

“Humanising the Science of Transformation”[©]

In a world where predictions, insights and intuition seem like bargaining chips – the new world order is one which is wrought with uncertainties, disruptions, inequalities and anxiety. Bleak as this may sound, this is certainly not something as we humans would come to fear. Since its existence, the human race has been known through science and spirituality to find its course to survive the challenges faced in our lifetime. Back then, it just didn't have a sophisticated label or name to it.

Today, however we have many names and themes labelling our ability to manage and deal the challenges ahead in the new world order; that brings along its due challenges – yet a future that makes this era of the human civilization probably one of the most interesting one, is that this is an era where all four generations within the human race are present and have come together in managing the differences to strive, succeed and sustain in our daily lives and to contribute to a better future for the generations to come. There is one commonality despite the differences in our generation groups – our inner and core sense of existence and being as Humans.

In order to explore the challenges out there which we have little or no control of – the journey or solution seeking path must begin with the inner journey. That is what this discussion is about and needs to be discussed, experienced and enlightened in managing the future of our generations.

In the world of economics, finance, technology which is now entering its era of Digital environment – the single most ability for managing the transition would be to find a way to realise the potential benefits of the change that we are to achieve and to mitigate the risks that we anticipate in the process of change.

Change management is precisely that – realizing benefits and mitigating risks. Simple but not simplistic. In the process of change management, there are other related factors of governance, accountability, risk management, mindset change, adoption, culture management etc. What is seen today as a technical capability with the availability of professional certification and programmes offered to build the capability of Leading Change, Digital Transformation – would inherently need a true sense of being to the obvious element that is mentioned synonymous with the ability to manage change, which is People, Mindsets and Behaviour.

How is this ability then best pursued? We need to distinguish which is the enabling factor and which is the factor fundamental to change. Suffice to say that the science of change management in a given process of adapting to the new way of working towards achieving the benefits for an effective target operating model must be fueled with the spiritual sense of experience, understanding, personal reflection and intrinsic values.

A case in point would be how the issue of integrity is dealt with when faced with corruption. While systems, policies, process are put in place to govern and ensure that the matter is dealt with efficiently – the prevention and true governance would be to begin with self reflection or self governance.

It is the same case for change management. In any given situation, shape or form – the ability to transform is often misunderstood as moving to eliminate old methods, habits, practice and beliefs and to demand of people to adopt into a new way of working, behaving and managing with the fear fueled warning – “Change or Die”.

What is forgotten in the anxiety state that we are all experiencing today is that – we need to Reform rather than Transform. Reforming allows us to first get a true sense of understanding that we already inherently possess what it takes to be able to relate to the future by first asking the fundamental question of “Why Change?” This needs to be asked even before exploring the area of “What’s In It For Me?”.

These matters on “Why Change?” and “What’s In It For Me?” have been discussed before with available training on soft skills courses for effective communication, managing people, leadership development and others but what would really matter is the journey that begins with self-assessment and awareness of one’s own readiness or willingness to what lies ahead in the future of disruptive business landscape – and then to visualize the Target Environment through a clear direction towards the new state or environment.

While policy makers, governments and private sector industries all have a major role in coming together to ensure that we are prepared, ready and able to transition into the new world order or the Digital Future – the role of Education is one that is crucial, as it helps to deal with the fundamentals in a way that speaks of values, vision and thinking. After all the universities key purpose of existence is to “Train the Mind”.

Educating our students be it in whatever discipline of study or preparing our working professionals to upskill them would first need to focus and deal with embedding the qualities that is required for our students to chart their own course in the journey to survive, succeed and sustain. It requires a self-awareness journey in order to be honest with our own capabilities (strengths and areas of development), our openness in relating to our communities, truthful in our beliefs of equality, inclusion and diversity, to co-exist as humans; and to be just in how we deal with ourselves and others in any given situation or circumstance that we are faced with – now and in the future; no matter what it holds for us. The one virtue however, that allows us to be able to demonstrate those capabilities mentioned in a consistent way, is what is required and also inherent in all of us, which makes the fundamental difference to Reform ourselves... that virtue is called “Courage”.

Written by:
Padmavathy Narenjee
4th August 2019