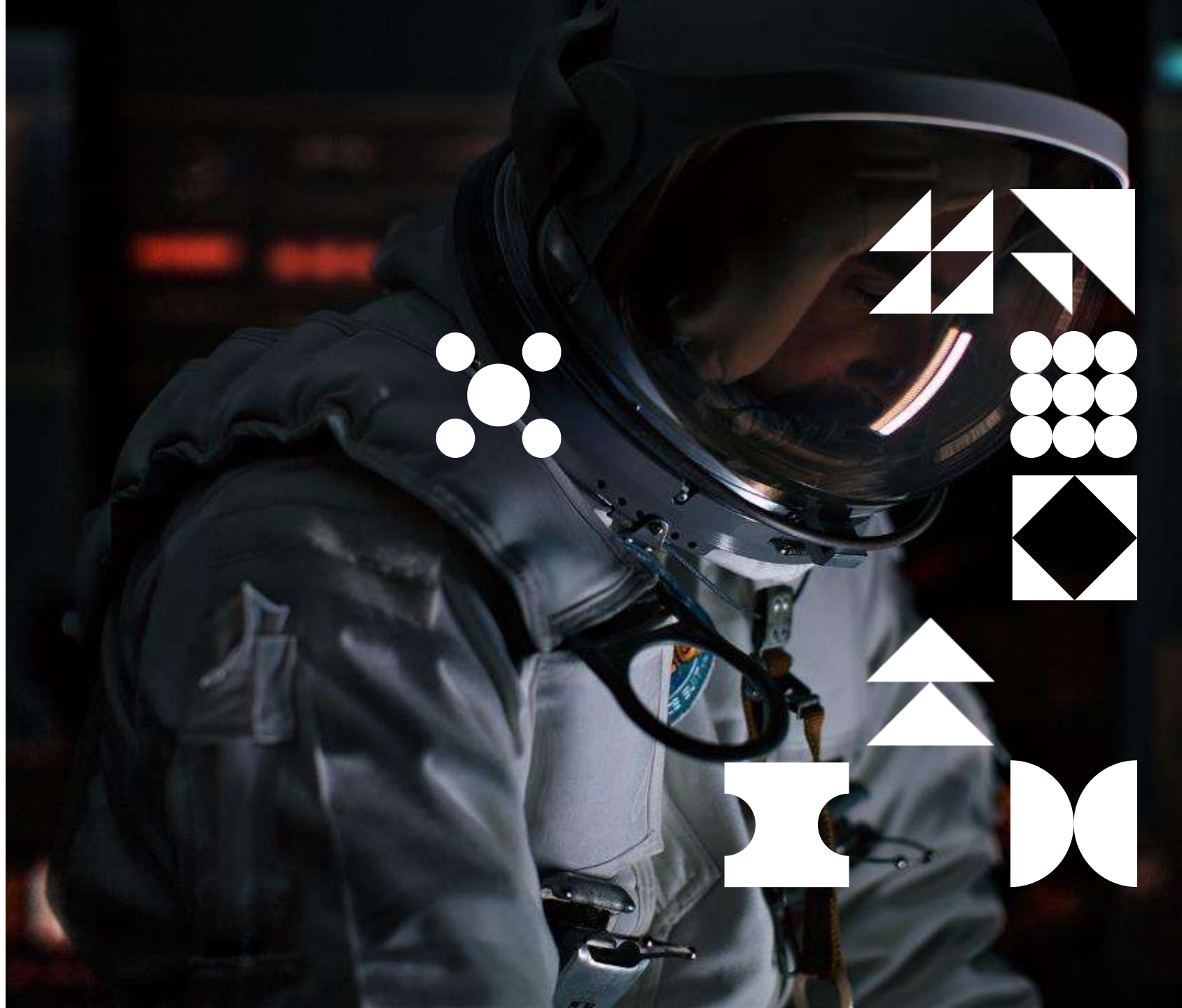


AFRICA: AN ECOSYSTEM OF CHANGE MAKERS

Be the Change

Gladys Ng'weno
04 09 2021



Speaker Bio

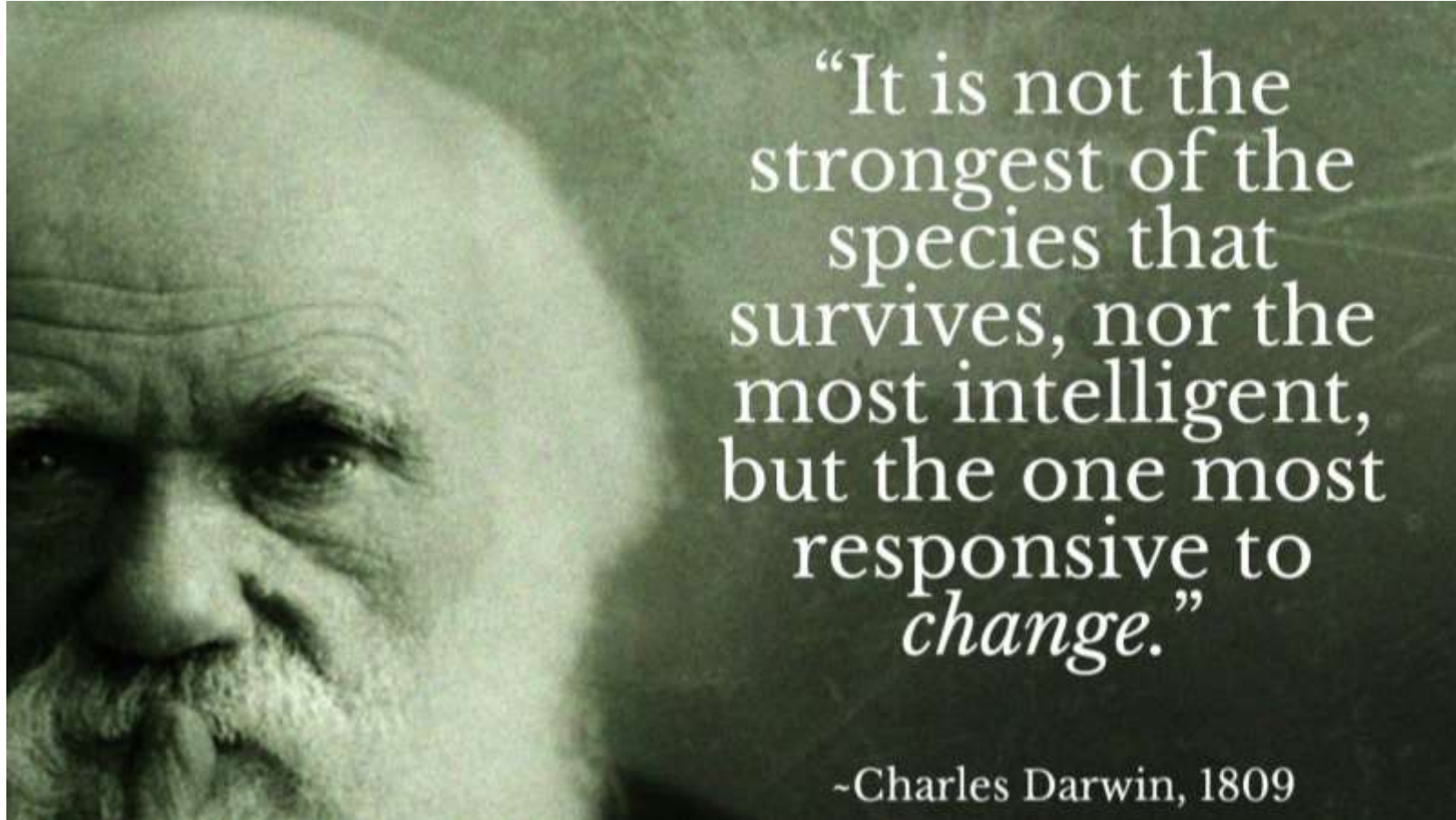
Gladys is an inspirational leader passionate about influencing teams by nurturing a sense of fulfilment in them. Her unique approach motivates teams to appreciate their diversity and focus towards realizing customer outcomes. She loves to cultivate an element of fun which rejuvenates synergies between leaders and teams to co-create business value. She is a natural cheerleader who has steered many teams towards making lasting impact in their work and daily lives.

Her immense experience in agile leadership has distinguished her as a catalyst for change in product development, environmental sustainability and education among other fields. She empowers teams, leaders and communities to leverage policy windows through meaningful purposeful conversations to drive change. A worthy reputation built on her passion for teaching, mentoring and coaching people to be the change in making the world a better place.



GLADYS NG'WENO- ACTING AGILE TRANSFORMATION LEAD

Be the Change



EMBRACE CHANGE



CUSTOMER FIRST



COLLABORATION

Inspired by Agile for Everybody by Matt LeMay

EMBRACE CHANGE

Respond to change over following a plan

- Be adaptable
 - ✓ Flexibility- negotiate trade offs during prioritization
 - ✓ Quarterly business reviews- reprioritize business needs and shift resourcing
- Establish rhythms/ cadence
 - ✓ Planning cycles; Just in Time planning (JIT)
 - ✓ Adapt with real time feedback
 - ✓ Continuously learn and share customer insights
- Model vulnerability
 - ✓ Fallibility- What does everybody think?
 - ✓ Experimental change NOT mandate- What can we all do differently for a better outcome?
 - ✓ Bottomless postmortem; 5 whys



CUSTOMER FIRST

Shared sense of purpose

- ✓ Customer centricity, Customer obsession
- ✓ Focus on *outcomes* over outputs
- ✓ Prioritize what is important for customers and *Work Backwards* from there
- ✓ Shift focus from making my boss happy to making our Customers happy- *cultural shift*
- ✓ See speed from customers point of view i.e. shift from Velocity to Quality to *deliver value quickly*
- ✓ Shared operations- interface with customers; sit by Nelly; In your shoes; *Return on Time Invested talking to customers*
- ✓ Experimental- *Minimum Viable Product*



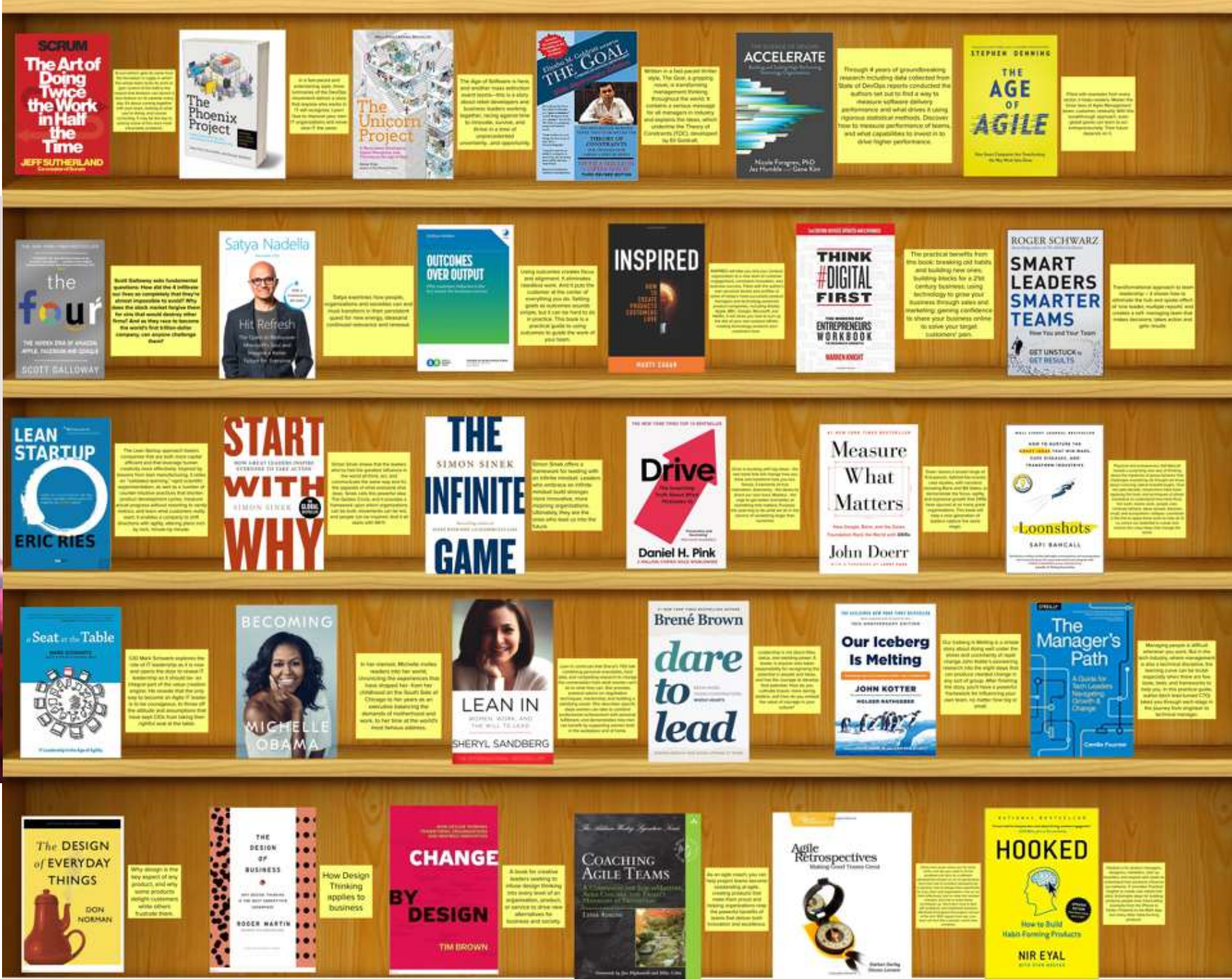


COLLABORATION

Cultivate collaborative culture

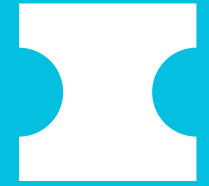
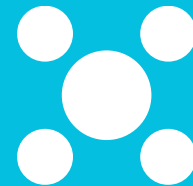
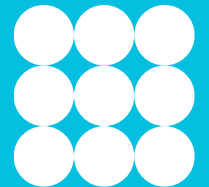
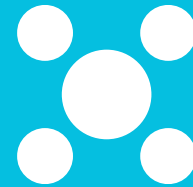
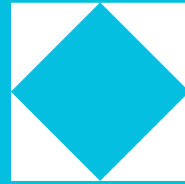
- Cross functional, self organizing teams
 - ✓ Reporting lines become irrelevant- Tribes, Guilds, Chapters
 - ✓ Recognize and acknowledge teams
- Shared purpose
 - ✓ Shift from report & critique culture to one of achieving shared goals- demo days
 - ✓ Lunch & Learn meetings; virtual hangouts
- Trust
 - ✓ Psychological safety
 - ✓ Formal agenda vs Open space
 - ✓ Retrospectives to reflect & adjust for continuous improvement

Agile Library Inspiration





THANK YOU



GLADYS NG'WENO
ACTING AGILE TRANSFORMATION LEAD
gngweno@safaricom.co.ke