

# THE 21ST CENTURY HUMAN UPGRADE PROGRAMME

IMMERSIVE DIGITAL SKILLS AND  
HAPTIC LEARNING EXPERIENCES  
(XLAB) FOR THE 21ST CENTURY  
ORGANIZATION



# THE 21ST CENTURY HUMAN UPGRADE PROGRAMME

## The key to building the 21st century organization

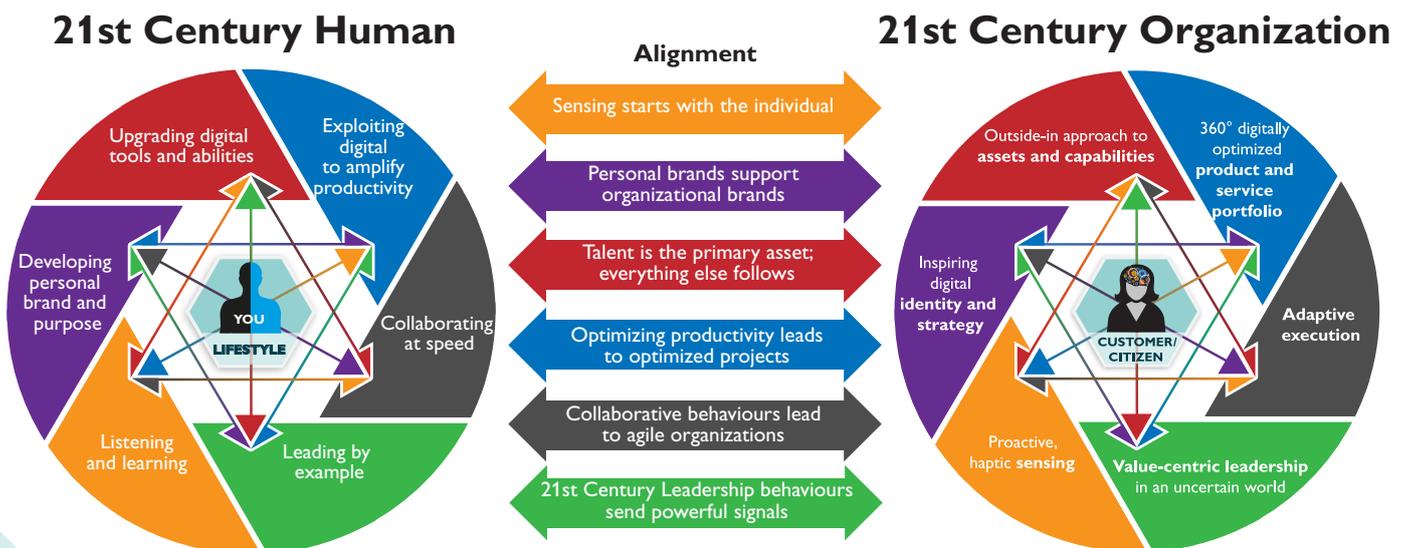
As the power of digital accelerates, we hear many clients talking about the associated digital skills that are required in order to set the digital transformation strategy of their firms and enable the culture change required.

Leading Edge Forum's 21st Century Human Upgrade programme, with its haptic learning experiences (Xlab) and structured programme of digital skills upgrades, provides the immersion and motivation to fill the digital skills gap, both for executives and for staff at all levels of the organization, to make them digitally relevant.

*"Our partnership with LEF and the use of the 21st Century Human Capability model has been instrumental in our defining what good looks like and the importance of being a digital human in a digital world. With our goal to be the leading Digital Industrial we need to upgrade the digital skills of everyone in our company; the LEF approach has focused and boosted our global learning efforts."*

Michael J. Leckie  
Digital Industrial Learning Leader  
GE Corporate/Crotonville

**Executives need to become 21st century humans first before they can lead 21st century organizations:**



*"The Xperience Lab day from LEF gave us a great opportunity to get hands-on with cutting-edge consumer technology. Delegates left enthused and inspired by the excellent facilitator about how we could transform the business in new and innovative ways. Very worthwhile!"*

Norm Driskell, Chief Digital and Data Officer, Home Office

We offer two versions of the programme to help effect change, improve the digital literacy of your employees and generate innovative ideas for your organization:

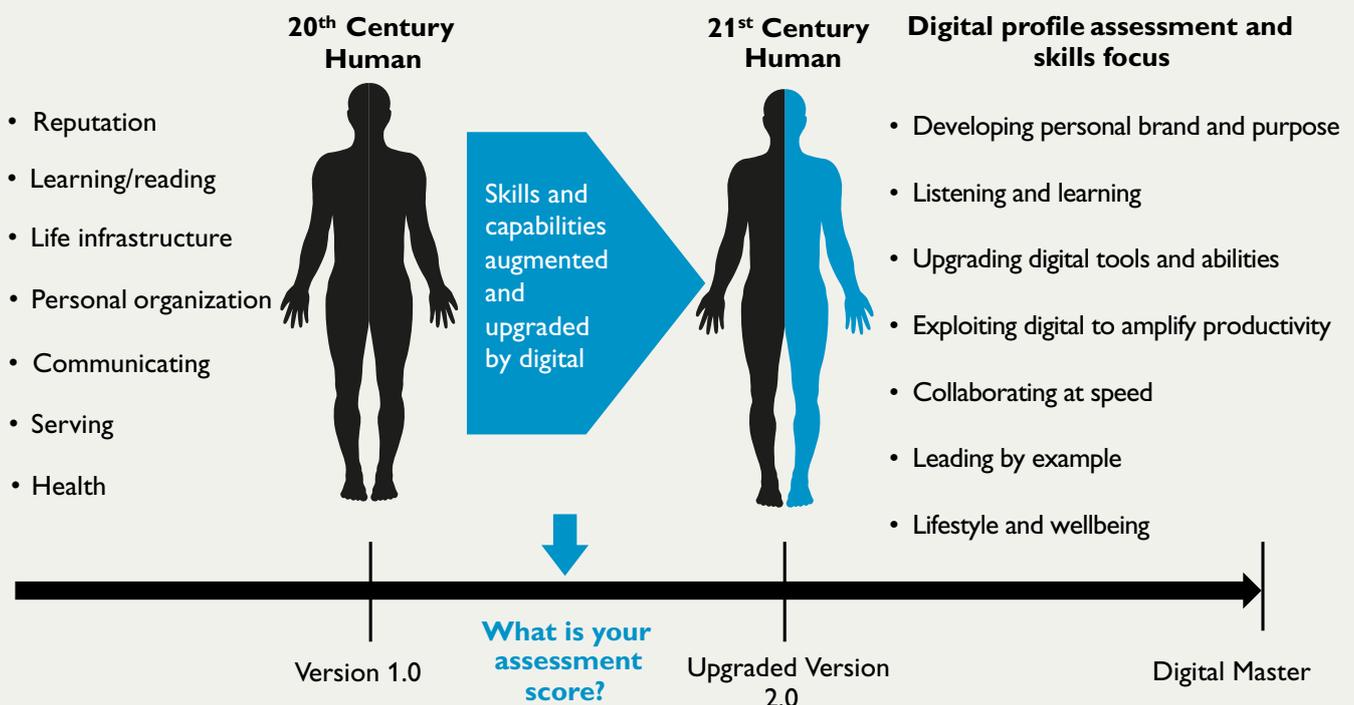
## Developing digital mindsets – EXPLORE

We bring hands-on haptic sensing via the Xperience Lab to your premises, customized to your organization based on LEF research into the consumerization of technology and ‘the Matrix’ (the systematic combination of cloud economics and Machine Intelligence):



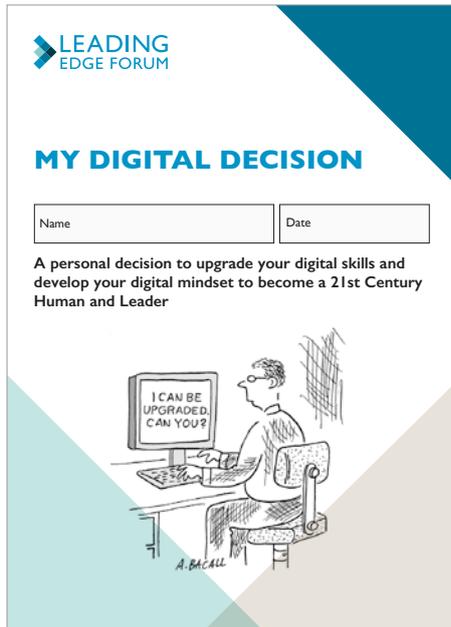
## Developing digital skills – EDUCATE (combines with EXPLORE)

Combining with EXPLORE, our EDUCATE module also involves participants undertaking a ‘digital 360°’ self-assessment to understand the scope of skills achievable as a 21st century human. Each core area of the 21st Century Human Capability Model is then explored with practical exercises to create an impact for the individual during the programme:



# Exploring digital psychology

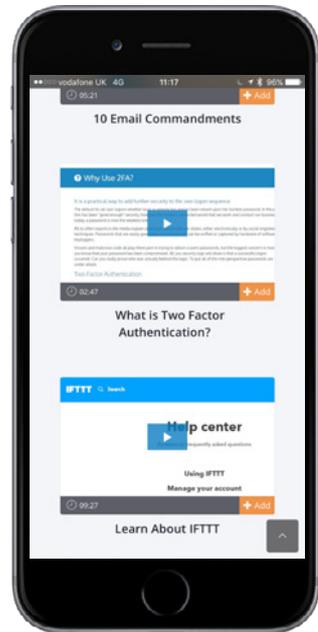
Digital psychology is one of the key challenges in motivating executives to adopt new thinking and purpose in 21st century human skills development. As part of the programme, we create an empowering **story**, discuss the **strategies** required to be successful, and make sure you are technically set up to be in the right **state** to make change happen.



**The Digital Decision exercise** – helping individuals decide what to focus on and create a plan for success



**The 21st century companion app** – with motivational, practical exercises, as well as the ‘how to’ technology modules (Microsoft, Google, social media and so on) customizable to your organization



## Organizational outcomes and benefits

Our goal is to help clients understand and consider what’s next, and act as the catalyst for their thinking. As a result of undertaking a 21st century human upgrade programme, we can assist clients to set up their own equivalent Lab and skills training programme to effect change within their organization’s digital landscape.

### EXPLORE

#### Outcomes/deliverables

-  Hands-on haptic sensing of latest consumer technology
-  Immersion in ‘digital’ to stimulate thinking and context
-  Two to three documented ideas or innovations to share with the business

Adobe Spark

#### Benefits to the organization

- Act as technology sensing function for market insights and impact
- Develop digital mindsets
- Generate new ideas and motivation for exploring the art of the possible

### EDUCATE (plus EXPLORE above)

-  21st Century Human Assessment of skill level
-  Digital Footprint Report for personal brand and network development optional
-  Decision Plan, 21st Century App and momentum call for motivation post workshop

- Empower and motivate individuals to improve their digital skills
- Stimulate leaders to use and master digital practices to show leadership to the rest of the organization

# By commissioning a 21st Century Human Upgrade programme, your organization will benefit from:

- 1 Making executives digitally relevant** – inspiring them to take personal responsibility to upgrade their 21st century human digital skills and mindsets to better build and lead 21st century organizations.
- 2 Making change happen** – creating a catalyst for new ideas/innovation through development of a mastermind group during the Xlab experience to spark new business opportunities.
- 3 Increased motivation and ability to identify opportunities** – by observing the art of the possible, discover new ways to drive new innovation and change into the business.

*“Commissioning an Xlab gave us the confidence and framework to both build and pilot digital initiatives within National Grid. As a result, we’ve created our own function which now allows us to effect change within the business and which has subsequently greatly improved the perception of corporate IT in the process”.*

David Goldsby,  
Technology Innovation Manager,  
Gas Distribution, National Grid

## 21st Century Human Upgrade Programme Facilitators



**Lewis Richards,  
aka The Digital Chef**

A leading authority on the consumerization of technology and its application to build *The 21st Century Organization*



**Bob Barker,  
aka The Digital Coach**

A leading authority on personal branding online, social media, digital skills and the motivation to become *A 21st Century Human*

### Learn more

Learn more about our customized programmes and clients we have worked with, visit us:

<https://leadingedgeforum.com/21st-century-human>

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## About DXC Technology

*DXC Technology (NYSE: DXC) is the world's leading independent, end-to-end IT services company, helping clients harness the power of innovation to thrive on change. Created by the merger of CSC and the Enterprise Services business of Hewlett Packard Enterprise, DXC Technology serves nearly 6,000 private- and public-sector clients across 70 countries. The company's technology independence, global talent and extensive partner alliance combine to deliver powerful next-generation IT services and solutions. DXC Technology is recognized among the best corporate citizens globally. For more information, visit [www.dxc.technology](http://www.dxc.technology).*

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## About Leading Edge Forum

*Leading Edge Forum (LEF) is a global research and thought leadership programme dedicated to helping clients reimagine their organizations and leadership for a tech-driven future. We serve as a strategic touchpoint for CXO teams to provoke and challenge their thinking to help them win in the 21st century.*

*We believe that as business and IT become inseparable, virtually every aspect of work and the modern firm will need to be reimaged, and this creates exciting new digital opportunities.*

*Through an annual membership programme of research, events, onsite workshops and advisory services, we support senior leaders in areas such as strategy, organizational change, executive education, talent development and the future of the IT function. Members enjoy personalized access to our global network of thought leaders, clients and leading practitioners.*

*Leading Edge Forum is part of DXC Technology. For more information, visit [leadingedgeforum.com](http://leadingedgeforum.com).*