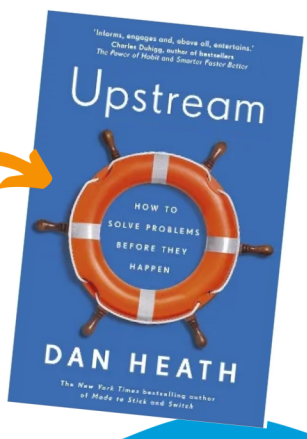
KIEFER CONSULTING

summer reading Infographic Series

No. 1 of 4

TAKE AN UPSTREAM APPROACH TO BUSINESS TRANSFORMATION

Dan Heath's book **"Upstream: The Quest to Solve Problems Before They Happen"** provides actionable concepts for business transformation, especially when using tools like Microsoft 365. It introduces five ideas for proactive problem-solving in business settings.



1 PROBLEM ANTICIPATION

Proactively identifying potential problems before they occur.
Anticipating issues like communication breakdowns, data silos, or workflow inefficiencies is crucial in business transformation.

AI-driven analytics in **Power BI** can predict trends and bottlenecks for organizations to mitigate risks proactively.

2 SYSTEMATIC THINKING

Considering the entire system when addressing problems, not just individual components.
Transforming business processes requires considering the entire system for seamless integration and efficiency.

Microsoft Teams and **SharePoint** enhance collaboration and alignment across departments, promoting effective communication and systematic thinking within organizations.

3 SURFACING AND LEARNING FROM FAILURES

Encouraging an environment where small failures are surfaced and learned from, rather than being obscured or ignored.
It is important to create a culture that values feedback and sees failures as learning opportunities to achieve continuous improvement.

Microsoft Teams encourages continuous improvement with dedicated channels for sharing lessons and regular virtual retrospectives to promote transparency and a growth mindset.

4 MEASURE WHAT MATTERS

Focusing on the right metrics that will give the most insightful feedback on performance.
Choosing the right metrics is critical in business transformation to ensure that the impact of changes can be quantitatively assessed.

Organizations utilize **Excel** and **Power BI** to create custom dashboards tracking KPIs for business transformation, offering real-time data for strategic decision-making.

5 COLLABORATION ACROSS BOUNDARIES

Encourages collaboration among different groups who do not typically work together but whose cooperation is essential to solve certain problems.
Successful business transformation involves collaboration across departments and with external partners.

Microsoft Teams and **Planner** aid project management and communication within teams and with external stakeholders, promoting alignment and collaboration towards shared goals.

CONTACT US!
WE CAN HELP YOU LEVERAGE MICROSOFT 365 TO TRANSFORM YOUR BUSINESS

KIEFER CONSULTING
www.kieferconsulting.com