Digitalization, Skills & Training at Deutsche Post DHL Group

Obi Abuchi

NKD
Shift Thinking ➔ Change Behaviour ➔ Transform Performance

- Purpose and Culture
- Leadership
- On-boarding
- Learning & Development
- Performance Management
- Engagement & Communications
A global company with a unique portfolio

Deutsche Post DHL Group

Europe’s largest postal service

Partner for e-commerce and a pioneer in secure digital communications

No. 1 in international express delivery

Leader in the forwarding business

No. 1 in contract logistics
The world we live in today

- Mobile Technology
- Bandwidth Proliferation
- Augmented Reality
- Virtual Reality
- Big data and analytics
- Internet of Things
- Smart Machines
- Artificial Intelligence
Our intuition about the future is linear. But the reality of information technology is exponential, and that makes a profound difference. If I take 30 steps linearly, I get to 30. If I take 30 steps exponentially, I get a billion.

Ray Kurzweil
Author, scientist, inventor, futurist
Reaching 50 Million Users

It took about 75 years for the telephone to connect 50 million people. Today a simple iPhone app like Draw Something can reach that milestone in a matter of days. In the past 10 years the rate of adoption of new technologies has accelerated at a dizzying speed.

Can we keep up with it all?
Increase Efficiency

Increase Competitive Advantage

Increase Revenue
Increase Efficiency

New devices
New platforms
New networks

New systems
Customer acquisitions
Greater access to markets

Customer interactions
Refining the business model
More efficient operating processes

Increase Competitive Advantage

Increase Revenue
We can’t solve problems by using the same kind of thinking we used when we created them.

– Albert Einstein
The heart of behavioural change

- **Capability**: Can I do it?
- **Motivation**: Is it worth it?
- **Opportunity**: Does my environment encourage this change?
NKD – Transforming Performance™ Model

Connect Engage Upskill

Human
- Live events
- Facilitated workshops
- Coaching and peer support

Digital
- eLearning and communications
- Virtual and augmented reality
- Bespoke apps

Physical
- Immersive environments
- Creative collateral
- Simulations and games

Surprise Energise Embed

Inform Reinforce Sustain
“Technology is capable of doing great things. But it doesn’t want to do great things. It doesn’t want anything. That part takes all of us. It takes our values and our commitment to our families and our neighbours and our communities.”

Tim Cook
CEO, Apple Inc.
Questions
Thank You!