



Continuing Professional Development Certificate

Get your company culture ready for the digital age

Date: Thursday 21 March 2019 **Time:** 1.10pm - 1.55pm

Speaker: Neil Sanderson, Customer Success Manager, Salesforce

In this IIL Financial Services Neil looked at how to drive effective technology led change in complex organisations by focusing on people and culture.

“You need to get to the future first, ahead of your customers, and be ready to greet them when they arrive.” Marc Benioff, Salesforce. Organisations are needing to meet increasing ranges of challenges at ever more rapid rates. Our approach to technology-led change has too often focused on how to deliver the technology in more effective and more rapid ways – and the challenges here are still considerable. However, the deeper issues are about how we deliver the pace of change in our people, our culture and our organisations. Too often we use a limited set of sticks and carrots. Learning from our customers’ best practice and business research this session shared a simple approach to drive effective and rapid change.

By the end of this lecture, members would have gained an insight into:

- Today’s challenging business environment
- Key best practices to deliver rapid technology change
- How to use multiple levers to deliver effective people and culture change



This lecture or podcast can be included as part of your CPD requirement should you consider it relevant to your professional development needs. It is recommended that you keep any evidence of the CPD activity you have completed and upload copies to the recording tool as the CII may ask to see this if your record is selected for review.