# PEOPLE AT THE CORE



If changes are not designed with people at the core of the design process, buy-in and adoption is almost impossible.

Cynthia Short, Co-Founder & CXO

# The Human Core of Innovation.

**Alignment of Values and Mindsets:** Without cultural readiness, employees may resist new technologies, viewing them as disruptions rather than enablers.

**Facilitation of Change Management:** A culture that embraces change and is resilient to ambiguity, helps smooth the transition, reducing friction and enhancing adoption rates.
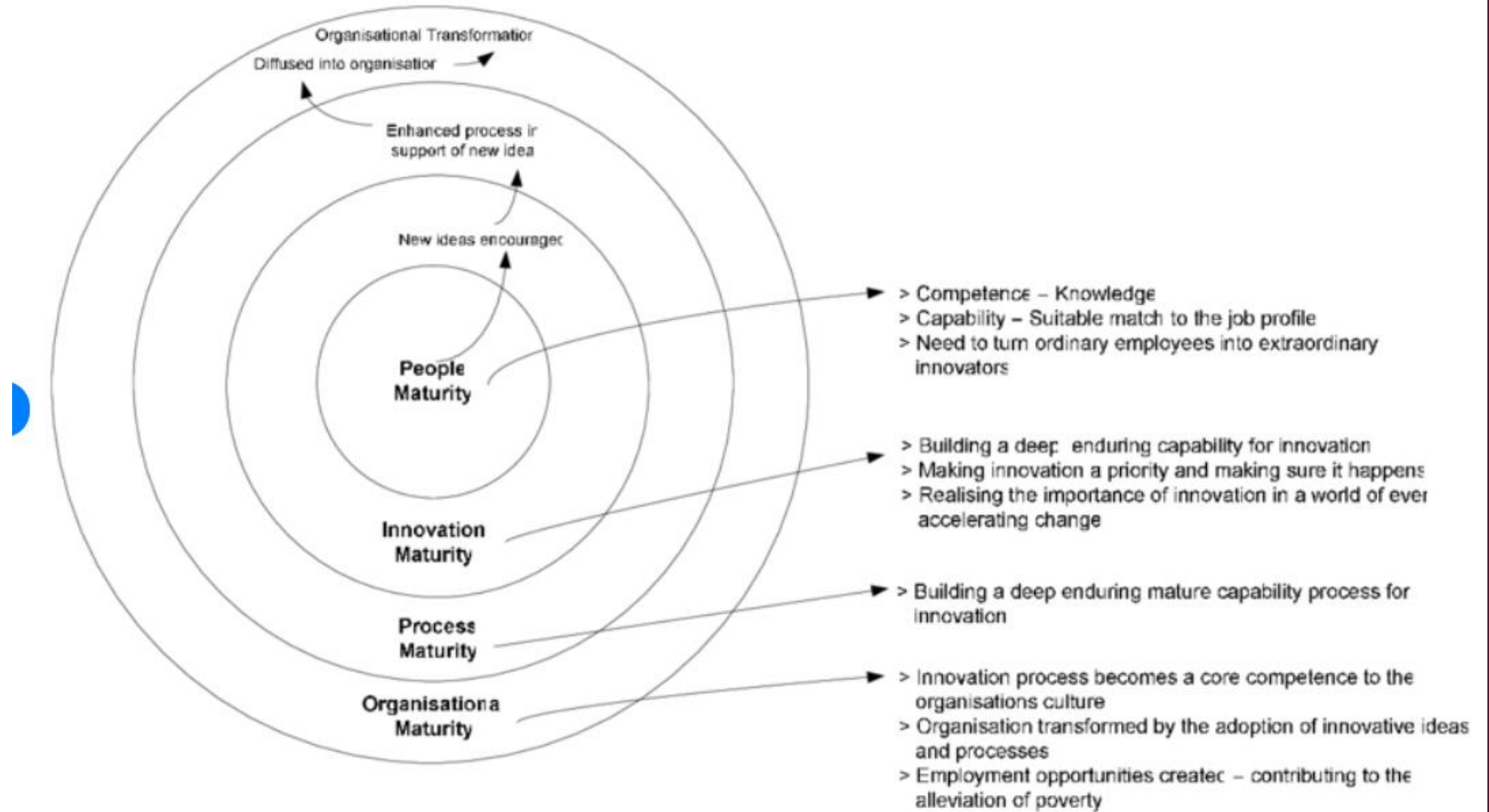
**Encouragement of Collaboration and Communication:** Open communication and collaboration, can aid in streamlining tech integration across teams and departments.

**Building Trust and Reducing Fear:** Embedding a culture of trust, where leadership transparently communicates the benefits and long-term vision of tech adoption, certainly helped mitigate fear and builds employee confidence.

**Skills Development and Innovation Mindset**; Even the most advanced technologies can fail if employees lack the necessary skills or are unwilling to adapt.

Organisational Transformation
Diffused into organisation

Enhanced process in support of new idea

New ideas encouraged

**People Maturity**

> Competence – Knowledge
> Capability – Suitable match to the job profile
> Need to turn ordinary employees into extraordinary innovators

**Innovation Maturity**

> Building a deep enduring capability for innovation
> Making innovation a priority and making sure it happens
> Realising the importance of innovation in a world of ever accelerating change

**Process Maturity**

> Building a deep enduring mature capability process for innovation

**Organisational Maturity**

> Innovation process becomes a core competence to the organisations culture
> Organisation transformed by the adoption of innovative ideas and processes
> Employment opportunities created – contributing to the alleviation of poverty

People, Innovation, Capability and Maturity Model (PICaMM)

# Investing in our PEOPLE – Agility and Exposure



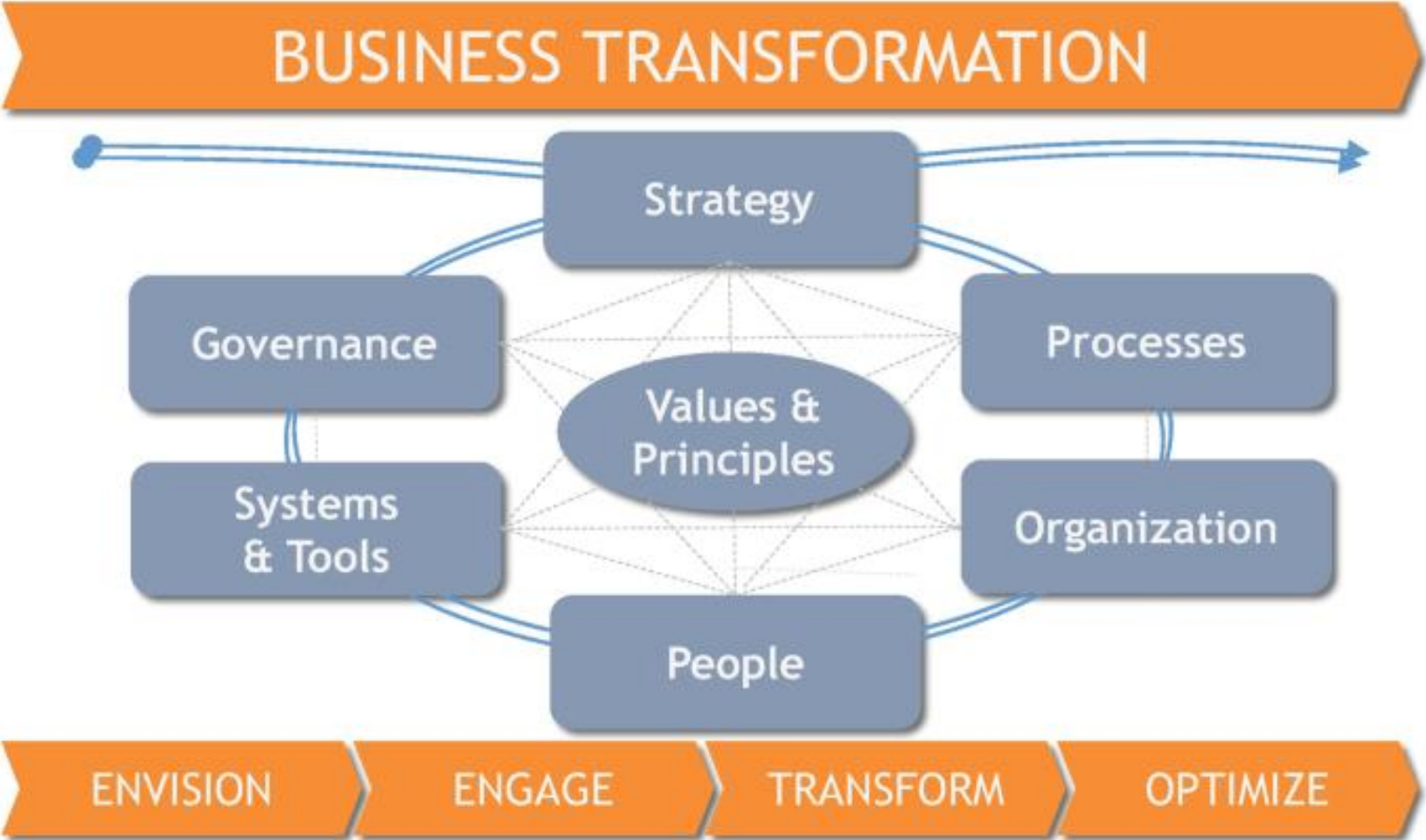Participants that attended Agile Project Management Foundation Workshop In Port Moresby



FinCorp Toastmasters Club started in Sept



ELT and employee delegates that attend the World Business Forum in Sydney

- ✓ **Agile Foundation & Scrum Project Management** – we had 11 employees sit though the Project Management workshop over 3 days and completed their certification after the workshop as Agile Foundation Certified..  We had the same group that will also sit for their Practitioner certification exam in November this year.
- ✓ **FinCorp Toastmasters Club** – We have 20 active young employees that have formed the FinCorp Toastmaster club in Head Office. This program will see an uplift in our employes public skills capability and confidence levels rise.
- ✓ **Exposure to Employees to attend Conferences Offshore : REWork Summit held in Sydney** – was attended by 3 Senior employees to seek out opportunities for hybrid working, work- place culture enhancement through different programs, Psychological

Safety and how to address with employees in the workplace.
- ✓ **World Business Forum  held in Sydney** – attended by ELT and their delegates from different divisions. Feedback included.

# Transformation begins with people, fueled by innovation and sustained through strategic reform.



BUSINESS TRANSFORMATION

Strategy

Governance

Values & Principles

Processes

Systems & Tools

Organization

People

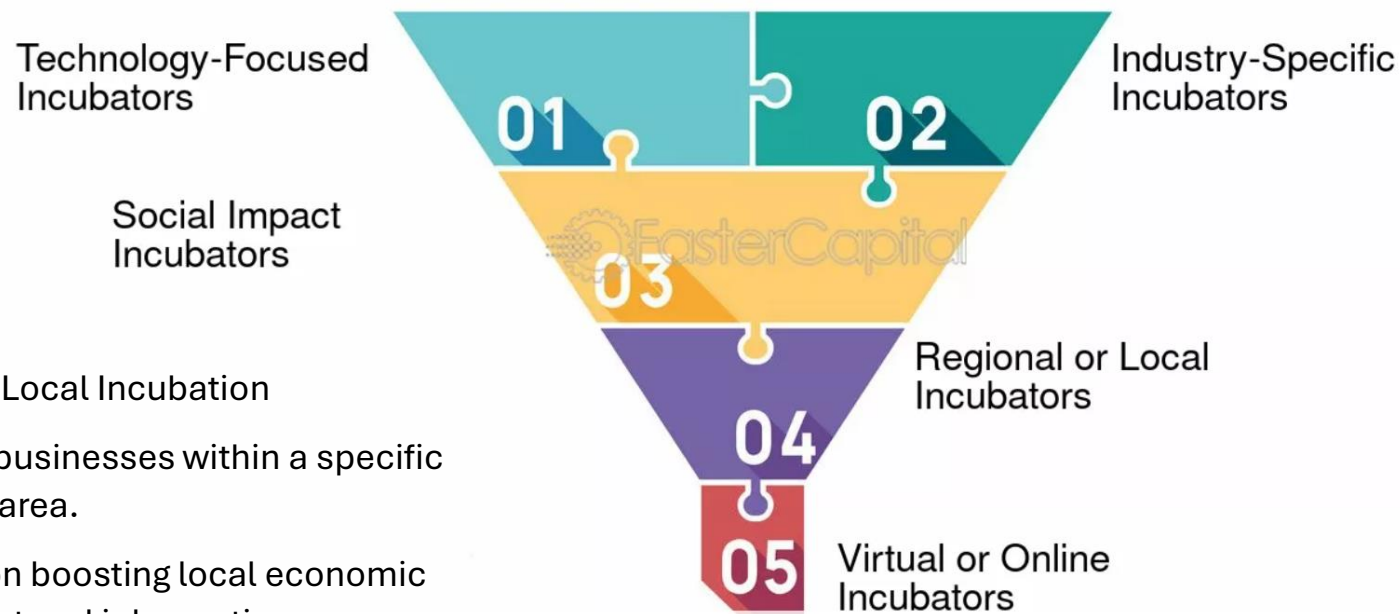ENVISION › ENGAGE › TRANSFORM › OPTIMIZE

# INCUBATION – A POWERFUL TOOL

Technology centred incubation:

- Leverages off cutting-edge technologies i.e. AI etc.
- Provides access to advance tech infrastructure , R&D and mentorship from tech experts.

Industry-Specific Incubator

- Typically Tailored to a particular industry (e.g., healthcare, finance, legal, fintech, agribusiness).
- Offers sector-specific resources, networks, and regulatory guidance.
- Helps businesses navigate industry challenges and seize niche opportunities.

## Types of Business Incubators

Technology-Focused Incubators

Social Impact Incubators

01

02  Industry-Specific Incubators

03

04  Regional or Local Incubators

05  Virtual or Online Incubators

Regional or Local Incubation

• Supports businesses within a specific geographic area.

• Focuses on boosting local economic development and job creation.

• Provides access to regional networks, funding opportunities, and market insights.

# Holistic Reform – Lean Transformation Framework

✓ **Heighten Governance & Compliance framework**

✓ **Three-year Organisational functional design and Org Culture reform project.**

✓ **Development of an enterprise technology strategy to align with overarching organisation strategy.**

✓ **Board & Senior Leadership Diversification**

✓ **Strategy realignment of mid way of our 2023- 2025 3 year strategy.**
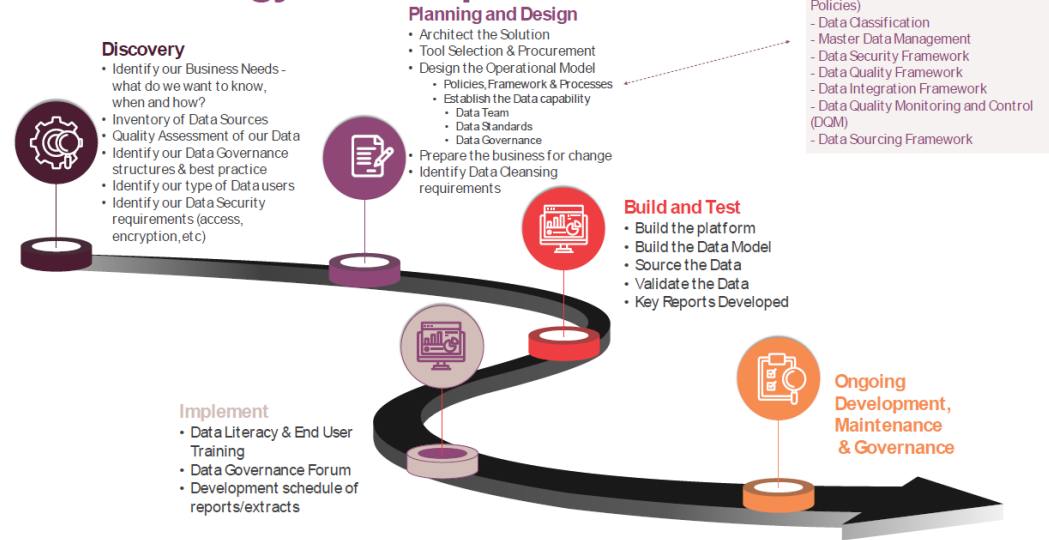


Lean Transformation Framework
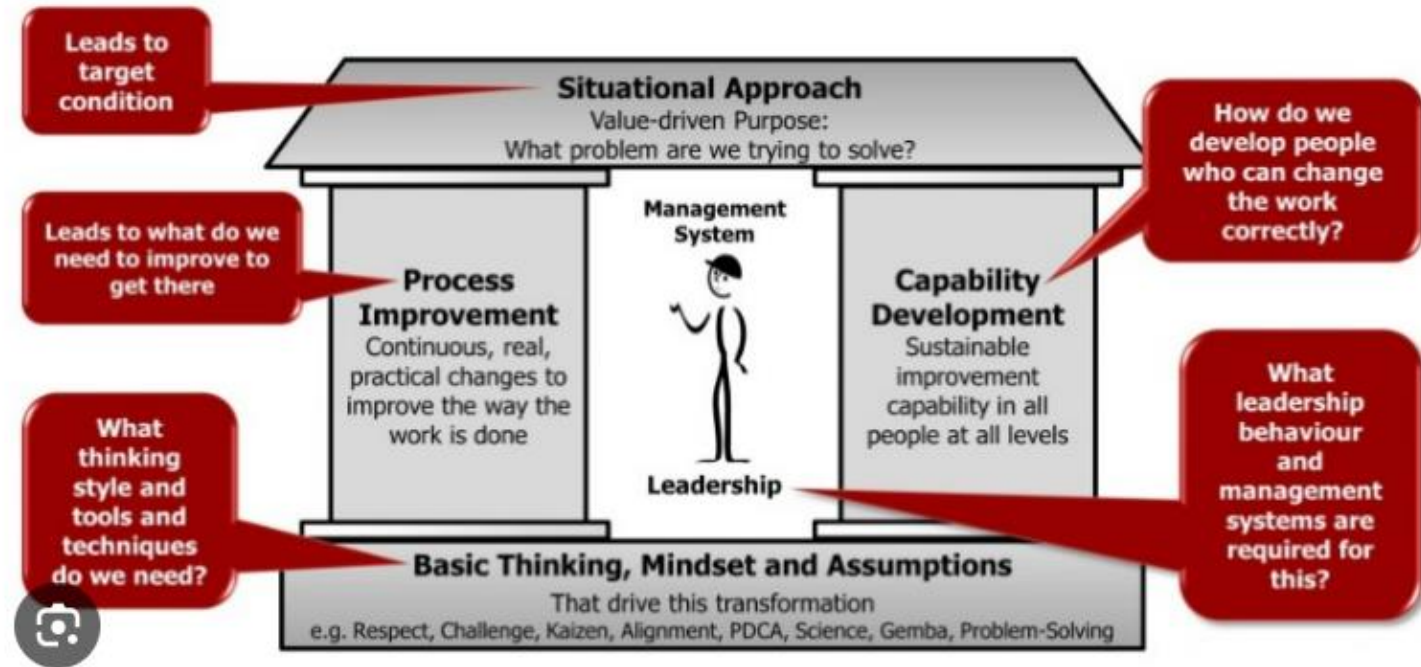
# STRATEGY – Envision, Engage, Transform, Optimize

✓ **Activation of 3 year Sub Strategies**
1. Transformation strategy/ delivery framework.
2. Position Data as a Strategic Asset
3. Enterprise Technology and Architecture Strategy W
4. Workforce development strategy
5. Partnership Strategy
6. Change Management delivery framework
7. Incubation Modelling / Framework
8. Activate PICaMM (People, Innovation, Capability and Maturity model)

## Data Strategy RoadMap

**Discovery**
- Identify our Business Needs - what do we want to know, when and how?
- Inventory of Data Sources
- Quality Assessment of our Data
- Identify our Data Governance structures & best practice
- Identify our type of Data users
- Identify our Data Security requirements (access, encryption, etc)

**Planning and Design**
- Architect the Solution
- Tool Selection & Procurement
- Design the Operational Model
  - Policies, Framework & Processes
  - Establish the Data capability
    - Data Team
    - Data Standards
    - Data Governance
- Prepare the business for change
- Identify Data Cleansing requirements

**Build and Test**
- Build the platform
- Build the Data Model
- Source the Data
- Validate the Data
- Key Reports Developed

**Implement**
- Data Literacy & End User Training
- Data Governance Forum
- Development schedule of reports/extracts

**Ongoing Development, Maintenance & Governance**

**Key Artifacts & Activities**
- Data Governance Framework (Charter, Policies)
- Data Classification
- Master Data Management
- Data Security Framework
- Data Quality Framework
- Data Integration Framework
- Data Quality Monitoring and Control (DQM)
- Data Sourcing Framework

## Accountabilities – Run 'v' Transformation

**RUN - BAU**
Day to Day activities that support the ongoing activities of the organisation
- *Ensuring we are able to maintain our "Always On" delivery*

**Deliverables**
Day to Day Operations
- Help Desk, Desktop and Application Support
- End of Day Processing
- Monitoring and Alert Management
- User Management
- Maintaining Regulatory and Security Compliance
- Backup and Recovery
- Patch Management & Software Updates
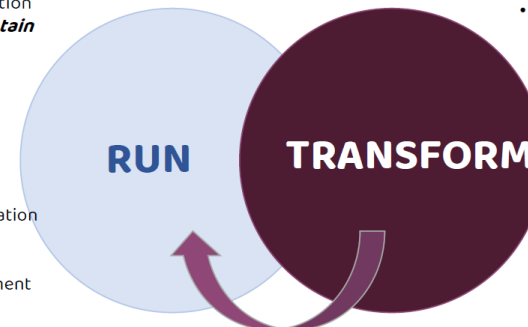
**RUN**   **TRANSFORM**

**Transformation**
Activities that will deliver new &/or improved IT capabilities and services
- *Building IT Services & capabilities that align to FinCorp's strategy and vision*

**Deliverables**
- Key deliverables from the Transformation Roadmap
- Core Solution(s) Infrastructure
- Operational Readiness
- Delivery of approved new capability initiatives/projects
- Transition of new capabilities into the RUN organisation

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# Organization

*If changes are not designed with people at the core of the design process, buy-in and adoption is almost impossible.*





**ORGANIZATIONAL WELLNESS**
Measuring Organizational Wellness

- Financial Health
- Feedback and Communication
- Employee Development and Training
- Work-Life Balance
- Organizational Culture
- Employee Engagement
- Employee Satisfaction
- Absenteeism and Turnover Rates
- Productivity & Performance Metrics
- Health and Safety Records

# Culture as the Foundation of Transformation

**Importance of cultural readiness for tech adoption**

**1. Alignment of Values and Mindsets**

**Challenge:** Without cultural readiness, employees may resist new technologies viewing them as disruption rather than enablers.

**Solution:** Organizations must foster a culture that values innovation , agility and continuous learning, ensuring employees are mentally prepared and aligned with the strategic objectives during tech adoption.

FinCorp #YumiSenis Program

# Culture



**COMMUNICATION** # YumiStori

**PURPOSE** # YumiSenis

**PERFORMANCE** # SLT Pilot Program Exposure

**REWARD & RECOGNITION**

*" I have also learnt that creating a psychological safe environment in the Organisation is critical for the staff as this will help them to speak out their mind without fear. " Ruth Kuri*

FINCORP 2023 LEADERSHIP FORUM

# Holistic Reform

## [FinCorp #YumiSenis Program](#)