

Servant Leaders

Driving Transformational Changes in Organizations where we Work, Communities where we Live, and Institutions that Serve all.

Facilitated by
Major Jason Uppal, P.Eng.
August 2023



WhiteSparrow Labs



Training &
Mentoring

About the Program

When it comes to driving transformational change within organizations, communities, and public institutions, the practice of a "Servant Leader" is inviting. This practice has demonstrated merit to not only address immediate pain points but has the power to influence beyond, for example

- In servant leader practice, an authentic engagement of all impacted is essential, as such it helps gain a deep understanding of the problem to solve and builds the commitment of all involved.
- With a native *Human-First* mindset, innovative definitions of the problems to solve and sustainable solutions emerge.
- The engaged have the opportunity to hone their servant leader skills and empower them to practice these skills that bring much-needed changes in our communities and public institutions.

This learning and sharing program provides a step-by-step guide, necessary tools, techniques, support, and mentoring to help learners write their own stories as Servant Leaders. The program consists of three hands-on workshops, virtual mentorship, and the opportunity to share their learnings.

This learning program is supported by our WhiteSparrow Platform, which is free to all members to drive transformational change in communities and institutions.



Results

Upon successful completion, the learner will have the skills to lead transformational change beyond the organizations where they work and a blueprint to drive change that matters to them.

The learner will also be granted free lifetime access to the WhiteSparrow platform to build their own Transformation Network.



Transformational Change Workshops

WS304: Business Requirements Conundrum

Learn to resolve the *Business Requirements* conundrum for the transformational change programs in your organization or community. Using our machine learning-enabled platform, the facilitator will showcase how to convert Lived Experiences of the impacted into business needs and set up a continuous feed into your program's architecture roadmaps and agile implementation plans.

WS305: Build and Maintain Momentum for Change

Change :=

Quality of Technical Solution

Commitment of all Involved

This workshop aims to explore how to leverage Lived Experiences to build and maintain momentum for Change.

WS306: Roadmap and Agile Change Plan

Learn how to leverage Lived Experiences to establish and maintain, in real-time, a comprehensive end-to-end solution architecture roadmap and scope of the next agile change plan (30 to 90-day implementations)

Enhance performance metrics of your strategy, enterprise architecture, and portfolio management disciplines.

WS307: Learner Case Studies

During the workshops, learners will participate in two opportunities, one within an organizational context and the second within a community context.

Learners will develop the same content for their chosen opportunity or challenge. The goal of this session is to a platform to share with peers and learn from their collective experiences.

WS304

Business Requirements Conundrum

Business Context

The lack of clarity regarding Business Requirements is often cited reason the transformation programs fail to meet expectations. Using our machine learning-enabled platform (free lifetime access), the facilitator will showcase how to convert Lived Experiences of the impacted into business needs and provide a continuous feed into your transformation program's architecture roadmaps and agile implementation plans.

Learning Goals

- Learn to resolve the *Business Requirements* puzzle for the transformational programs in your organization or community.
- Skills to engage all impacted stakeholders
- With the help of machine learning capabilities ability to translate Lived Experiences into Business Needs
- Ability to monitor the health of your transformational programs

Resources

- Free lifetime access to the WhiteSparrow Platform
- Share Lived Experiences
- Impacted processes, lived experiences and business needs

Workshop Agenda

- Introduction to the Workshop and Program
- Transformational Change, TOGAF(R) ADM, Architecture Requirements and Business Requirements
- Workshop Cases
 - Kawartha Net Zero Carbon Footprint (Community)
 - Enterprise Data Platform (Organization)
 - Public Education (Public Institution)
- Establish Opportunity for each Case
- Establish Engagement Threads for each Opportunity
- Discuss the Idea of Lived Experiences
- Share Lived Experiences
- Train ML Model to Process Lived Experiences
- Summarize Business Needs
- Homework Exercise

WS305

Build & Maintain Momentum for Change

Business Context

The old saying goes, "We cannot solve our problems with the same thinking we used when we created them." Albert Einstein. To overcome this dilemma, we propose engaging all relevant stakeholders and empowering them to create the necessary momentum. This workshop explores how to accomplish that.



Learning Goals

- Review the basics of why momentum for change is important
- Discuss levers for change
- Understand why people share their Lived Experiences
- How Lived Experiences generate momentum for change
- Elements of Momentum for Change Strategy

Resources

- Steps to build a strategy
- Sample strategy documents

Workshop Agenda

- Recap Workshop #1 (WS304)
- Socratic Question: Why would somebody be excited to be part of a transformational program in the:
 - Organization: Enterprise Data Platform
 - Community: Net Zero Carbon Footprint
 - Institution: Public Education
- Share your Lived Experiences
- Review Experiences and Elements of Strategy to Build Momentum
- Review the Strategy for the Three Case studies above

WS306

Roadmap and Agile Change Plan

Business Context

Whether the transformational change program context is within an organization, community or institution, a reasonably well-defined end-to-end roadmap is necessary to enable agile implementations. This workshop provides step-by-step guidance and hands-on support as learners strive to recast Lived Experiences into implementable plans.



Learning Goals

- Ability to consume Lived Experiences and create Roadmaps for different Transformational change scenarios
- Create an agile implementation plan for the next 30,60, 90, + days
- Ability to monitor the health of our transformational change

Resources

- Roadmap and Plan for three scenarios
- The process to improve transformational change by engaging people and learning from their Lived Experiences
- New Performance metrics

Workshop Agenda

- Transformational change context scenarios:
 - Organization
 - Community
 - Institution
- What does the Roadmap describe in each context?
- Step-by-step process to create Roadmap for each context
- Sample Roadmap and agile implementation plan for each context
- Collaboration to improve the Roadmaps and Plan

WS307

Transformational Change - Share & Learn

Business Context

During the workshops, we will use three scenarios to gain hands-on experience. The learners can enhance the shared content and/or develop similar content for their opportunities. This workshop provides a platform for learners to share their content, get feedback and possibly build their team to take the opportunities for change further.

Learning Goals

- Share and Learn

Resources

- Opportunity and Engagement Threads
- Lived Experiences and Business Needs
- Strategy to Build Momentum
- Roadmap and Agile Plan

Workshop Agenda

- Presentation - 60 min
- Opportunity and Presenter- TBD





WhiteSparrow Labs

Major Jason Uppal, P.Eng.

Jason@whitesparrow.io

www.whitesparrow.io

Thank You

© WhiteSparrow Labs