SCALING EMPATHY

A Case Study in Managing Change

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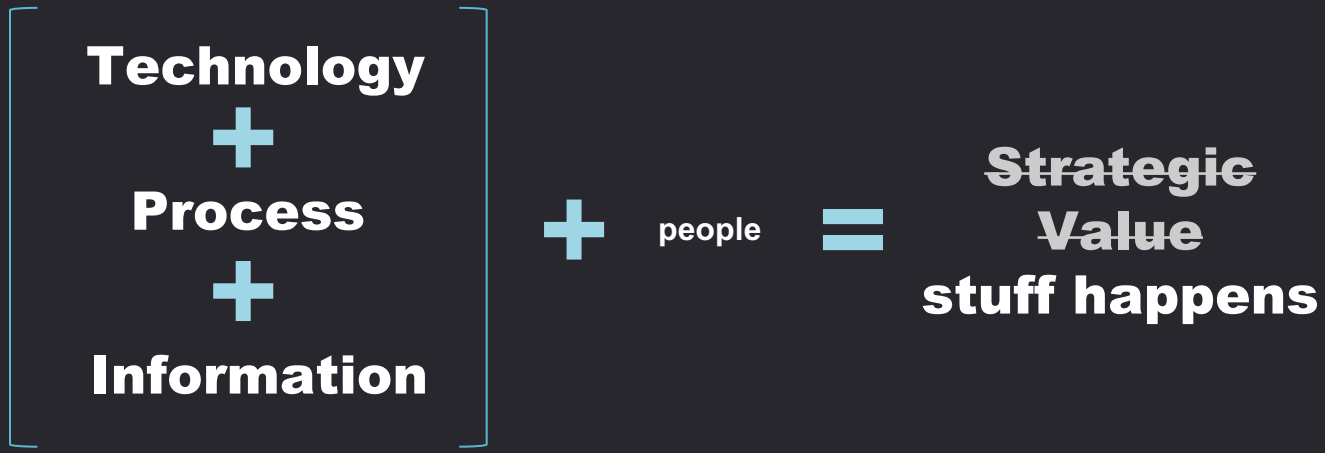
Our project will make everything so much better!

Team Churn
Roadmaps
Expectations
Regulations
Market
Pressures
Competing
Priorities
Company Strategic Direction
eep

Technology + Process + Information + People = Strategic Value


Technology
+
Process
+
Information
+
people
=
~~Strategic~~
~~Value~~
stuff happens

Technology

Process

Communities

Information

Technology + **Process** + **Information** + **People** (Community) = **Strategic Value**

Connect Empathy to Strategic Value

What will change for you?

How will you do your work differently?

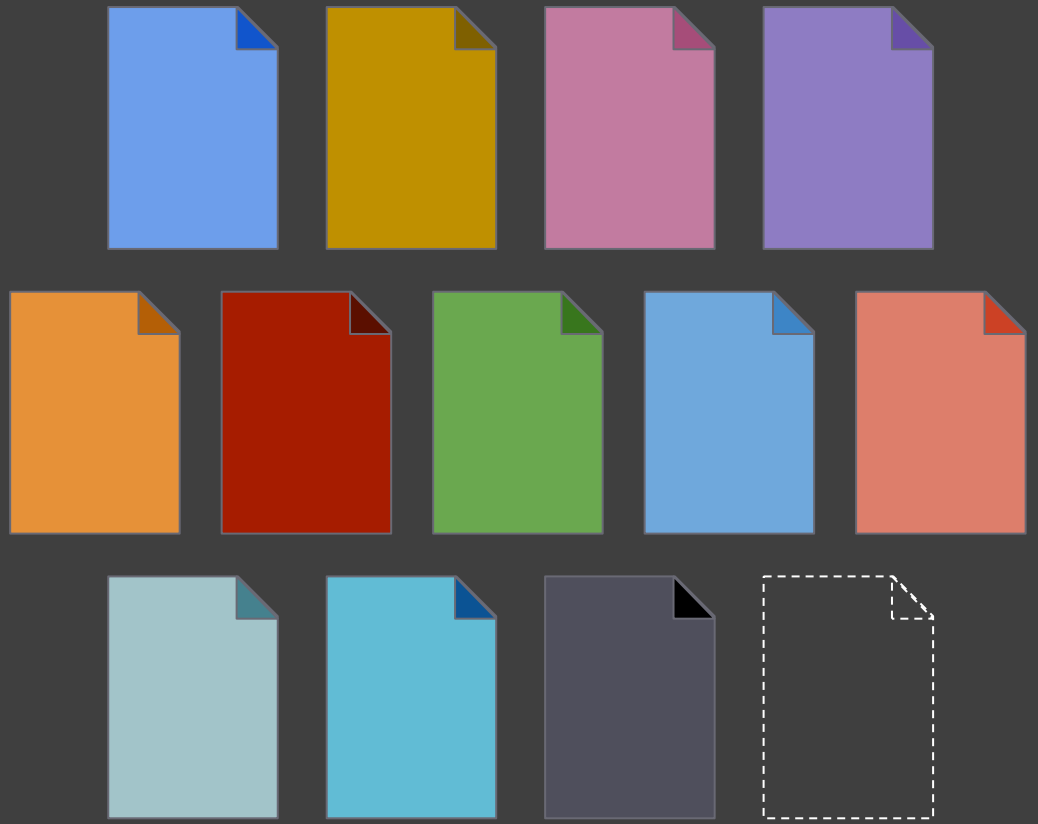
1 2 3 4

related teams

end-user employees

common objectives

Export Empathy to Other Formats

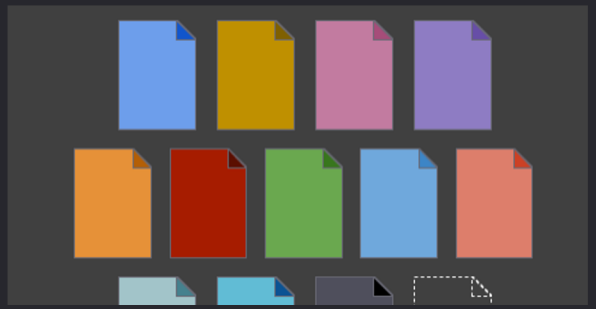


Create Environment for Discovery

Excite and Give Away the Recipe

Connect Empathy to Strategic Value

Export Empathy to Other Formats



Create Environment for Discovery

Excite and Give Away the Recipe

Thank You

Connect on LinkedIn®

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