

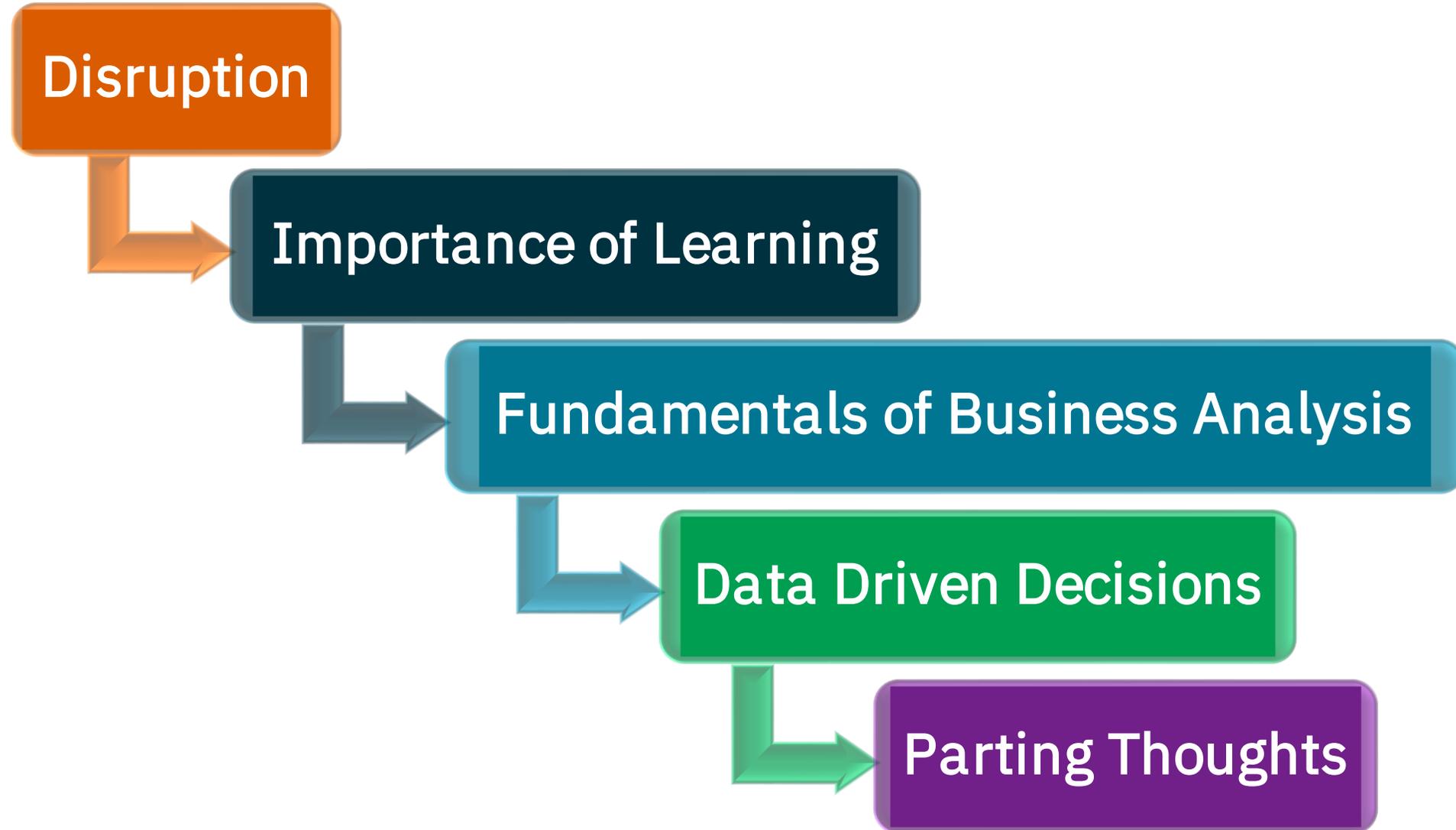
# DISRUPTION & ADAPTABILITY



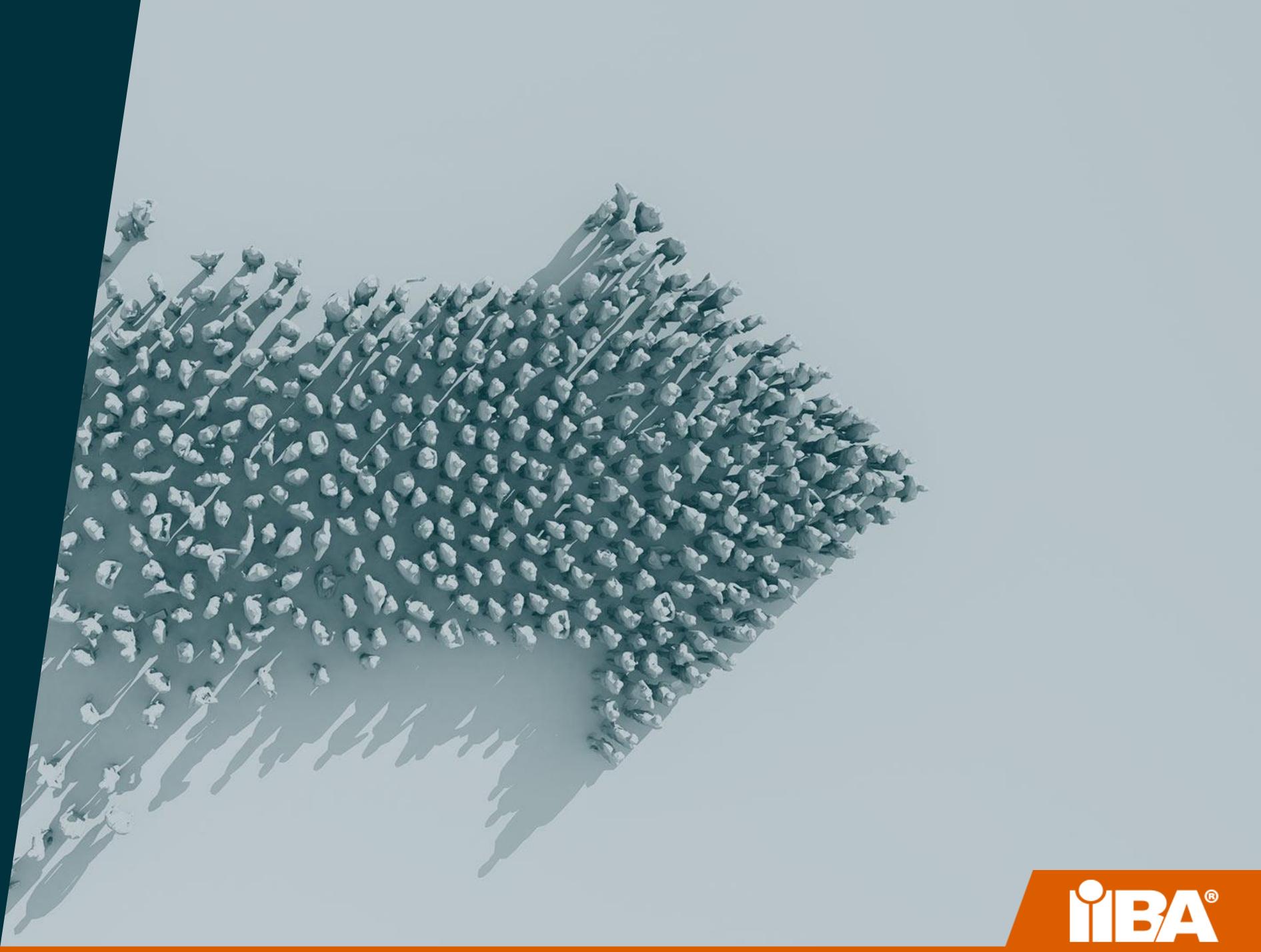
**Jared Gorai, CBAP**

**Director, Chapters & Member Engagement**

# OUR AGENDA



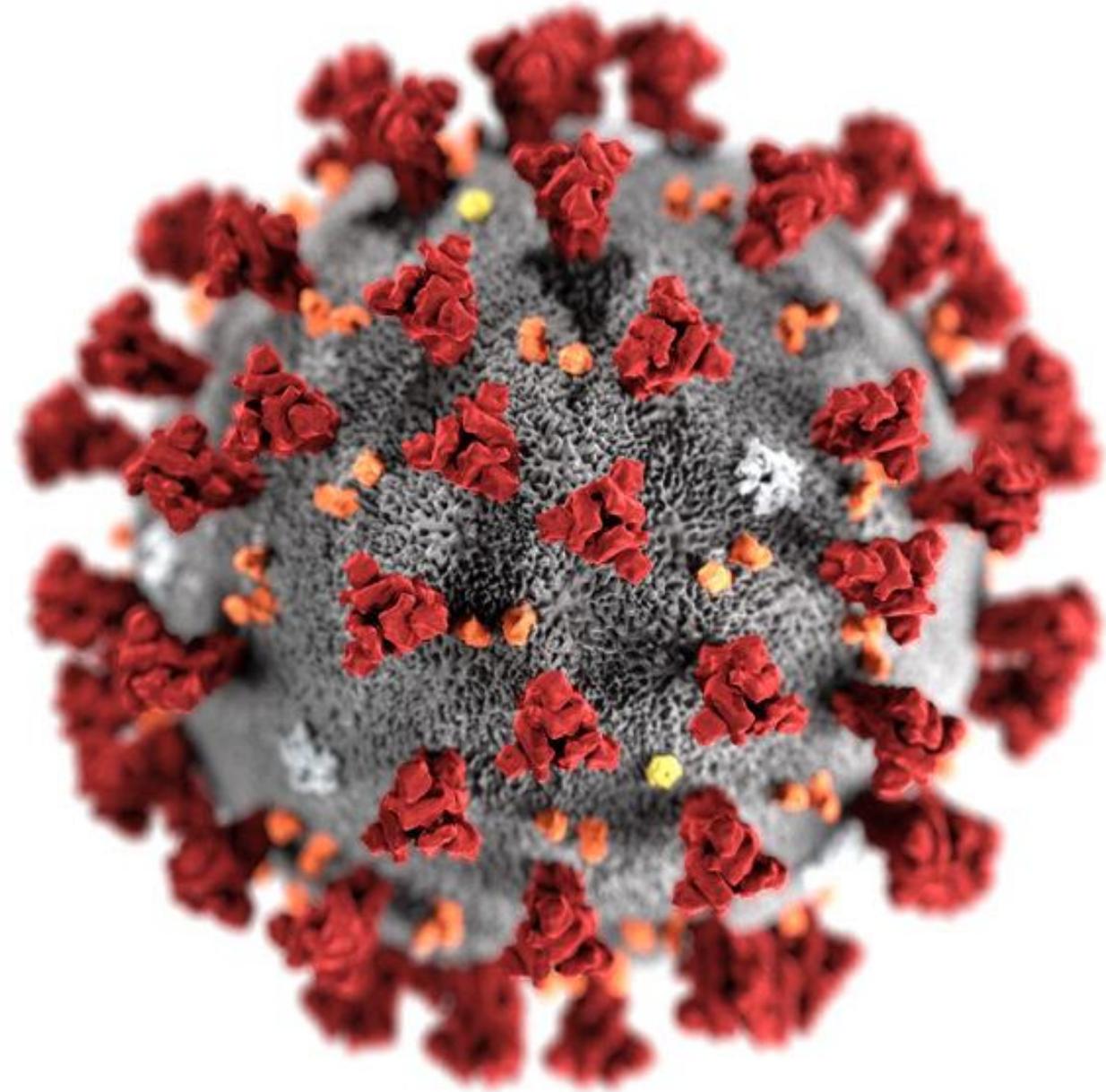
# Disruption



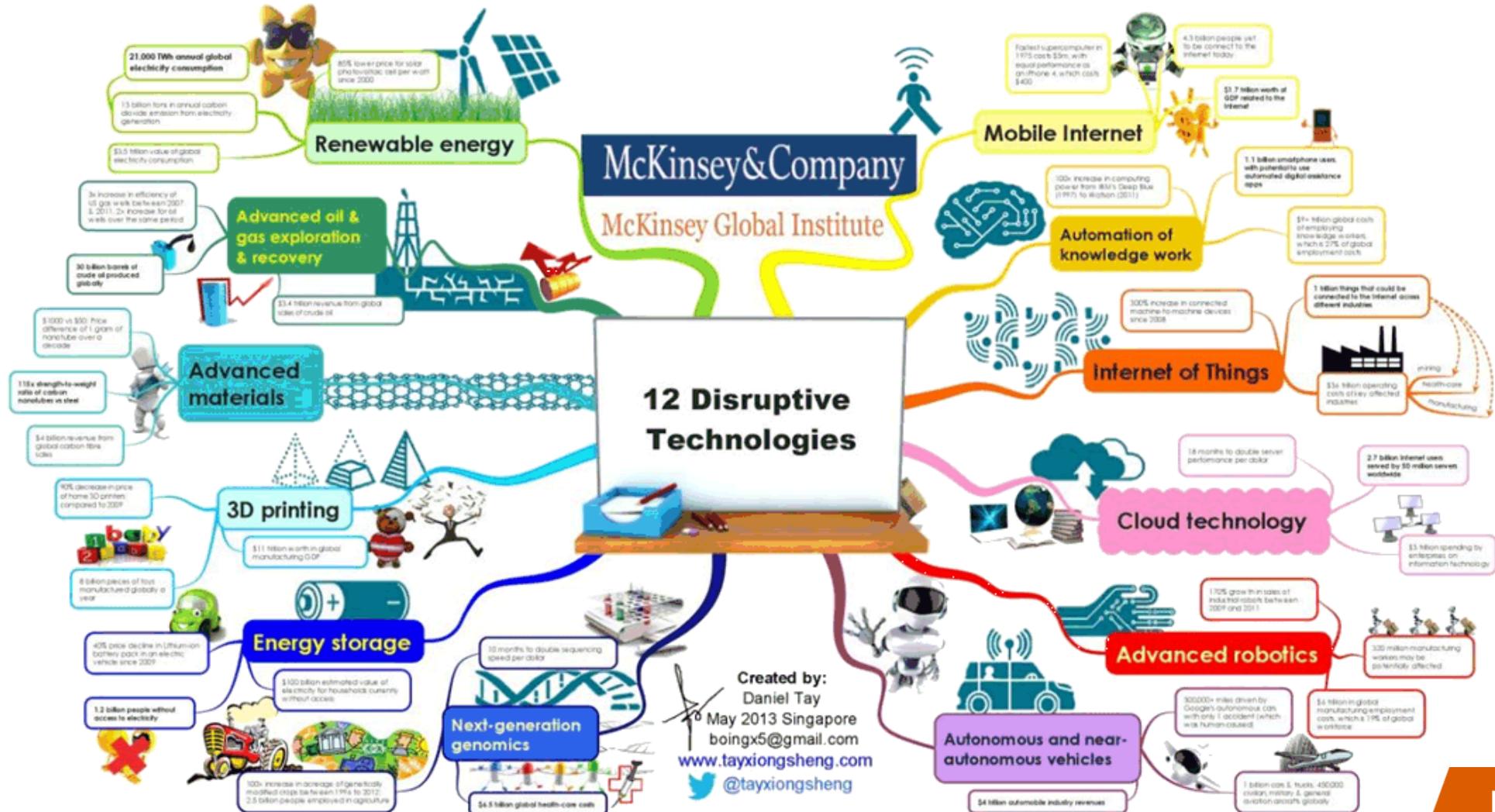
Disruptor: “a person or thing that prevents something, especially a system, process, or event, from continuing as usual or as expected.”

- Cambridge Dictionary

# Disruptors



# McKinsey's 12 Disruptive Technologies



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The source of information in this Mind Map comes from [http://www.mckinsey.com/insights/business\\_technology/disruptive\\_technologies](http://www.mckinsey.com/insights/business_technology/disruptive_technologies)



# Importance of Learning



# Rock vs Sponge





**CENTRE for  
LEADERSHIP  
PERFORMANCE**



**Spo**

Developing...

<https://www.youtube.com/watch?v=Zk1wEcbx6RM>

# Importance of Learning

01

Knowledge growth

02

Improve skills to become more effective

04

Leads to increased job satisfaction

03

Demonstrates consistency



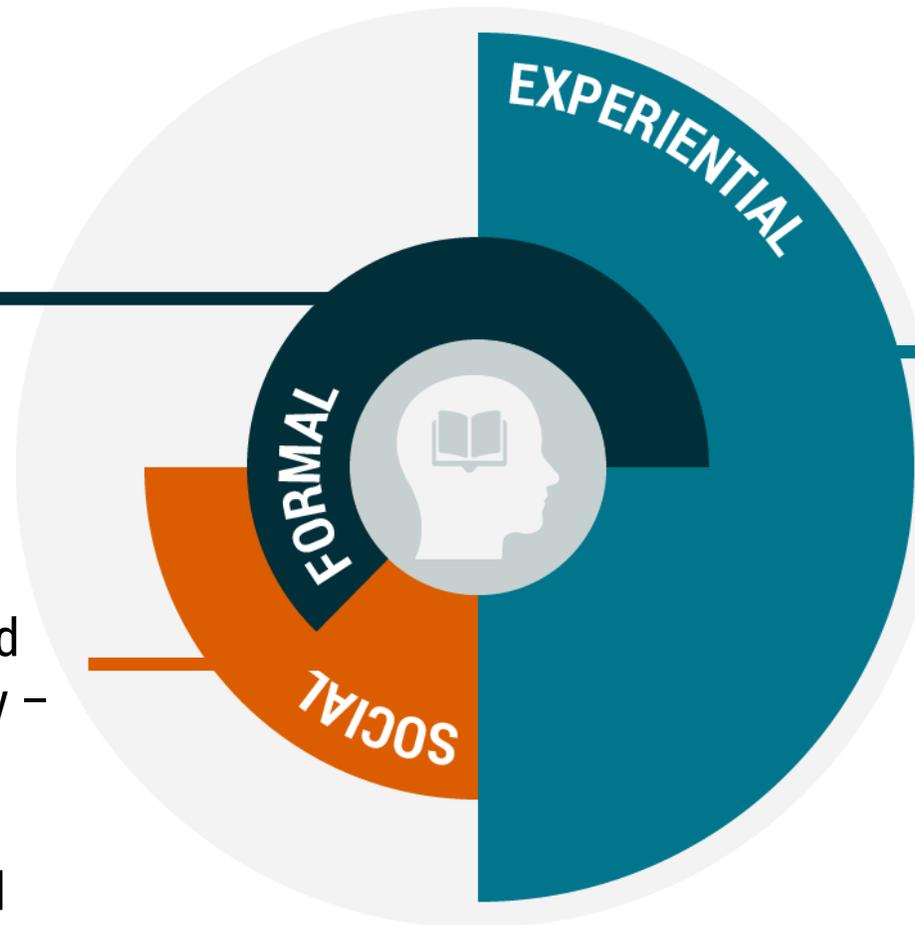
# Importance of Learning

## FORMAL

Structured & sequenced – based on standardized knowledge and form

## SOCIAL

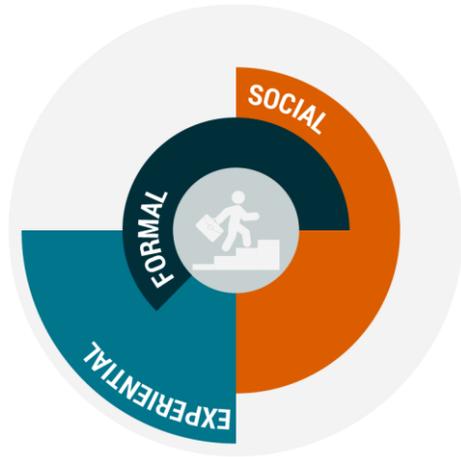
Self directed, spontaneous and informal – through community – tapping into tribal and tacit knowledge that is not yet documented and standardized



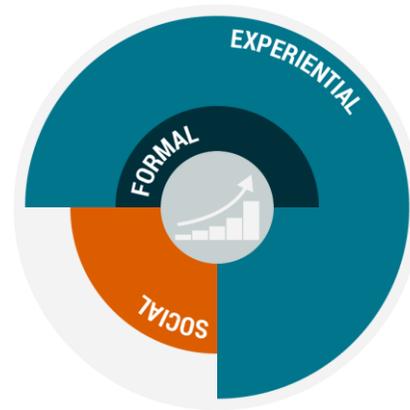
## EXPERIENTIAL

'Doing Support' – dynamic, curated, just-in-time access to a body of knowledge that actively supports job effectiveness

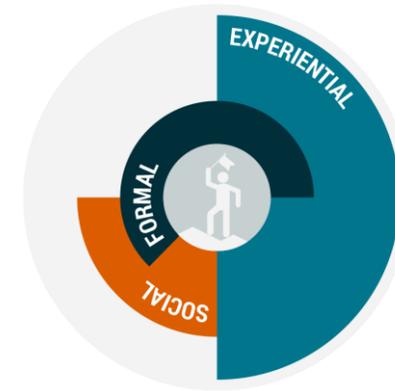
# Evolution of Learning



Starting



Growing



Mastering

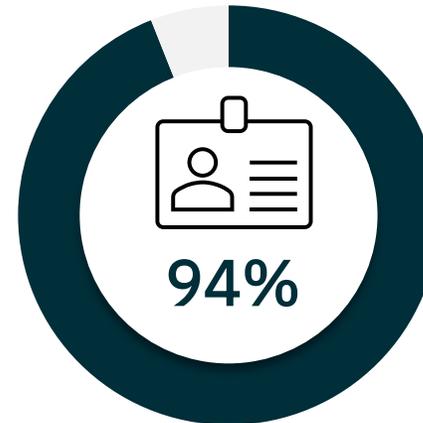


# Importance of Learning



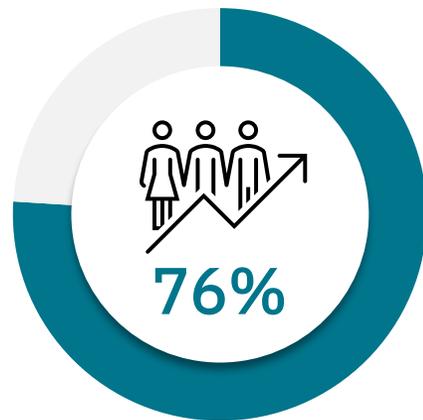
## SELF TAUGHT

Workers who have not been taught new skills at work have taken training into their own hands



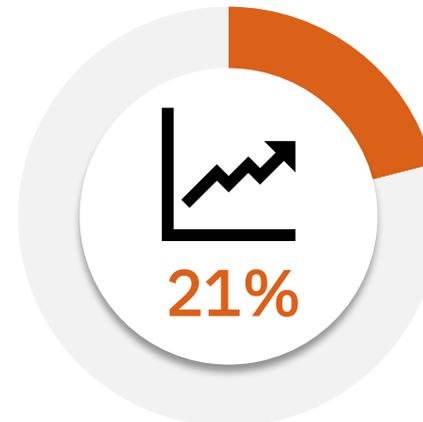
## RETENTION

Employees agree to stay longer if the company invests in employee training



## GROWTH

Workers are concerned with finding career growth opportunities through upskilling



## MORE PROFIT

Training increases employee productivity which research shows will bring 21% more profit to a company

# Fundamentals of Business Analysis

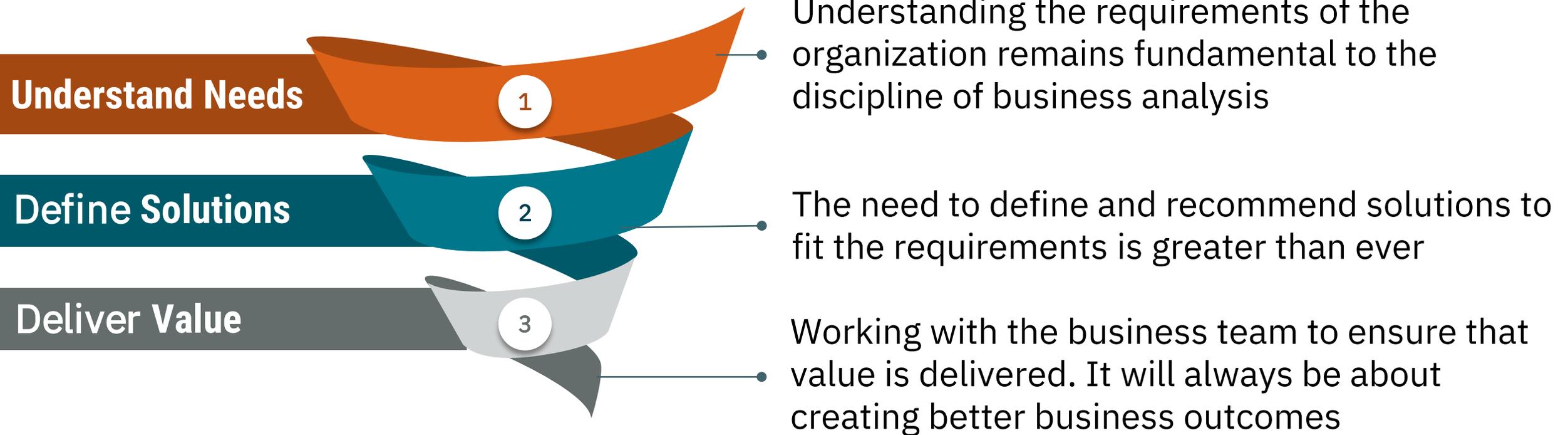


# Business Analysis

*“Business analysis is the practice of enabling change in an enterprise by defining needs and recommending solutions that deliver value to the stakeholders”*

*BABOK Guide v3 page 2*

# Fundamentals



# Ability to Adapt is Critical

## Covid-19

Our way of thinking has changed drastically!



## Assumptions & Constraints

We've had to rethink and adapt to situations that were not thought possible before



## Speed of Adaption



Are we keeping up with our competitors? Are our techniques?

## Resiliency



Our processes always relied on external factors. Are we able to continue if these are disrupted?

# Data Driven Decisions



# Data & Data Technologies are Not Enough

Everyone has a Data Strategy, everyone collects data.

*So What?*

- Do we have the right data?
- Can we use it?
- How do we get more if we need it?
- What does it mean?

*Its about taking data and turning it into actions*

# Data Driven Decisions



# Data Driven Decisions

We NEED to:

- Use data for analysis
- Be able to use data tools
- Be a “Power User” and not a developer
- Be able to create and interpret visual data
- Interrogate data to find rules and requirements
- Understand data structures and their business uses

# Parting Thoughts



# Tasks vs Outcomes



## Outcome Focus

- Shift our focus from tasks to outcomes. How we accomplish things will never be as important as the outcome.



## Fundamental Skills

- Analysis skills are foundational to enable change. Continue to enhance your skills to enable change.



## Strategic View

- We *CAN* do anything we choose, are we asking whether or not we *SHOULD*? Direct our energies towards the right changes.

# Parting Thoughts

## Become a Lifetime Learner



Information is increasing and business analysts need to continue to learn about the disruptions as well as how they might impact the organization

## Encourage a Collaborative Approach



Focus on business outcomes rather than the solution

## Be Flexible



Retain the core competencies of business analysis, be nimble, but remember that soft skills matter

## Become a Trusted Advisor

Throughout your career dedicate yourself to guiding the organization through change and enabling better business outcomes



## Contribute to the Profession

Give back to the business analysis community and push for the recognition of business analysis



Thank you!



