

THE SPEAKER

Building Ownership & Trust with uncertainty across teams

People, Skills & Tech

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Listen to frontline expertise • Connect directorates • Share ownership

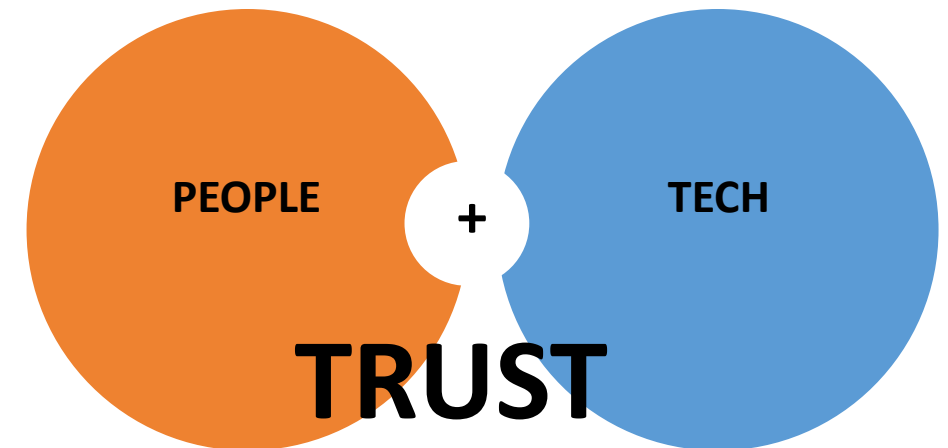
THE CENTRAL IDEA



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OUR FUTURE IS HUMAN

People don't resist the future.
They resist a future they haven't
helped shape.



Fleet transformation starts with trust – combining people and technology.

LESSON ONE

FROM CONSULTATION TO CO-CREATION

Don't just ask teams to buy in.
Invite them to build it.

Listen to frontline expertise • Connect stakeholders • Share ownership



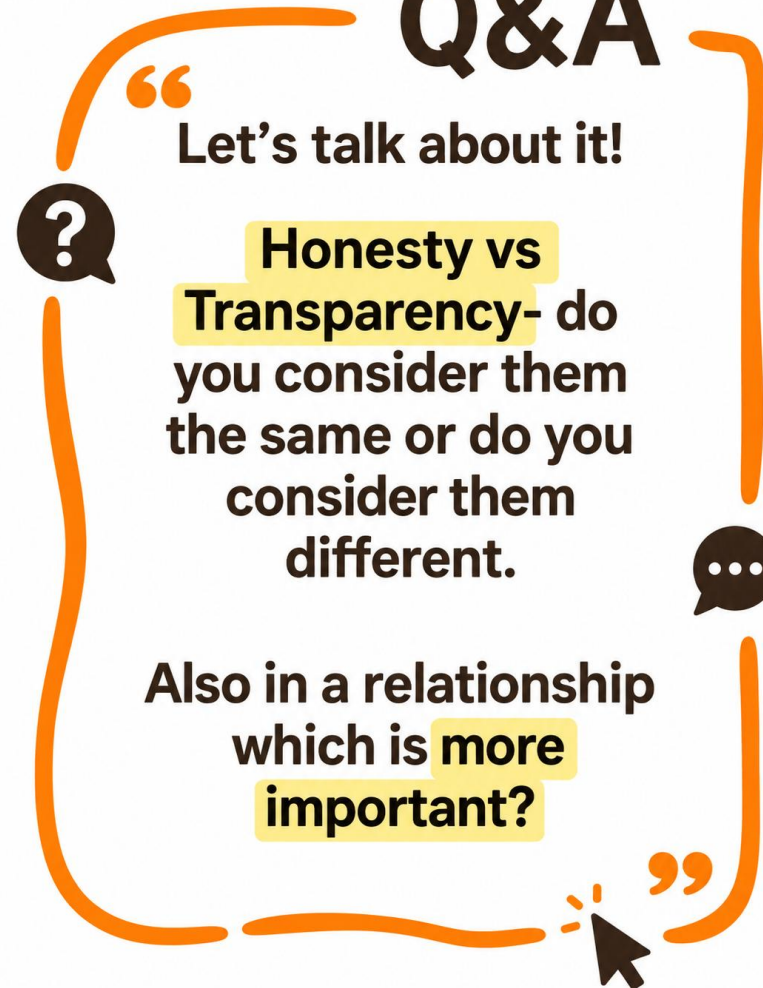
LESSON TWO

TRUST NEEDS HONEST CLARITY

Be clear about the destination.
Be open about the journey.



Q&A



1

DECIDED

Communicate

2

TESTING

Invite input

3

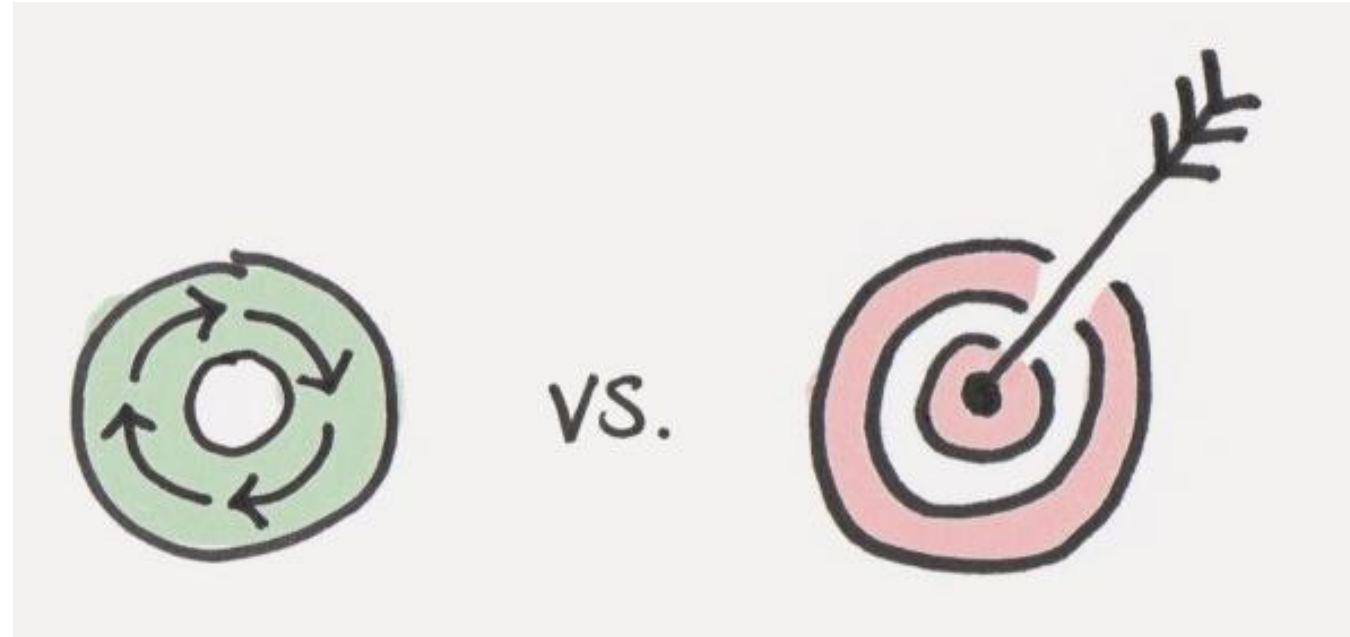
LEARNING

Show changes

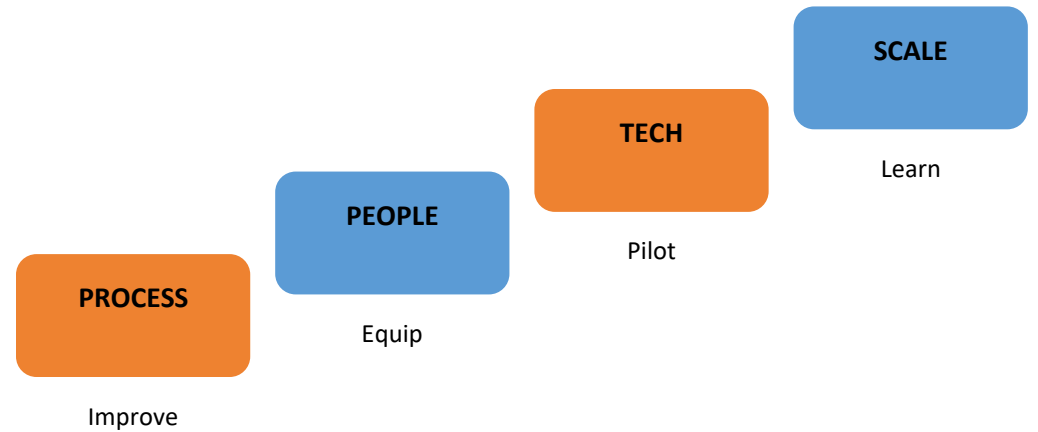
Say what is decided • Say what is being tested • Show how feedback changes decisions

LESSON THREE

BUILD READINESS BEFORE ROLLOUT



PROCESS → PEOPLE →
TECHNOLOGY



Improve the work • Grow the skills • Pilot and learn • Scale what works

MAKE CHANGE EVERYONE'S BUSINESS

Provide direction. Share ownership.
Learn every quarter.



ONE QUESTION: How are you helping to shape the future, we are asking you to embrace?

THANK YOU



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