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New Ways of Working : Boost your projects with the nWoW Kit

Part of the Digital Transformation teams, The 'New Ways of Working' (nWoW) Fab** is launching its 'nWoW Kit', a set of methodology, tools and tricks to have your projects and teams get the most out of Air Liquide's digital transformation process. Vincent Roulet, Director of this Fab, reveals the content!*

How did you create the nWoW kit?

We experimented with each tool (mapping of needs, creativity techniques, prototyping etc.) during working sessions we co-constructed last year with teams from operations. These included different formats, from raising awareness about new ways of working in 2 hours to launching several projects in 3 to 5 days. In 2018, we would like to make all this know-how and methodologies available to even more entities, wherever needed.

This sounds exciting... and mysterious. What happens during these sessions?

Our objective is to help people in the field solve operational pain points by leveraging new ways of working tools and methodologies. The starting point is always to put yourself in the client's or user's shoes. This empathy exercise is not easy, especially when you are persuaded you know your client's needs perfectly... Participants tend to push back at first, but as we reach the prototyping step and they start to build something, they open up! The 'test and learn' step is also a best-seller: we want to issue something as fast as possible, no matter how imperfect it is so people see the value very quickly. And we end with a presentation to a jury made up of managers and customers...

How does an entity get your help?

Well, in order to be selected for a workshop or bootcamp, the project needs to be robust, that is, have a sponsor, an identified project manager, a budget, a roadmap... and at least 3 to 5 people from the team need to be available. We also assess the business case and the impact for the rest of the Group.

What happens after the session?

First, the surveys we have carried out so far show that participants are very happy and excited at the end of the workshops. They become natural ambassadors to their colleagues and management, which is key because there are only 4 of us at the Fab to serve 65,000 people and they also empower their own entities. But to answer your question, what you get from the workshop is "good enough", but not fully complete, so we do a regular follow-up with the entity to make sure the project stays on the agenda and on track.

I heard that you also leave a box?

Yes, we have designed a box in partnership with the Creative Foundry. We have just launched a first version that will be enhanced based on the users' feedback. The idea is to leave the entities with something tangible at the end of the session. It contains some 15 simple objects that are connected to what we did during the session: "Lego blocks, a timer, stickers, Post-it, playing cards with the main methodologies learnt" etc. Well, the essentials to organize your own sessions in your entity... Are you READY?!

You can find the main content of the nWoW kit on [LINK here!](#)

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