


## MEET THE HUMAN SWITCH



## GET IN TOUCH WITH XUELING

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 [www.thehumanswitch.com](http://www.thehumanswitch.com)



# WE MAKE COMPLEX CHANGE AND TRANSITIONS

HUMAN

FOCUSED

SIMPLER

Targeted change management services to calm a busy transformation agenda.

Delivered by former Head of Transformation, PMO and Change for Financial Services and Total Workforce Solution provider.

For leaders who understand the importance of leading change with clarity and trust, especially during times of uncertainty.

- Strategy refresh
- Operating model change
- Work redesign at scale
- Mergers & acquisitions, carve-outs
- Service transitions

## OUR SERVICES

- Intentions, impact, resistance discovery (for leaders)
- Workforce options transition advisory
- People journey design
- Complex transition management
- New portfolio manager mentoring

# WE SET YOU UP FOR SUCCESS AT 5 KEY MOMENTS THAT MATTER ON YOUR TRANSFORMATION JOURNEY.

Where you are	The Human Switch services	New portfolio manager mentoring	Intentions, impact, resistance discovery	Workforce options transition advisory	People journey design	Complex transition management
1	Setting up or reorganising enterprise portfolio for clarity and focus	✓				
2	Navigating strategy review, possibly with strategy consultants		✓ →	✓		
3	Creating clarity, trust & safety ahead of operating model, work/workforce transformation		✓ →	✓ →	✓	
4	Executing carve-out sales post-deal through stabilisation					✓
5	Transitioning services to or from shared services		✓	optional, but recommended	optional, but recommended	✓

# NEW PORTFOLIO MANAGER MENTORING



Designed to develop Programme Managers and Head of BA/Engineering for their first portfolio of products, programmes and people change.

8 x 1 hour 1-1 sessions to guide your thinking with a portfolio manager starter kit.



WE PREPARE YOU FOR  
THE SHIFT FROM  
DELIVERY TO  
STRATEGIC PLANNING.



BE GUIDED BY FORMER  
HEAD OF PMO,  
TRANSFORMATION AND  
CHANGE.



We explain the thinking behind the setup and co-design your portfolio setup with you.

4

**Investment Categories**  
to balance investment for sustainable growth.

1

**Enterprise Change Framework**  
to guide prioritisation, governance and execution.

1

**Portfolio**  
to simplify dependency and performance management and storytelling.

1

**Storyboard & Summary Guide**  
to guide executives through their role and business storytelling.

# INTENTIONS, IMPACT, RESISTANCE DISCOVERY



Designed for leaders to express their areas of discomfort and uncertainty in a safe space.

Uncover potential resistance before it's too late via 1-1 interviews.



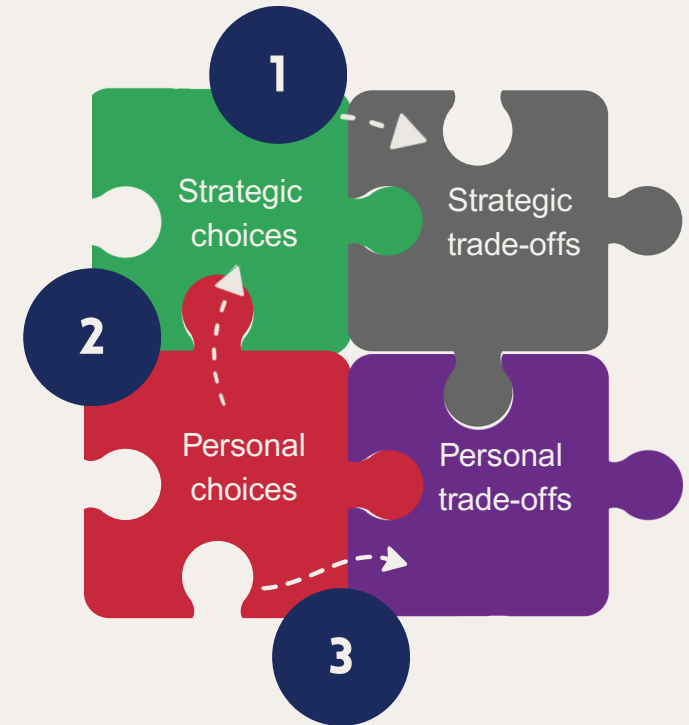
WE TREAT LEADERS  
LIKE HUMANS, NOT  
HEROES.



WE UNDERSTAND THE  
PRESSURE FOR  
LEADERS TO APPEAR  
ALIGNED & CONFIDENT.



In a safe space, we explore how leaders connect the dots for self then team.



- Strategy, context and tradeoffs
- Ownership & accountability
- Measures of success
- Power dynamics
- Career expectations
- Support & wellbeing

We identify actions to address friction and unclear accountability.

# WORKFORCE TRANSITION OPTIONS ADVISORY



Designed for HR and COO teams to look beyond reskilling under the same job title.

Understand the core idea behind workforce strategy to lead workforce transformation responsibly, systematically, simply.



CONTINUOUS  
RESKILLING ISN'T THE  
ONLY OPTION.



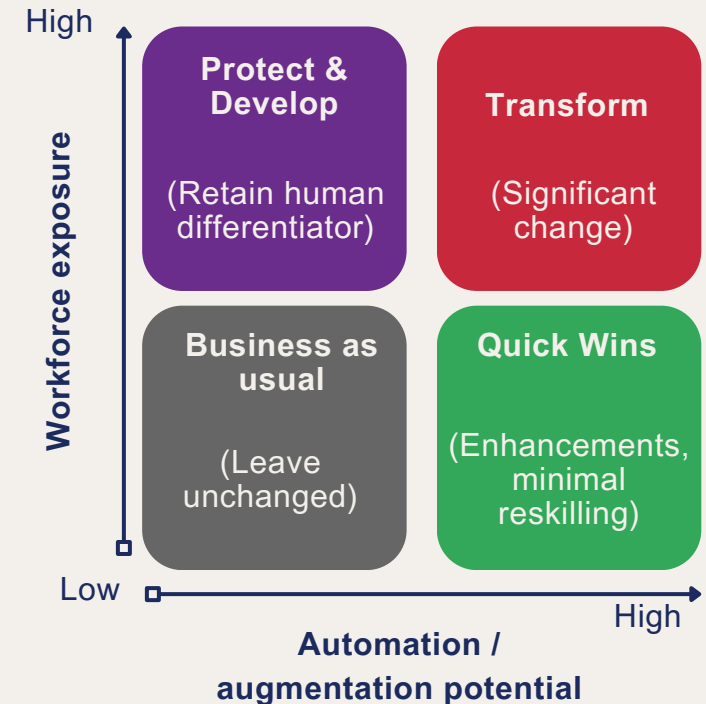
WE START WITH 6  
TRANSITION OPTIONS,  
THEN ADJUST FOR  
LOCAL REALITY.



WE END WITH A SIMPLE  
WORKFORCE  
STRATEGY.



If unavailable, we outline tasks (not jobs) for each quadrant for roles impacted.



We start with a superset of transition options for consideration. We filter for local regulatory or operational constraints.

We identify next steps (mobility, contract conversion, reskilling, consultations, manager briefings).

# PEOPLE JOURNEY DESIGN



Designed to guide change agents and transformation teams as they bring strategy to life - as people journeys designed and delivered with intention.

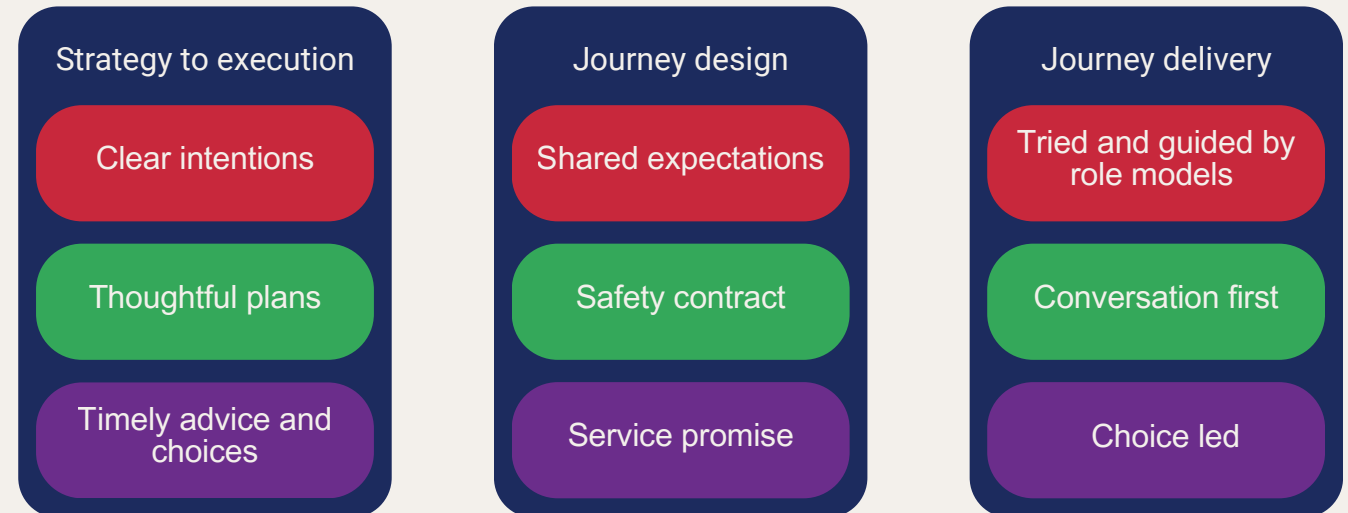
Unlike technology-led change, we focus on behaviour, conversation and rhythm to land change.



WE CONNECT THE DOTS TO SAFETY AND CHOICE  
WITH INTENTIONAL JOURNEY DESIGN.



We set out the guiding principles for designing people journeys. This means having a common understanding of who the journeys are designed for, and duty of care.



We look at the planned changes ahead and what must Start, Stop, Continue to deliver results in the next 2 years. We visualise 3 types of journeys to lead and land change:

- Days of our lives.
- Our collective impact.
- Paths we choose.

These bring changes to life for leaders, managers, individuals - operating rhythm, key moments that matter, role model behaviours, conversations, choices.

# COMPLEX TRANSITION MANAGEMENT



Stabilise and derisk delivery for complex programmes which involve significant workforce transition risk, such as:

- Carveouts.
- Service transitions (to or from shared service centres).



WE EXECUTE HIGH STAKES TRANSACTIONS & SERVICE TRANSITIONS WITH DISCIPLINE & INDEPENDENCE.



Choose from 3 possible roles to provide stability and derisk delivery.

## Programme director

Setup joint governance

Own programme plan

Chair executive steering committee

## People change lead

Source of truth for people list

Own workstream plan

Own workstream reporting to PMO

## Cutover lead

Setup command centre

Own cutover plan

Own workstream reporting to PMO

We have a track record - set up their portfolio office, refreshed their operating model, set up their shared services, sold their businesses.