CES 2018: Measuring what matters

Session 2: How to anticipate and react swiftly

Join the conversation at slido.com #J930
Falling response rates

Exponentially changing disruptive technology

Customers want more detail faster

Low trust

New kinds of business

Data is everywhere

$$$

constraints
DARE TO CHANGE

Active Engagement

Partnerships

Multi-disciplinary

Attract – Develop – Engage

Innovation

Agile

Communication

Balance of independence & relevance

Collaboration

Dynamic Focus

New business model

Flexibility

Co-creation

Manage Expectations

Urgency

Transparent and objective

Capability

Visibility

Staying relevant

Engaging Dialogue

Self-confidence

Structured & organically

Ecosystems – Coalitions – Consortia

Anticipation & React

Driven

Customer Focus

Diversity

Strategic Partners

Commitment

Manage Expectations

Urgency

Transparent and objective

Capability

Visibility

Staying relevant

Engaging Dialogue

Self-confidence

Structured & organically

Ecosystems – Coalitions – Consortia

Anticipation & React

Driven

Customer Focus

Diversity

Strategic Partners

Commitment

Manage Expectations

Urgency

Transparent and objective

Capability

Visibility

Staying relevant

Engaging Dialogue

Self-confidence

Structured & organically

Ecosystems – Coalitions – Consortia

Anticipation & React

Driven

Customer Focus

Diversity

Strategic Partners

Commitment

Manage Expectations

Urgency

Transparent and objective

Capability

Visibility

Staying relevant

Engaging Dialogue

Self-confidence

Structured & organically

Ecosystems – Coalitions – Consortia
What are we doing to anticipate & react?

- Customer driven relevance
- Investing in people capability
- Experimenting
- Partnering
Challenges & lessons learnt
Small group Discussion session

• Groups of 7-8 (see the lists)
• Find your group and a space that works
• Take 45 mins to talk about 3 questions

Nominate one of your group to capture 1 or 2 key ideas per question you discuss and enter into slido.com #J930
Small group Discussion session

1. How do we get the balance right between staying reliable and pushing the boundaries?
2. What does good partnering look like?
3. How do we build capability for the future?

Slido.com
#J930