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WPS212

Shaping a growth work culture with agile leadership

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Lack of a blueprint



Research shows that company profits and share performance can be close to 50% higher when women are well represented at the top.

McKinsey & Company

Source: https://mck.co/2TbT5FV



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Diversity drives innovation and business outcomes

59%

increase in creativity, innovation, and openness*



*Source: International Labour Organization, *Women in Business and Management: The Business Case for Change*

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Qualities of success in the “new normal”

Leadership

Change lover

Empathy

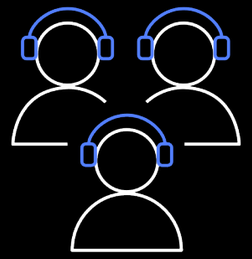
Collaboration

Customer obsession

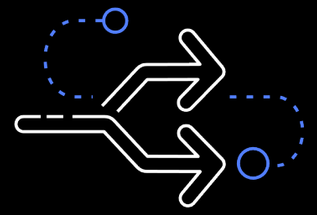
Three things I've learned



"North Star"



#TakeCareoftheTeam



Pivot the Pivot

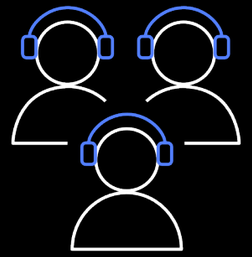
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"North Star"

Customer obsession

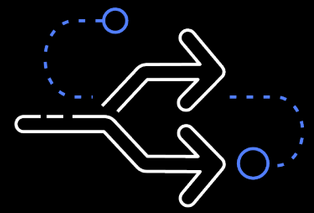
Change lover



#TakeCareoftheTeam

Empathy

Leadership



Pivot the Pivot

Collaboration

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“North Star”



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“North Star”



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Photo by Sandy Carter

90% believe that the crisis will fundamentally change the way they do business over the next 5 years.

McKinsey & Company

Source: https://mck.co/2TbT5FV



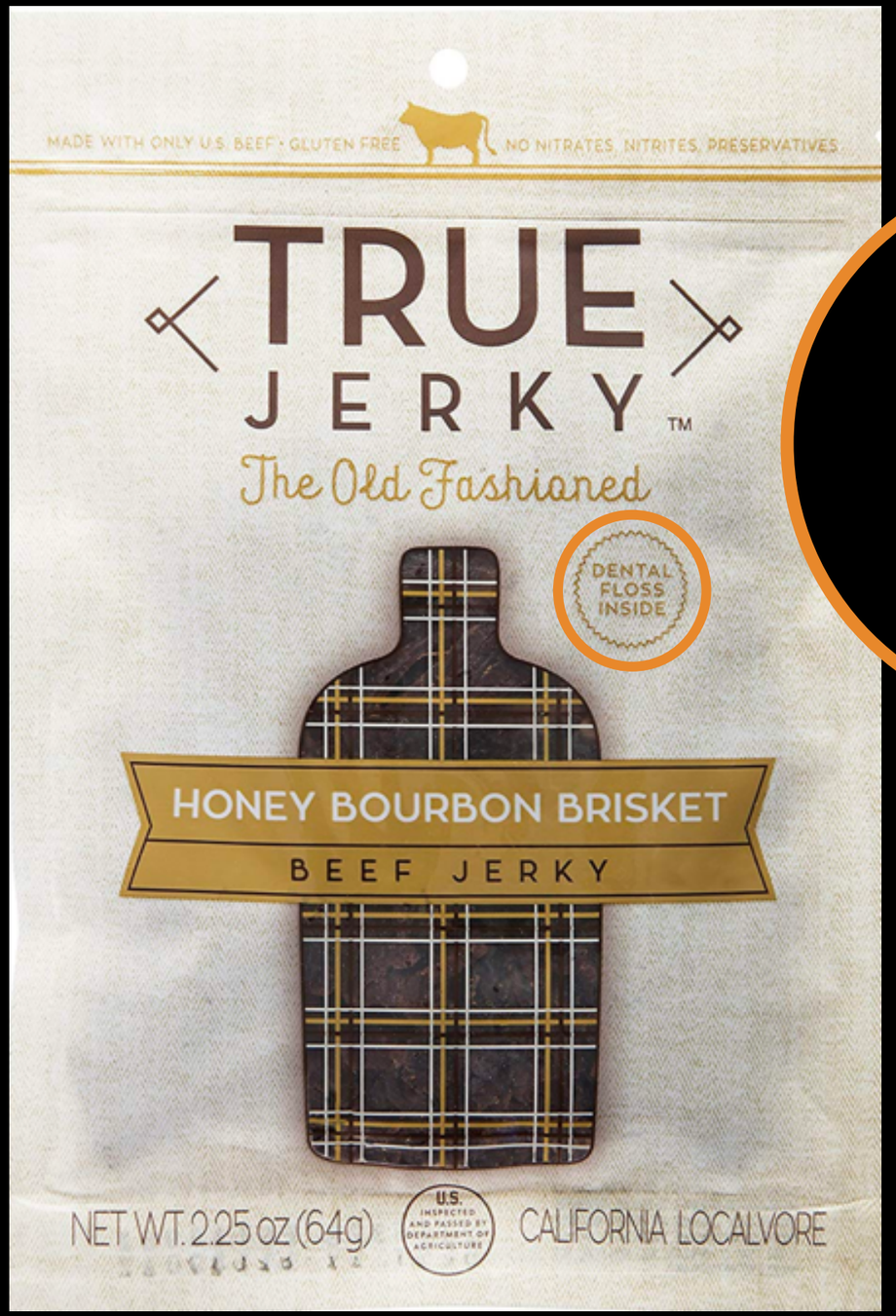
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Customer obsession

Customer **FOCUSED**

Customer **DRIVEN**

Customer **OBSESSED**

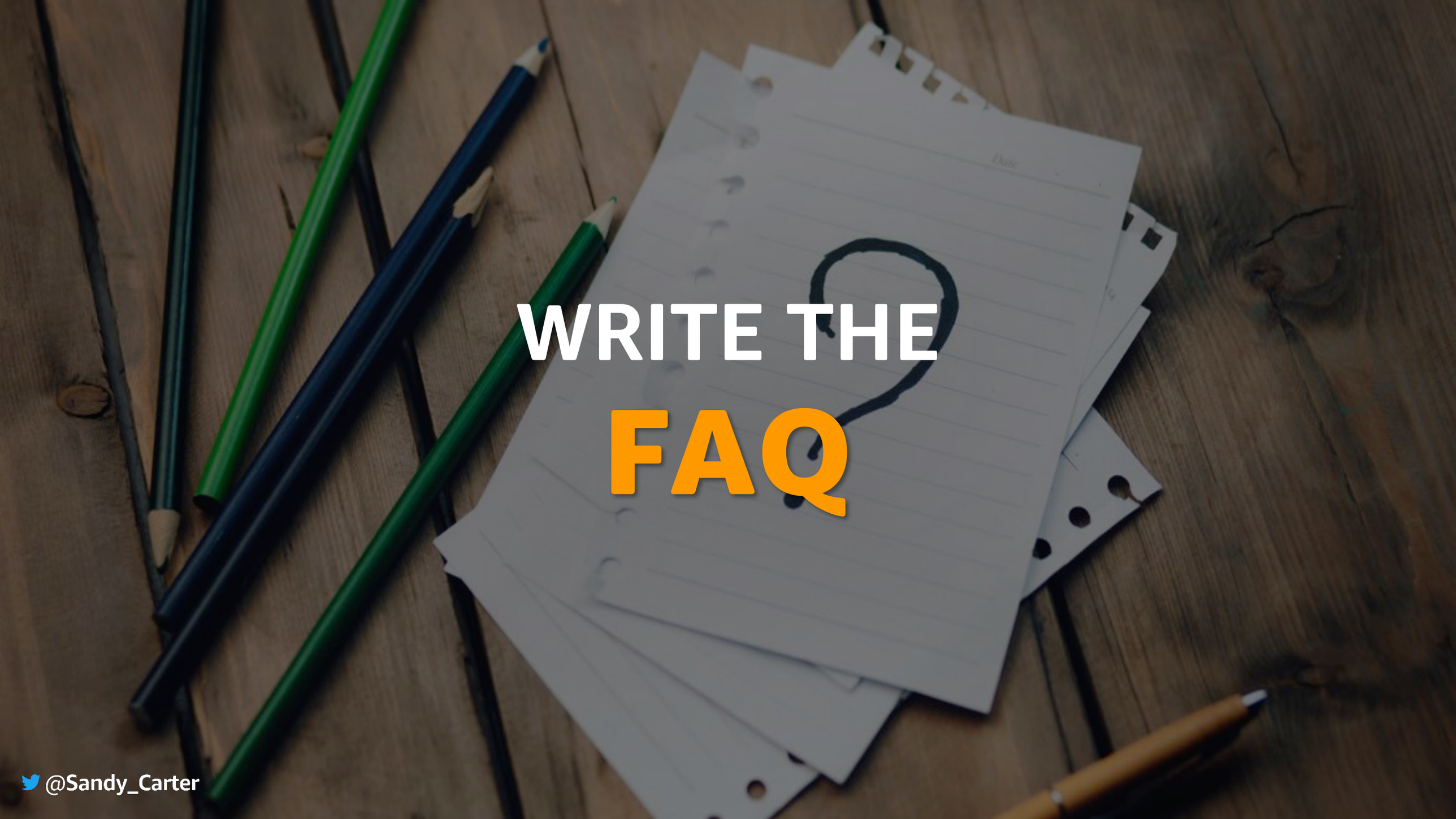


DENTAL FLOSS INSIDE

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WORK BACKWARDS
FROM THE CUSTOMER
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WRITE THE
PRESS RELEASE
Press Release
+++ Information +++ News +++ Information +++ News +++ Information +++ News
@Sandy_Carter



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#TakeCareoftheTeam



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In the U.S., homebound employees are logging three hours more per day on the job than before.

NordVPN

Source: https://bit.ly/35fZDcl



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Employees need trust and compassion

Be present, even when you're distant

Turn off the “always on”

No-meeting days

Virtual water coolers

Fun virtual events



“Step away” from work

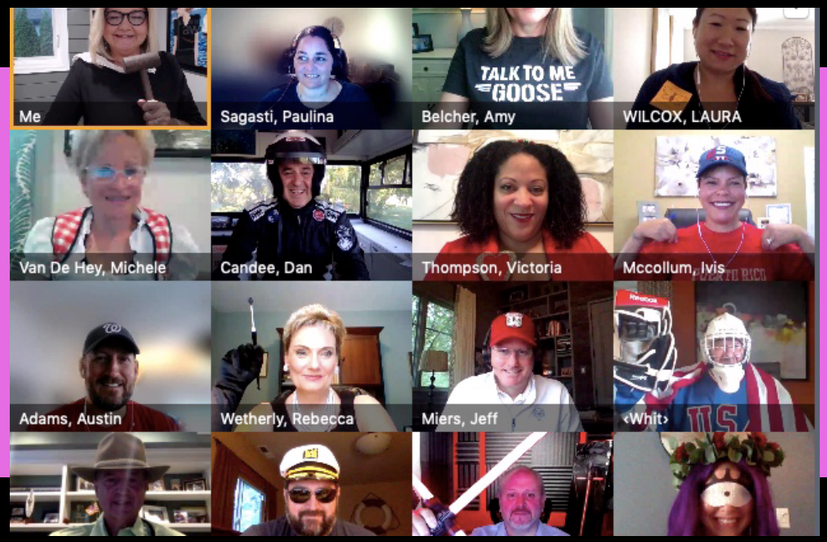




Work life and personal life embedded together









form connections

virtual watercooler

reduce roadblocks

#TakeCareoftheTeam with daily stand-ups

team building

faster problem-solving

improve shared understanding

Don’t forget about you!

Take vacation

Take lunch

Exercise

Meditate



Photo by Sandy Carter



Yvonne O. Hodge

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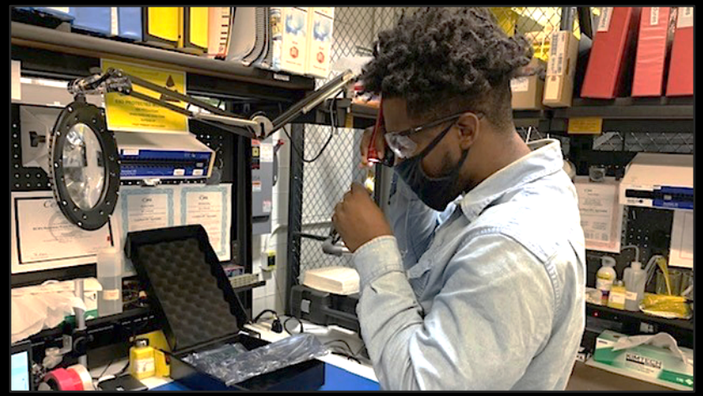
People and allies

Mission and customers

Courage and empathy



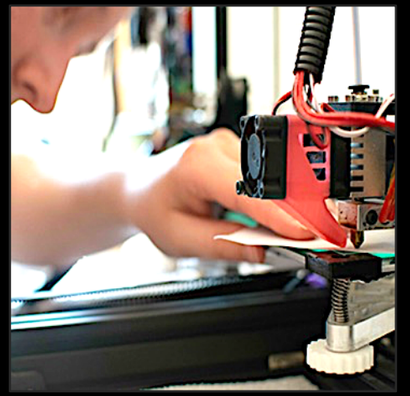














Pivot the pivot



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Curiosity

- Preschool children: 100
- Adults: 10



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AWS DeepRacer









Photos by Sandy Carter



Pivot the pivot

What questions aren’t you asking?

How do you encourage more questions?

Create a safe space



Wendy Pfeiffer

Chief Information Officer

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Diversity is required for hybrid work

It is a race, but not what you’re used to

Female leaders are key to our future

“North Star”

Fundamental change is here

Have to be customer obsessed

Diversity

#TakeCareoftheTeam

Show empathy and look for courage

Be the example

Pivot the Pivot

It’s a triathlon, not a marathon

Stay curious


Don’t overanalyze it
Just get going!
@Sandy_Carter

Thank you!

Sandy Carter

@Sandy_Carter

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