

# Embracing a culture of agility and innovation



## Overview

Recently, several small groups of technology and business executives gathered around virtual roundtables to explore the relationship between agility and innovation. These leaders shared how the pandemic increased the demand for more connected and customized digital experiences and how their teams have successfully responded to drive continuous value. Read on for the insight shared.

When physical offices closed in early 2020, every team became distributed. **How did the enterprise keep pace and drive innovation while physically apart?**

Agility, adaptability, and customer-centricity are the key ingredients organizations used to drive innovation; once organizations got their teams up and running from home, the focus quickly shifted from connectivity and security to driving innovation at scale.



## The pandemic is a boon for innovation.

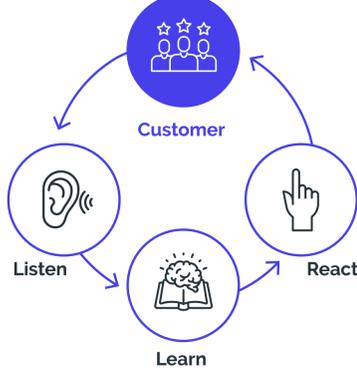
Figuring out where to go and how to get there, bold leaders embraced an Agile mindset to guide the way. They listened to their customers and then prioritized initiatives that **drove immediate customer value and could sustain critical operations.**



*"Necessity is the Mother of Invention"*

- Plato

### Customer-Centric Innovation



## Have teams "lost their groove" during the pandemic?

Initially, yes, there was an adjustment period. It took time, creativity, and a commitment to replicate in-person team dynamics. Today, while those impromptu conversations around the water cooler may be a thing of the past, leaders report their personnel have quickly adapted to working on distributed teams and have found their rhythm working remotely.



*Dance like nobody is watching!*

### Tips for keeping distributed teams close and connected:

Stop | Collaborate | Listen

- 1 Create the time and space for human connection; make time for teams to connect on a personal level before or after virtual meetings
- 2 Keep cameras on when possible, and don't forget to smile
- 3 Time zone alignment goes a long way; when teams share the sun, they can work together in real-time and get more done
- 4 Set boundaries for personal time and make the time team members spend together valuable

## There's no easy button for innovation, but an Agile mindset sure can help.

While nobody has exactly cracked the code on innovation, investment in evolving an organization's agility and fostering innovation culture has given organizations a huge leap in the right direction. For some, the journey started ten years ago, and for others, the transformation has just begun. As organizations continue to scale Agile, the momentum gained is certainly, speed earned.



### Building more resilient organizations

#### Talent and technology at scale

Recently, building a team of people with top tech skills and an Agile mindset has proven to be difficult amongst a global tech talent shortage. While this is not a new problem for organizations, it certainly has been a significant barrier. This reality has put further pressure on organizations to source and retain talent with the right skills and mindset.

## Our group of experts suggest the following as alternative sources of qualified Agile talent:

### 1. Rethink

#### Need capacity?



Relying on a small pool of approved legacy vendors can be considered safe, but it can also come with its limitations. Stay open to new ways of working, specialized and emerging vendors, and non-traditional partnerships to help accelerate innovation.



**New partners = New value**

Consider sprinting with a new partner or having them develop an MVP to prove they have the specialized experience you need; then incrementally grow the relationship as the new value is delivered.

### 2. Reallocate

Sometimes superstar talent is closer than you think. Look deep into your organization, and you may find great Agile leaders within.

**For example:** your senior Product Managers, Developers, Program Managers, and the like may be Agile rock stars. As your organization moves away from traditional project management to Agile strategies for driving continuous value, leverage their Agile DNA to add instant value and position them as role models across the organization.



#### How to Ramp Up Build Capacity

##### RUN TEAM



Automate manual run work

##### BUILD TEAM



Free & retrain talent to focus on mounting pressure for automation and digitization efforts



Upskilling in Progress

### 3. Reskill

#### Get creative!

Automating and outsourcing your Run Team's manual work can be a great way to free up top technology talent so your Build Team can focus on driving innovation. With some additional training, upskilling your Run Team can be a great way to scale capacity, foster career growth, and retain great talent.

*"Business transformation is part art and part emerging science."*

## Looking for more inspiration?

Join us each month for exclusive one-on-one chats featuring business leaders and their perspectives on navigating the pandemic.

[Learn More](#)

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