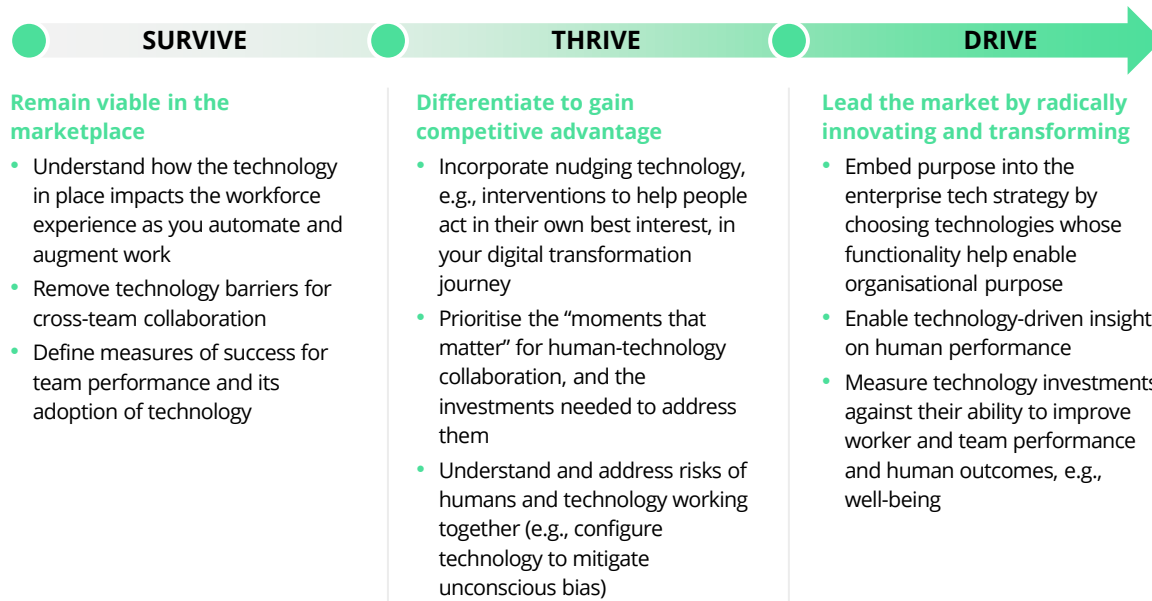# Powering human impact with technology

Introduction

New workplace technologies, rooted in psychology and behavioural science, don't just support workers, but help them improve their own personal and teaming capabilities.

In particular, intelligent devices powered by AI, are providing an ever-growing volume of performance-related information to enhance people's impact at work. Technology can also aid workers in improving on things that are "fundamentally human", supporting people to foster new behaviours and helping them become better versions of themselves.

SURVIVE → **THRIVE** → **DRIVE**

Remain viable in the marketplace
- Understand how the technology in place impacts the workforce experience as you automate and augment work
- Remove technology barriers for cross-team collaboration
- Define measures of success for team performance and its adoption of technology

Differentiate to gain competitive advantage
- Incorporate nudging technology, e.g., interventions to help people act in their own best interest, in your digital transformation journey
- Prioritise the "moments that matter" for human-technology collaboration, and the investments needed to address them
- Understand and address risks of humans and technology working together (e.g., configure technology to mitigate unconscious bias)

Lead the market by radically innovating and transforming
- Embed purpose into the enterprise tech strategy by choosing technologies whose functionality help enable organisational purpose
- Enable technology-driven insights on human performance
- Measure technology investments against their ability to improve worker and team performance and human outcomes, e.g., well-being

Reach out to discuss any of these topics further

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SIGNALS: This trend applies to you if...

There's too many systems in your organisation!
Multiple, competing technology solutions are leading to workforce exhaustion, productivity plateaus, and team dysfunction

KPIs are prioritised
Your technologies are focused on and designed for organisational performance, rather than human and team performance

You can't understand the people impact
Your technology investments are measured solely on cost and ROI, rather than human outcomes

You're not sure how to use new technologies
You are aware of its benefits but believe your organisation is not ready to use technology to improve work outcomes and team performance

ROI concerns
You have invested in state-of-the-art technology, but you are not getting the return on investment you expected

Practical Points – How to go about it

Technology is evolving from helping workers produce outputs to enabling people and teams to focus on outcomes. To accomplish this organisations should consider the following actions:

- **Investigate and invest in behaviourally aware technology:**
These help your people and teams become the best possible versions of themselves by nudging them to continuously learn new behaviours and sharpen skills

- **Use interventions and nudges to make humans better:**
Adopt technology within your organisation to help your workforce improve on areas that are "fundamentally human"

- **Look across your whole organisation to see how you can most effectively implement this technology:**
In addition to individual and team insights, focus on your organisation and its wider ecosystem

- **Leverage change management to transform:**
incorporate change management to drive workplace behaviours, facilitate digital adoption, and accelerate change

You'll know your organisation is making progress if workplace technology is improving teamwork and helping teams stay connected, and if workers are improving their personal capabilities.