SocietyWorks

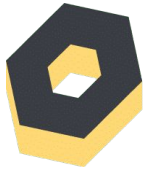
Taking people with you through the transition curve framework

Bekki Leaver

Design research, service design and product management

Come talk to me about:

- Employee experience
- Psychological safety
- How service design and change management/transformation should be best pals



SocietyWorks



FixMyStreet | Pro



WasteWorks



ApplyWorks



FOIWorks

What to expect from this workshop

An intro to the Transition Curve Framework

What it is and why it might be useful

01

When to use the Transition Curve Framework

What situations lend themselves to the transition curve framework

02

Applying the framework to your situation

Giving it a go yourselves

03

Reflect on the process

Share opinions and ask questions

04

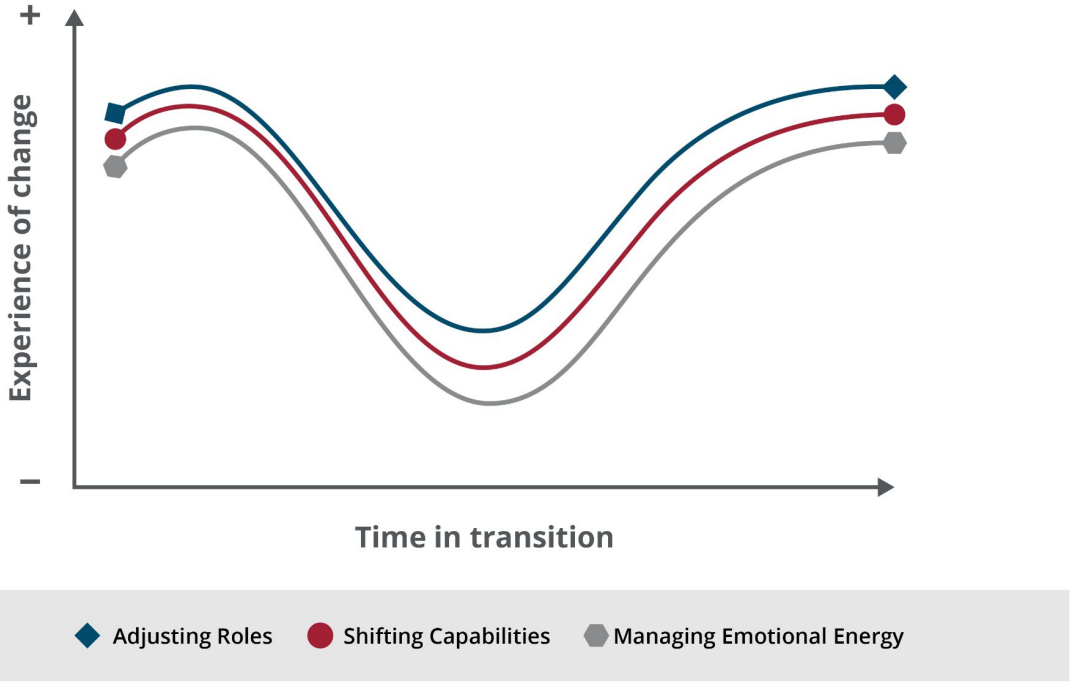
01

What is this?

An intro to the Transition Curve Framework

A way to manage people, on an individual level, through change and transformation

The Transition Curve Framework



Shifting Capabilities

Jumping off the cliff of competence into a valley of incompetence





Navigating emotions

Roles are more than the job,
they are part of your identity.

02

When to use

You can enter a subtitle here if you need it

Before or during. Reflect after.



Use it to anticipate

You can't see the future, but you can make educated guesses based on previous experience. Use these to plot your team's anticipated path through the transition curve



Work out what's wrong

If a transformation is stalling, plot the team's transition curve to help establish where the problem might be and how best to approach it

For yourself, as someone else, with someone else



For yourself

Plot your expected path, return to it throughout and then reflect on it after



As someone else

Think someone is really going to struggle? Map where you think the most difficult parts will be and plan ahead



With someone else

Use the transition curve as a talking point to let others know you know there will be dips ahead, but you're ready!

When things are going wrong



Failure to start

Review purpose and solution.
Communicate the why.



Failure to move

Reevaluate the current situation and destination.
Make sure the right tools are in place for progress



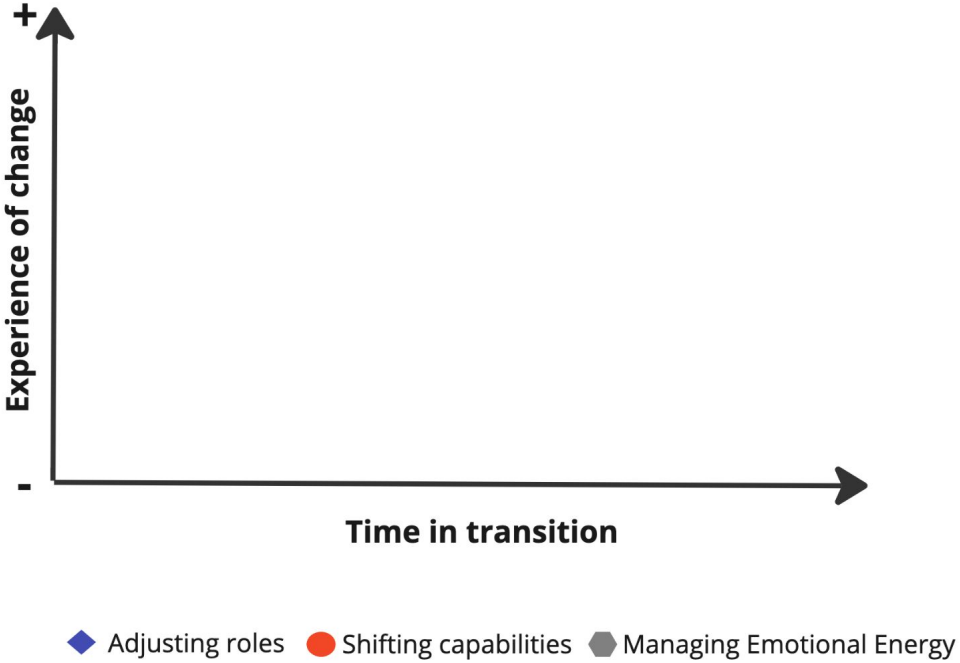
Failure to complete

You've done the work, you've had some success, but why isn't it tipping over?
Check your wider marketing

03

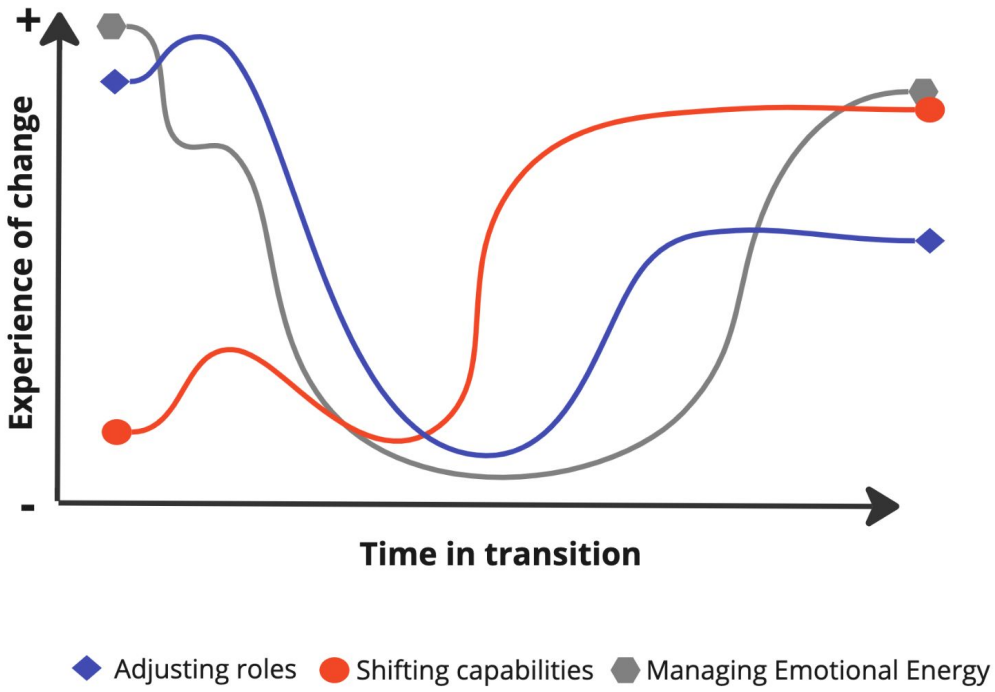
Giving it a go

Applying the framework to your situation



Miro board -> https://tinyurl.com/yc6hd6n7

Bekki's experience



Miro board -> https://tinyurl.com/yc6hd6n7

04
Reflections

Any questions or comments?