The Future is Human

Ideas on reflections four weeks into my next adventure

Morgana Waters
We are humans serving humans
EXHIBIT 1 | It Pays to Focus on Culture During a Digital Transformation

Companies reporting sustained strong or breakthrough performance (%)

Companies that addressed culture change explicitly

Source: BCG analysis.  
Note: Roughly 40 recent digital transformations were assessed.  
1We defined “sustained” as a ten-year period. 
2Companies that focused on changing their culture identified desired employee behaviors and created systems and incentives to reinforce them.
We are humans serving humans

FIGURE 1 | The business case for gender diversity in IT

- Improved operational and financial performance
- Better adherence to project schedules
- Lower project costs
- Better problem-solving

BENEFITS OF GENDER-DIVERSE TECHNOLOGY TEAMS

- Higher employee performance ratings
- Higher employee pay bonuses
- Increased innovation
- Better group performance

Source: National Center for Women & Information Technology, Anita Borg Institute.
Time for a new relationship?

TRENDS THAT SHAPE THE FUTURE OF WORK
Why and what’s changing?

- Big shifts in our community’s expectations
- A diverse and multiple generational workforce
- The promise of digital
- Talent shortages with new skills
- Long tenured employees
- Emergence of culture as an enabler
Rethinking reinforcing mechanisms

A purpose to believe in

Role models who inspire

New capabilities for change

Where might we start?
A purpose to believe in
Connecting with our purpose at QBE

QBE Safer Roads - Frames
Role models who inspire
A Role Model who inspire us at QBE
New capabilities for change
Going to the zoo to develop our leaders??
Rethinking reinforcing mechanisms
• We are customer-centred
• We are technical experts
• We are diverse
• We are fast-paced
• We are courageous
• We are accountable
• We are a team
Thank you