

G-Cloud 14 Service Definition

Digital Leadership Enablement

May 2024

ABOUT US

We are a leading and independent digital business transformation partner, helping businesses to define their tomorrow, today.

With a focus on customer experience (CX) excellence and enterprise technology, we help organisations across various industries and public services to drive growth, efficiency, and innovation for the future.



Key Foundations

Expertise

We boast a team of seasoned professionals with extensive experience in digital transformation, CX strategy, enterprise technology implementation, and change management.

Approach

We are committed to delivering exceptional value to our clients. By taking a client-centric approach, we collaborate closely with organizations to understand their goals, challenges, and opportunities, ensuring that the solutions provided align with their business objectives and exceed their customer's expectations.

Services

Our services are designed to guide organisations through every stage of their digital transformation journey. From strategy and planning to technology implementation and ongoing support, we provide tailored solutions to meet the unique needs of each client.

Outcomes

We are dedicated to delivering measurable results. Whether it's improving operational efficiency, enhancing customer satisfaction, or driving revenue growth, we work tirelessly to help clients achieve their desired outcomes and realise the full potential of their digital investments.



OUR VISION

*Be the catalyst for **transformative change**, pioneering the way forward for businesses, citizens and society by leveraging cutting-edge technology and innovative strategies to define **future business models, drive growth and create lasting impact.***

Core values

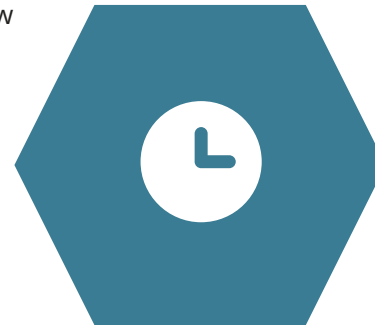
Innovation

We embrace creativity, curiosity, and continuous learning, fostering a culture of innovation where new ideas are encouraged, and bold solutions are embraced.



Collaboration

We believe in the power of collaboration and teamwork, recognizing that diverse perspectives and collective effort drive innovation and success.



Integrity

We conduct ourselves with honesty, transparency, and ethical integrity in all aspects of our work, building trust and credibility with our clients, partners, and colleagues.

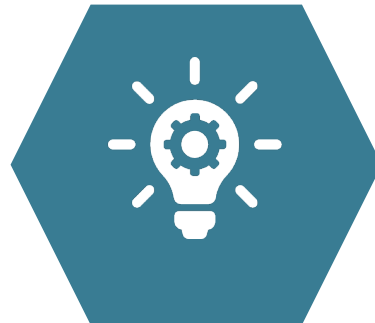


Accountability

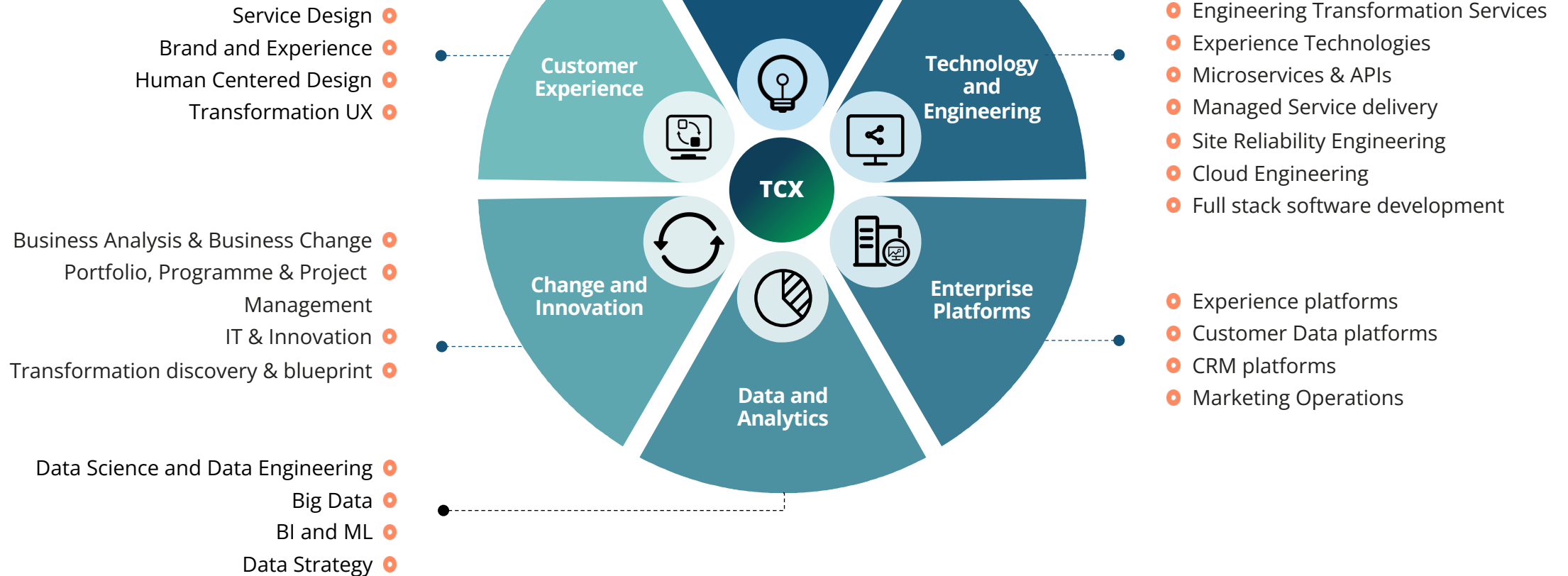
We hold ourselves accountable for our actions and outcomes, taking responsibility for our decisions and commitments and delivering on our promises.

Customer centricity

We prioritize the needs and preferences of our customers above all else, striving to deliver exceptional value and exceed expectations in every interaction



What we do



Our Locations

Europe

167-169 Great Portland Street
5th Floor, London
W1W 5PF

Unit 6, Capital Business Park
Manor Way, Borehamwood
WD6 1GW

India

Block K, Building No. 10
Malviya Nagar
New Delhi - 110017

United States

Coming in 2024



Digital Leadership Enablement



SERVICE DEFINITION

Service Description

Digital Leadership Enablement is a service dedicated to empowering leaders within public sector organizations with the knowledge, skills, and tools necessary to lead effectively in the digital age.

Through tailored training, coaching, and strategic support, this service aims to cultivate digital leadership capabilities and drive organizational success in a rapidly evolving digital landscape required to navigate digital transformation, drive innovation, and inspire change.

By fostering a culture of digital leadership, this service empowers leaders to harness the full potential of digital technologies and effectively lead their organizations into the future.

SERVICE DEFINITION

What can it do for you?

- 1. Customized Training Programs:** Design and deliver customized training programs tailored to the specific needs and priorities of leaders within public sector organizations, covering topics such as digital strategy, innovation, change management, and digital ethics.
- 2. Public Sector Experience:** Leveraging our experience in serving public sector organizations, we understand the unique challenges, regulatory requirements, and stakeholder dynamics specific to digital leadership in government settings.
- 3. Executive Coaching and Mentoring:** Provide one-on-one executive coaching and mentoring sessions to support leaders in developing their digital leadership skills, offering guidance, feedback, and practical strategies for driving digital transformation initiatives.
- 4. Strategic Advisory Services:** Strategic advisory services to senior leadership teams, providing insights, expertise, and best practices on digital trends, emerging technologies, and leading-edge strategies to inform decision-making and drive organizational change.
- 5. Change Management Support:** Offer support and guidance on change management initiatives, helping leaders navigate resistance to change, communicate effectively with stakeholders, and foster a culture of innovation and continuous improvement.
- 6. Digital Vision and Strategy Development:** Collaborate with leadership teams to develop a clear digital vision and strategy for the organization, aligning digital initiatives with strategic objectives and fostering alignment and buy-in across departments and stakeholders.
- 7. Digital Governance and Risk Management:** Provide guidance on digital governance frameworks and risk management strategies, helping leaders navigate regulatory requirements, data privacy concerns, and cybersecurity risks in the digital landscape.
- 8. Building Digital Talent Pipelines:** Assist leaders in identifying and developing digital talent within their organizations, building talent pipelines, and fostering a culture of continuous learning and skill development to meet the evolving demands of the digital economy.
- 9. Measuring and Monitoring Digital Performance:** Help leaders establish key performance indicators (KPIs) and metrics to measure the effectiveness of digital initiatives, providing insights into performance trends, identifying areas for improvement, and driving accountability for results.
- 10. Community Building and Knowledge Sharing:** Facilitate communities of practice and knowledge-sharing forums for digital leaders within the public sector, providing opportunities for networking, collaboration, and peer learning to accelerate digital transformation efforts.

SERVICE DEFINITION

Key Features

1. **Needs Assessment:** Conduct a needs assessment to understand the digital leadership capabilities and gaps within the organization.
2. **Leadership Development Strategy:** Develop a customized digital leadership development strategy aligned with organizational goals and objectives.
3. **Executive Coaching:** Provide one-on-one coaching sessions for executives and senior leaders to enhance their digital leadership skills, mindset, and competencies.
4. **Training Programs:** Design and deliver training programs and workshops on digital leadership topics such as digital strategy, innovation, change management, and agile leadership.
5. **Digital Fluency Assessment:** Assess the digital fluency and competency of leaders through assessments, surveys, or interviews to identify areas for improvement.
6. **Case Studies and Best Practices:** Share case studies, best practices, and success stories from other organizations to inspire and inform digital leadership practices.
7. **Peer Learning Networks:** Facilitate peer learning networks or communities of practice where leaders can share insights, experiences, and challenges related to digital leadership.
8. **Digital Leadership Forums:** Organize digital leadership forums, roundtables, or conferences to provide leaders with opportunities for networking, learning, and collaboration.

SERVICE DEFINITION

Key Features contd..

- 9. Change Management Support:** Provide guidance and support to leaders in driving digital transformation initiatives, including change management strategies, communication plans, and stakeholder engagement.
- 10. Innovation Labs and Hackathons:** Create innovation labs or organize hackathons to foster creativity, experimentation, and innovation among leaders and teams.
- 11. Thought Leadership Resources:** Curate and provide thought leadership resources such as articles, whitepapers, and research reports on emerging trends and technologies relevant to digital leadership.
- 12. Digital Mindset Development:** Foster a digital mindset among leaders by promoting openness to change, curiosity, adaptability, and a customer-centric approach to problem-solving.
- 13. Performance Metrics and Evaluation:** Define key performance indicators (KPIs) and metrics to measure the effectiveness and impact of digital leadership enablement efforts.
- 14. Continuous Learning Culture:** Promote a culture of continuous learning and improvement by encouraging leaders to seek out new knowledge, skills, and experiences related to digital leadership.
- 15. Feedback and Reflection:** Encourage leaders to seek feedback from peers, mentors, and team members, and to engage in self-reflection and self-assessment to identify areas for growth and development.

SERVICE DEFINITION

Key Benefits

- 1. Strategic Vision:** Enable public sector leaders to develop a clear digital vision and strategy aligned with organizational goals and objectives, fostering innovation, and driving digital transformation.
- 2. Change Management:** Equip public sector leaders with the skills and tools needed to lead organizational change and navigate digital transformation initiatives effectively, ensuring successful adoption and implementation.
- 3. Stakeholder Engagement:** Empower public sector leaders to effectively engage with stakeholders, including employees, citizens, and partners, to drive consensus, collaboration, and support for digital initiatives.
- 4. Decision-Making Support:** Provide public sector leaders with data-driven insights and analytics to inform strategic decision-making and resource allocation related to digital investments and initiatives.
- 5. Risk Management:** Enable public sector leaders to identify, assess, and mitigate risks associated with digital transformation, ensuring compliance with regulatory requirements, and safeguarding organizational assets and reputation.
- 6. Talent Development:** Support public sector leaders in identifying and developing digital talent within their organizations, fostering a culture of learning and innovation to build digital capabilities and drive success.
- 7. Innovation Culture:** Foster an environment of innovation and experimentation within public sector organizations by empowering leaders to champion and support digital innovation initiatives.
- 8. Technology Adoption:** Provide public sector leaders with guidance and support in evaluating and adopting emerging technologies and digital tools to enhance service delivery, efficiency, and effectiveness.
- 9. Performance Measurement:** Enable public sector leaders to establish key performance indicators (KPIs) and metrics to track the progress and impact of digital initiatives, ensuring accountability and driving continuous improvement.
- 10. Thought Leadership:** Position public sector leaders as thought leaders in digital transformation by equipping them with the knowledge, skills, and confidence to lead and inspire others within their organizations and across the sector.

Social Value

Social Responsibility

We recognise our responsibility to society and strive to make a positive impact through our business practices, philanthropic efforts, and advocacy for social causes that align with our values.

Diversity and Inclusion

We celebrate diversity and foster an inclusive environment where individuals of all backgrounds feel valued, respected, and empowered to contribute their unique perspectives.

Environment

We are committed to environmental stewardship and sustainability, minimizing our environmental footprint, conserving resources, and promoting eco-friendly practices in our operations.

Health and Well-being

We prioritise the health and well-being of our employees, clients, and communities, promoting a culture of wellness, work-life balance, and mental health awareness.

Digital Inclusion

We advocate for digital inclusion and accessibility, working to bridge the digital divide and ensure that everyone has equal access to technology, information, and opportunities in the digital age.

Skill Development

We invest in education and skill development initiatives to empower individuals with the knowledge, tools, and opportunities they need to succeed in the digital economy and beyond.

ABOUT US

Selection of our clients



Department
for Work &
Pensions

DIAGEO



HSBC



JOHNNIE WALKER.

VISA[®]



GUINNESS

ZING

 **aetna**[™]

**Batteries
Plus** 

Power it. Light it. Fix it.

Experience of our core team



THANK YOU

Contact Details

For this service, please contact our Public Services team on gov@transformcx.co.uk

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