



SHIFTing to New Ways of Working at Scale



The Problem

The largest investment management company in North America knew that creating teams that are suited for the future meant putting people first. An organization-wide cultural transformation focused on nurturing high-performing teams was launched in 2018 in order to stay as industry leaders. The New Ways of Working cultural transformation started out by cutting away lethargic development processes that demanded months of manual labour and had no tangible outcomes. Once the company was ready to scale the change globally, they looked to *Shift*.

The Approach

Our client's internal people, culture and transformation leaders programmatically integrated *Shift's* full suite of tools (Align, Habit, Perspective, 360) into their New Ways of Working playbook. They wanted to invite candid conversations and cultivate differences to help build psychological safety in the workplace. The organization found that the repetitive and cyclical use of *Shift's* tools allowed teams to do just that, while also creating a way for the transformation team to measure success and see positive changes over time.

The Results

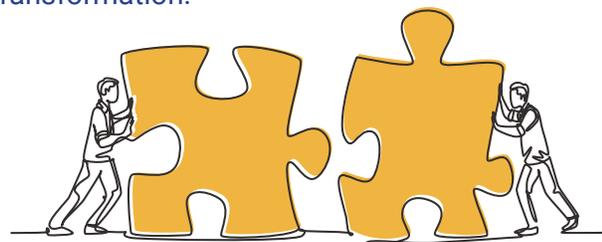
UPTAKE OF THE TRANSFORMATION: The transformation adoption rates increased by 35% quarter over quarter since using *Shift's* toolkit.

DATA-DRIVEN CHANGES: From completing the first Align exercise, a 62% improvement was seen overall in the problem statements.

CREATE A SYSTEMATIC APPROACH TO PROBLEM SOLVING: Using *Shift's* Perspective tool, teams first communicated their individual approaches to problem solving and later adopted a universal and standardized approach.

TIME SAVING TOOL: Implementing the Align tool into the existing diagnostic phase reduced the cycle time by 75% for leaders.

What started off as a small pilot for 20 teams, has now cascaded to 5000 users worldwide. *Shift* took the pain of manually diagnosing team-wide issues and produced actionable insights which can be easily and widely adopted. *Shift* allowed teams to effectively move towards a sustainable New Ways of Working transformation.



The Testimonials

"We've had a great experience using Shift. The tools themselves are so intuitive and visual, and I love that there's a big payback for relatively little upfront work from the team. Debriefing is also straightforward, helped by the Shift team, who are always on hand to answer questions."

"Shift has been a great tool for the NWoW team to use in deployments. It enables the business to own their development long term, with upfront coaching and support from us to get them started."

BOOK A DEMO Want to learn more? Reach out to us at alex@chooseshift.com to book a demo and see how you can use *Shift's* tools to transform your organization.

