

Service Definition

Digital Leadership,
Capability Building,
Behaviour & Cultural Change

Service Overview

Digital transformation succeeds when people, culture and leadership evolve alongside technology. Our Digital Leadership, Capability Building, Behaviour and Cultural Change service strengthens your organisation's ability to lead, adapt and thrive in a fast moving digital landscape.

Key Focus Areas

- Digital Leadership Development
- Capability Building Across Teams
- Behaviour & Culture Change Enablement
- Maturity & Readiness Assessment
- Supportive, Collaborative Delivery Models

What it delivers

- A more confident and digitally aware workforce
- Strengthened governance, and a culture that embraces innovation rather than resists it
- Having the right tools, behaviours and mindset to deliver sustained improvement
- Long term self sufficiency and a resilient future ready operating model

Why organisations use it

- Help leaders and teams understand what digital means for them
- Build confidence, clarity and capability to turn ambition into outputs
- Create conditions for empowered decision making
- Sustainable change and high performing multi disciplinary teams

Core Outputs

- Confident Digitally Aware Workforce
- Strengthened Governance and Cultural Foundations
- Defined Tools, Behaviours and Mindsets for Sustained Improvement
- Long Term Self Sufficiency and Capability Growth
- Clear Strategic Vision and Capability Roadmap
- Evidence Based Insights and Transformation Plans
- Improved Multidisciplinary Team Performance
- Leadership Development, Coaching and Support

How it feels to work with us

- Supportive, empowering and forward thinking
- A structured and adaptable partnership
- Confidence building that guide people through the realities of digital transformation
- An approach that is people first, ensuring teams feel genuinely listened to and supported throughout their journey
- A strong sense of collaboration and clarity

Who It's For & When to Use It

We work alongside your teams to deliver real value that feels right, safe, and effective

Who is this service for

- NHS Trusts, Local Council and Government Bodies
- Third sector and specialist providers
- Digital, clinical, transformation and informatics leaders
- Executives accountable for patient safety, assurance and digital strategy
- Digital Transformation Delivery Teams

When this service is most valuable

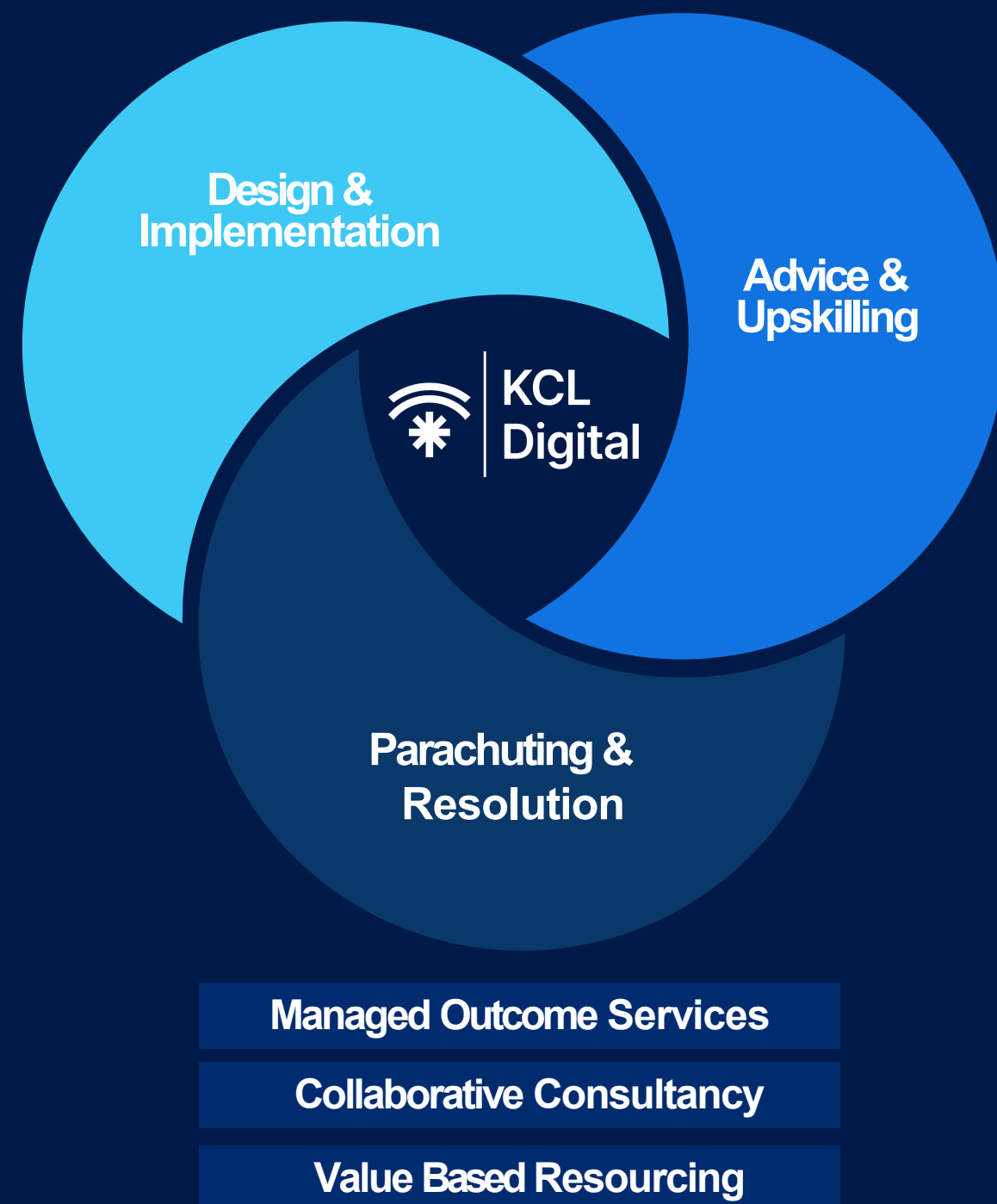
- During major digital implementations
- Implementing new digital systems, upgrades or workflow redesign
- Introducing imaging AI, decision-support, risk-stratification or triage models
- Responding to DTAC, safety, IG or audit requirements
- Establishing or refreshing a Clinical Safety function
- Scaling small pilots into multi-site or system-wide deployments
- Needing independent assurance before Board approval or go-live

We help you embed the right governance, workflows and skills, build internal digital expertise, and ensure new technologies work in practice, deliver impact and can scale sustainably. Our role is to equip your organisation to own and excel long after our work together is complete.

What success looks like

- A confident digitally aware workforce
- Strengthened governance and a culture that embraces innovation
- The right tools, behaviours and mindsets across teams
- Long term self sufficiency and future ready operating models
- Clear strategic vision and a coherent capability roadmap
- Evidence based decisions and actionable improvement plans
- High performing multidisciplinary teams
- Stronger more confident leadership at every level

Who We Are



A world where organisations are not left behind in their desire to progress

Offering end to end bespoke delivery from first contract to final delivery, KCL Digital combines [proven leading edge thinking](#), [design and digital approaches](#) with [decades of experience](#) from the frontline of healthcare and the public sector.

From discrete, tailored work to large national programmes, KCL Digital puts our client's interests first, always with a driven focus on [putting people at the centre](#) of what we do. Our approach means that we can confidently deliver what we commit to, with close monitoring in a [structured, adaptable, pragmatic, and seamless](#) way.

What We Do

OUR OUTLINE CONSULTANCY & PROFESSIONAL SERVICES OFFERS



Better EPR/ERP/Core System
Journeys (Implementation &
Optimisation)



Developing Digital Leadership
& Change Improvement



Bringing Strategy
to Life

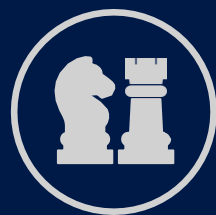


Effective Disruptive Tech
Evaluation & Market Intelligence



Unlocking Working
Differently

OUR CORE CAPABILITIES



Value and Digital
Strategy



Leadership & Cultural
Change Advisory



Design



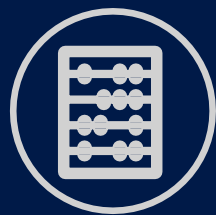
Deployment &
Delivery Services



HealthTech &
MedTech Advisory



Maturity Assessment &
Planning (Digital & Change)



Funding & Governance
Advisory



Talent Development &
Management



EPR/ERP/System
Features and
Configurations



User Research &
Business Analysis



Capability
Architectures

Our Outline Offers



Better EPR/ERP/Specialist/Core System Journeys (Implementation & Optimisation)

From the moment you start on your journey the challenge to making sustainable improvement to really achieve your vision begins. Using practical, real-world experience and proven approaches we can accelerate the achievement of the outcomes you are after through a rounded support model tailored for your organisation and context.



Developing Digital Leadership & Change Improvement

Digital is more about people than technology. We focus on understanding your context as we then build on user-centred design and sustainable behavioural change approaches exploring creating the environment for your people to thrive. Our services cover capability and multidisciplinary team development, governance and structure reviews, and culture reviews and leadership development.



Bringing Strategy to Life

Helping clients reimagine their organisation, market and ecosystem for the digital age, through practical holistic approaches to make plans achievable in the context of your organisation, leading the transformation, to deliver the best impact and outcomes.



Effective Disruptive Tech Evaluation & Market Intelligence

Ever wonder whether the buzz of AI and clinical technologies could work in your context? Conversely are you a manufacturer that is looking to enter or find sustainable growth in a complex public sector and health markets? Our services explore clinical operational needs and align technologies and assessment of the market for both providers and manufacturers.



Unlocking Working Differently

Covid catalysed a generation to think differently about work, but this was part of a longer-term trend. We can help you use the right technologies through understanding your workforce and the way they work and could work. Our personal driven approaches enable a more sustainable look at the choice, cost and effectiveness of technology use aligned to productivity increase and value/cost optimisation.

Why KCL Digital?

KCL Digital is well placed to support you with your digital journey as we bring the experience of working across health and social care, local and regional government, and the third sector all together with a depth of leading expertise and collaborative approaches to support sustainable continuous improvement.

A ROBUST AND RESILIENT SERVICE

EXCEPTIONAL ACCOUNT MANAGEMENT

COLLABORATION TO MAXIMISE BENEFITS

FINANCIALLY VIABLE SOLUTION

- From discrete, tailored work to large national programmes KCL Digital puts our client's interests first always with a driven focus on **putting people at the centre** of what we do. We aim in all we do to enable a sustainable continually improving future and this is reflected in our offer.
- Our approach means that we can confidently deliver what we commit to, with close monitoring in a **structured, adaptable, pragmatic, and seamless** way offering exceptional collaboration as standard.
- We operate in partnership through **co-creation and creative** means enabling wide views and points of view to be reflected in our work. This leads to **profound understanding of needs** and solutions and outcomes that **maximise benefits**.
- We believe the KCL Digital Team and experience are a compelling proposition. We offer industry prominent resource at a reasonable cost. Their **level of insight, frontline experience and understanding** is leading edge and represent **excellent value for money**.

Our People

KCL Digital is its people: We take the team thing seriously, pulling diverse minds together in our distinctive [spirit of helping people thrive](#). We value the principles of ‘working in the open’; sharing of ideas, insights, challenges, best practices, and emerging trends as [core to our delivery](#).

Whether on-site with clients, remotely or in our studio in Richmond, our approach to [matching the best talent as standard](#) delivers the kind of insightful problem solving that offers more than just delivery.

Our Core Industries & Focus

NHS Providers

From Primary to specialist care, technology and data has often become a burden, our teams can explore a way of doing things differently to unlock the true potential of the digital era for health.

Local & Regional Government

Government leaders face an ever-evolving landscape of increased expectations and productivity challenges. Our experienced team can help imagine and explore a path to realising your vision.

Voluntary, Charities and Social Enterprise

VCSE leaders face a daunting number of challenges, potential threats but also opportunities. Our experienced team will help you envisage and construct a pathway to success.

Social Care Providers

Digital can dramatically improve the quality and safety of care. Our teams can explore, from both a care and health system view, the opportunities and the actions to energise your plans.

Integrated Health Systems

Sizable shifts abound across Health and Care. Our multi-disciplinary approach helps systems stay in the know and ahead of the curve.

With our real-world specialist, specific knowledge and experience, we can tailor our offer to your needs driven by making a difference.

HealthTech & MedTech

Today, in health and care, emerging technology and science stands as one of the greatest opportunities. Our wide array of capabilities and experience help innovative companies tackle the challenges of thriving in a complex market and regulatory setup.

Private and Retail Health and Care

Finding a way to engage, improve experience and stay in touch with customers and patients is a major business issue. Our adaptable approaches, putting people at the centre, unlock ways to get these users clicking, talking and connected.

A flexible offer tailored for your need

**BUILD A
COLLABORATIVE
PARTNERSHIP WITH YOU**

**UNDERSTAND THE
REQUIREMENT &
SUCCESS CRITERIA**

**DETERMINE WHAT
SPECIALIST SERVICES
ARE REQUIRED**

**FACILITATE OPEN
DISCUSSIONS TO
ENSURE ALL VOICES ARE
HEARD AND INCLUDED**

**MANAGE & ASSUME
RESPONSIBILITY TO
PROVISION RELEVANT
SERVICES**

**BE INCLUSIVE, SHADOW
ALONGSIDE EXISTING
WORK FORCE WHERE
POSSIBLE TO PROVIDE
SILENT MENTORING
AND UPSKILLING**

**BRING IMPROVEMENTS
TO GOVERNANCE,
PROCESS, STRUCTURE,
DOCUMENTATION**

**ENABLE INDIVIDUALS &
TEAMS TO DEVELOP BY
WORKING ALONGSIDE
THEM IN ALL WE DO**

**BRING NEW WAYS OF
WORKING THAT MAY
NOT HAVE BEEN
CONSIDERED BEFORE**

**OFFER ADVICE &
SPECIALIST EXPERTISE
IN RELEVANT WORK
AREAS**

**HELP CLIENTS SOLVE
PROBLEMS WITH A
RANGE OF SOLUTION
OFFERINGS**

**PROVIDE TALENT AND
SKILLED RESOURCE WHO
ARE QUALIFIED AND
CAPABLE**