

Jedi Mindtrick-ing Agile transformation

Transforming is achieved through changing of
mindset, **not** by implementing instruments

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Imagine...



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Mindset



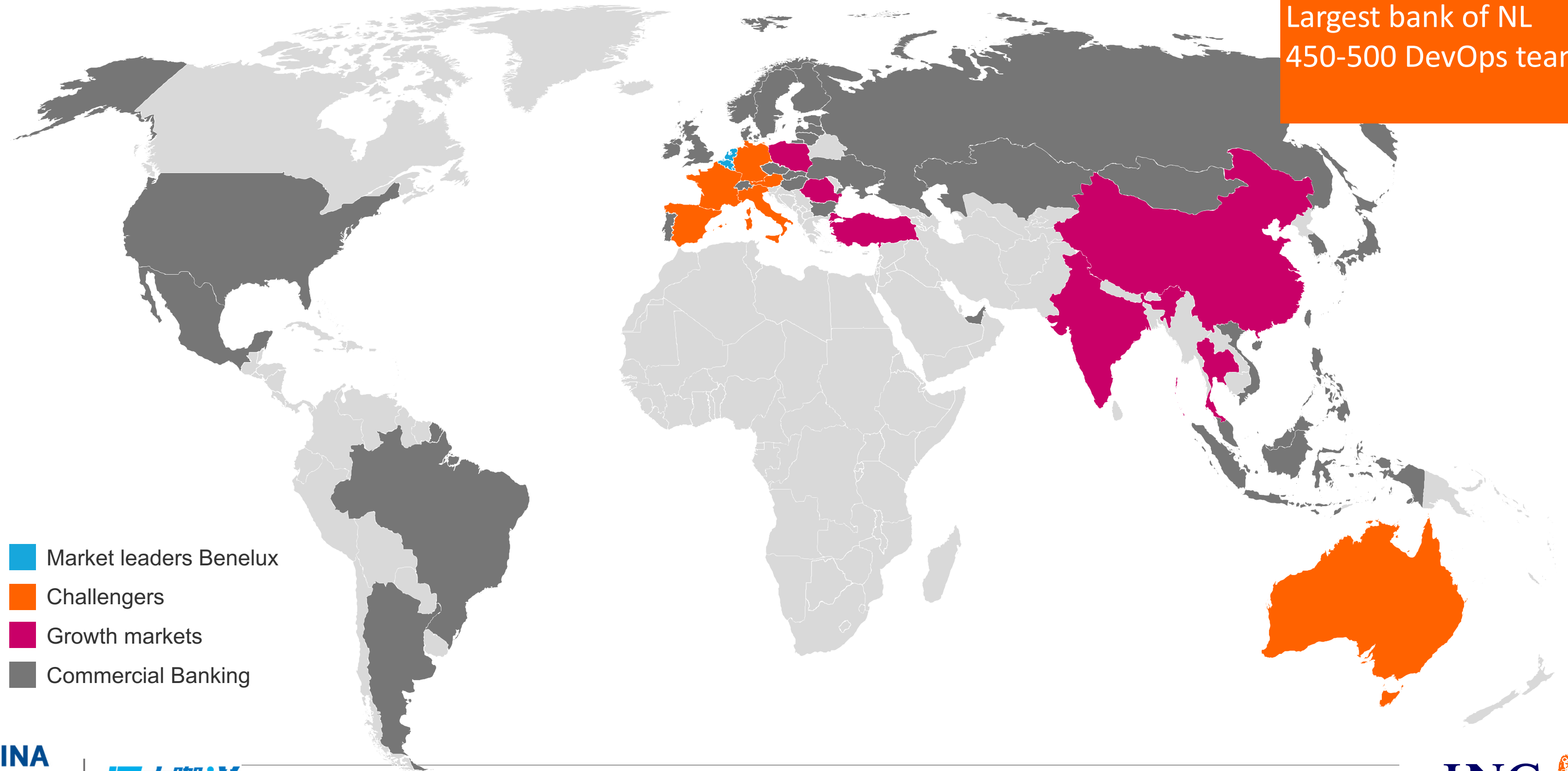
A small introduction: Sebastiaan Kalshoven & Dai Dekker

- 40+ years of experience in Technology roles
- Responsible for IT teams that cover the core operations of the ING bank:
 - Payments
 - Loans
 - Cards
- We're both **techies** using technology to create business value
- Privately:
 - Cars
 - Sports
 - Traveling



Who is ING?

Over 40 countries
50,000+ employees
Full- service bank
Very strong European base
Largest bank of NL
450-500 DevOps teams



- Market leaders Benelux
- Challengers
- Growth markets
- Commercial Banking



Agile!

A great way of working



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IMPACT

When you get there, the impact is enormous



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HEART OF TRANSFORMATION

But!! Getting there, how easy is it?



COMPLEXITY

AMBIGUITY. SENSE-MAKING. UNIQUE.

POLITICS TAX



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FEAR TAX



That means we need magic to do the

TRANSFORMATION



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Agile? DevOps? TEAMWORK!

THE HUMAN BRAIN



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CULTURE

This is where you should start!



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A photograph of a woman with long dark hair hugging a young girl with long dark hair from behind. They are standing in front of a dense green bush with many small red flowers. The woman is wearing a light-colored sleeveless top, and the girl is wearing a light purple top and a necklace with a small pendant. The word "TRUST" is overlaid in large white letters.

TRUST

RAISE THE LEVEL OF TRUST IN YOUR ORGANISATION



SHARED VISION

COMPELLING MOMENTUM TO SHAPE OUR FUTURE

LEADERS GO FIRST

LEADERS EAT LAST

A photograph of a man with a beard and sunglasses on his head, smiling broadly. A young girl with blonde hair is leaning in from the left, whispering into his ear. The background is a blurred outdoor setting with green grass and yellow flowers.

STORY TELLING

STORIES TELL US WHERE WE BELONG

A black and white photograph of two men walking away from the camera on a cobblestone sidewalk in a city. The man on the left is wearing a light-colored jacket, and the man on the right is wearing a dark jacket. In the background, there are parked cars and classical European-style buildings with shutters and barred windows.

ASK FOR HELP



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INCREASE BANDWIDTH



Story to trainers. Get them to become evangelists



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LOOK FOR THE TOP

BOTTLENECK



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FEEDBACK

ALLOW YOUR People TO GUIDE YOU



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Create more value



Sense and respond with more options



DELIGHT

Don't forget to be happy with what you have achieved



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