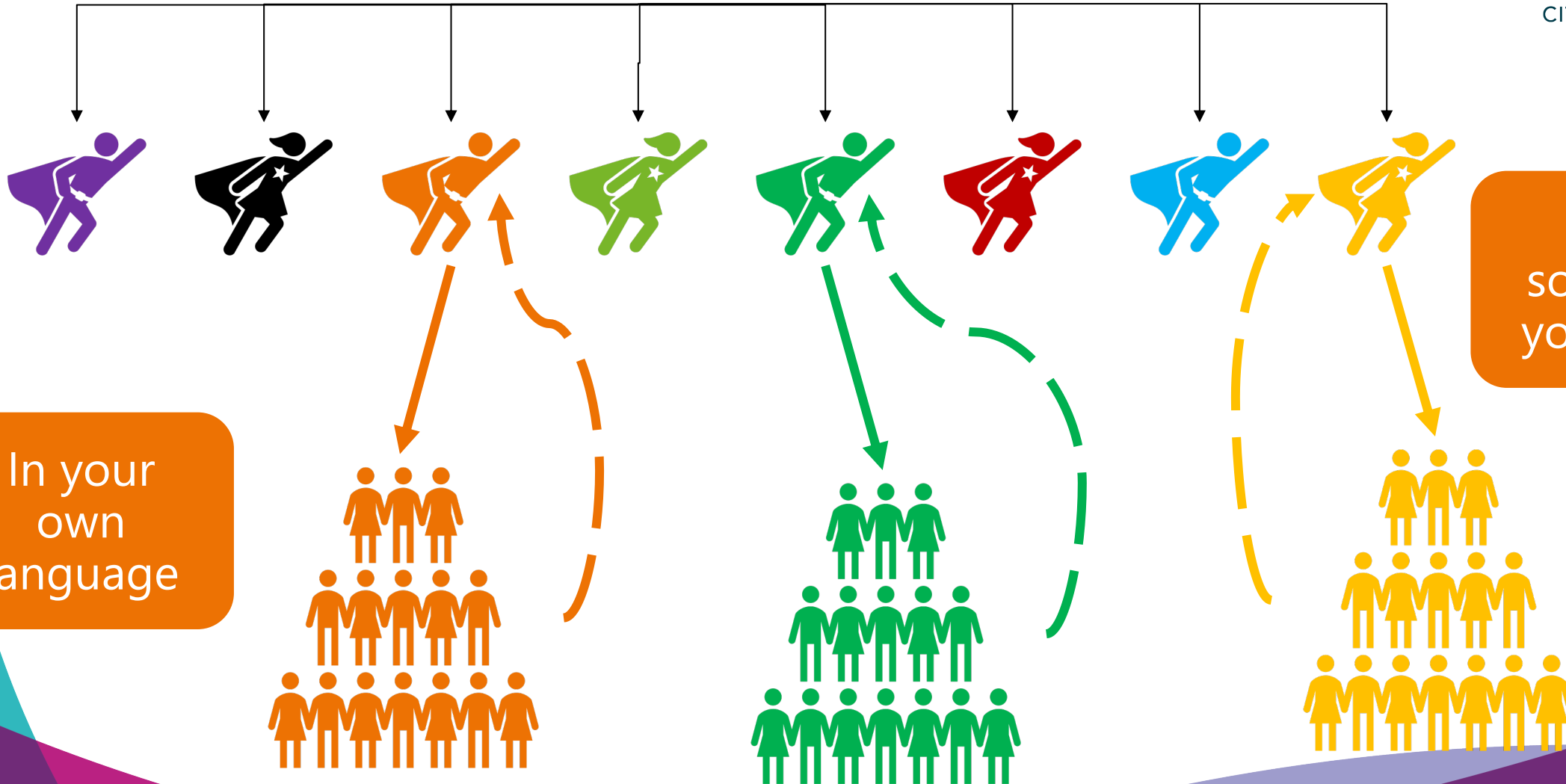




HOW WE DID IT

<p>Executive Sponsorship</p>	<p>Communications</p>	<p>Training</p>	<p>Voice</p>	<p>Empowering Managers</p>	<p>Co-creation</p>	<p>Measurement</p>	<p>Self-managing</p>
<p>Create active and visible executive engagement</p>	<p>Communicate the business reasons of the change and how the change will impact employees</p>	<p>People feel knowledgeable, capable and confident to transition to the future state</p>	<p>People share their views and ideas through established reliable channels, digital and face-to-face.</p>	<p>Engage managers and supervisors to guide employees through changes, reinforce and role model behaviours at a local level.</p>	<p>People are collectively designing solutions to organization wide issues or challenges set by leadership</p>	<p>Measuring if our changes are having the desired impact towards solving problems and achieving our business objectives</p>	<p>People make change happen. Spontaneous self-led groups with minimal intervention corporately.</p>

Digital Champs and Super Champs



In your own language

It's someone you know