

Supporting Staff Throughout Modernization Efforts and Building High-performing Teams During Cultural Change



Sarah Gessler

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Session Overview

SESSION DESCRIPTION

Modernization isn't just about new systems - it's about people. This session explores how HR leaders can support staff throughout organizational transformation, helping teams feel prepared, valued, and engaged as processes evolve. Attendees will learn practical strategies for guiding employees through cultural change, strengthening team cohesion, and fostering high performance in times of transition. Discover approaches that encourage resilience, clarity, and collaboration, ensuring your workforce thrives as your organization modernizes.



Date & times

Tuesday, Oct. 27
10:05 a.m. – 11:00 a.m.



Speakers

Sarah Gessler
Zaid Ridha
Jennifer Gothier

Agenda

#	Section
1.	Modernization: More Than a New System
2.	Why Modernize?
3.	From Current State to Future State
4.	HR Modernization in Practice
5.	Designing With the User, Not Just for the User
6.	Building the Workforce Around Modernization
7.	Implementation: Where Strategy Meets Reality
8.	Measuring Whether Modernization Worked
9.	Modernization Challenge
10.	Modernization Playbook + Q&A

1. Modernization: More Than a New System



What modernization means in a public-sector environment

Three lenses



Technology



**Workforce
Development**



HR Operations

2. Why Modernize?



The problem

Identify the business problem before choosing the solution:

- manual processes
- duplication
- inefficiencies
- limited visibility
- customer experience



Audience pulse check

"What is driving modernization in your organization?"

"How do you communicate change?"

3. From Current State to Future State



Understanding how work happens today before digitizing it



process mapping



pain points



requirements



and desired
outcomes



Panel discussion: *Are we modernizing the process or just digitizing the old one?*

4. HR Modernization in Practice



Real-world examples of moving HR processes from manual/legacy practices to modern workflows

Case examples



**Tempo
timekeeping**



**Electronic
RPA/RTS
implementation**



Electronic OPF

What problem were we trying to solve, what changed, and lessons learned

5. Designing With the User, Not Just for the User



Key elements

- User requirements
- testing
- feedback
- pilots
- accessibility
- and designing systems employees will actually use



Panel discussion

"Who needs a seat at the table?"

6. Building the Workforce Around Modernization



How modernization changes roles, skills, expectations and ways of working

Workforce development perspective:



skills



training



readiness



**and building
internal capability**

7. Implementation: Where Strategy Meets Reality



Key elements

- Pilots
- phased implementation
- training
- communications
- troubleshooting
- governance
- and adjusting when something doesn't work as expected



Panel discussion

Lessons from real implementations

8. Measuring Whether Modernization Worked

Moving beyond “we launched it”:



adoption



efficiency



turnaround time



data visibility



customer experience



and continuous improvement



“How do you know your modernization effort actually made things better?”

9. Modernization Challenge

APPLY THE CONCEPTS TO A REALISTIC PUBLIC-SECTOR MODERNIZATION EFFORT



Scenario: replace a manual, email/PDF-based process with an electronic workflow.



Where would you start?



What could go wrong?



What would success look like?

10. Modernization Playbook + Q&A



**Key takeaways
+ Q&A**



Your playbook

Practical lessons you can apply to your own
modernization initiatives