



Building a Future- Proof Transformation Office

A Practical Guide for Global Leaders



Aric Wood

Chief Strategy Officer
Tigerhall

Glad to meet you!
About me...

- ✓ Author of “The Strategy Activation Playbook”
- ✓ Former CEO of change design consultancy **XPLANE** and strategy consultant at **Bain & Company**
- ✓ Former senior leader at **Intuit** and other tech companies
- ✓ Advisor to dozens of **Fortune 500** and global **Government, NGO, and Non-Profit** organizations leading change and transformation



Transformation Office Webinar Series

This 5-part webinar series provides senior executives and transformation leaders with a comprehensive playbook to establish, scale, and sustain a future-proof enterprise Transformation Office (TO).

- Why Transformation Capacity is a Competitive Advantage
- Transformation Models: Centralized, Distributed, and Hybrid
- How to Set Up a Transformation Office
- Sustaining the Transformation Capability Over Time
- Executive Panel: Lessons Learned from Building and Leading TOs



Today's Objectives

The pace of change is accelerating exponentially, and those companies that can't adapt and scale change will perish. The organizations that invest in a dedicated transformation capability and a culture that embraces change will hold a decisive competitive advantage in our future.

- ✓ Understand the **strategic imperative** for building transformation capacity in the face of accelerating technological disruption
- ✓ Differentiate between **the approaches of the past and future** Transformation Offices
- ✓ Identify **practical steps** to institutionalize transformation capability and cultivate a culture that supports continuous change



Poll:

**Do you currently have a
Transformation Office in place?**



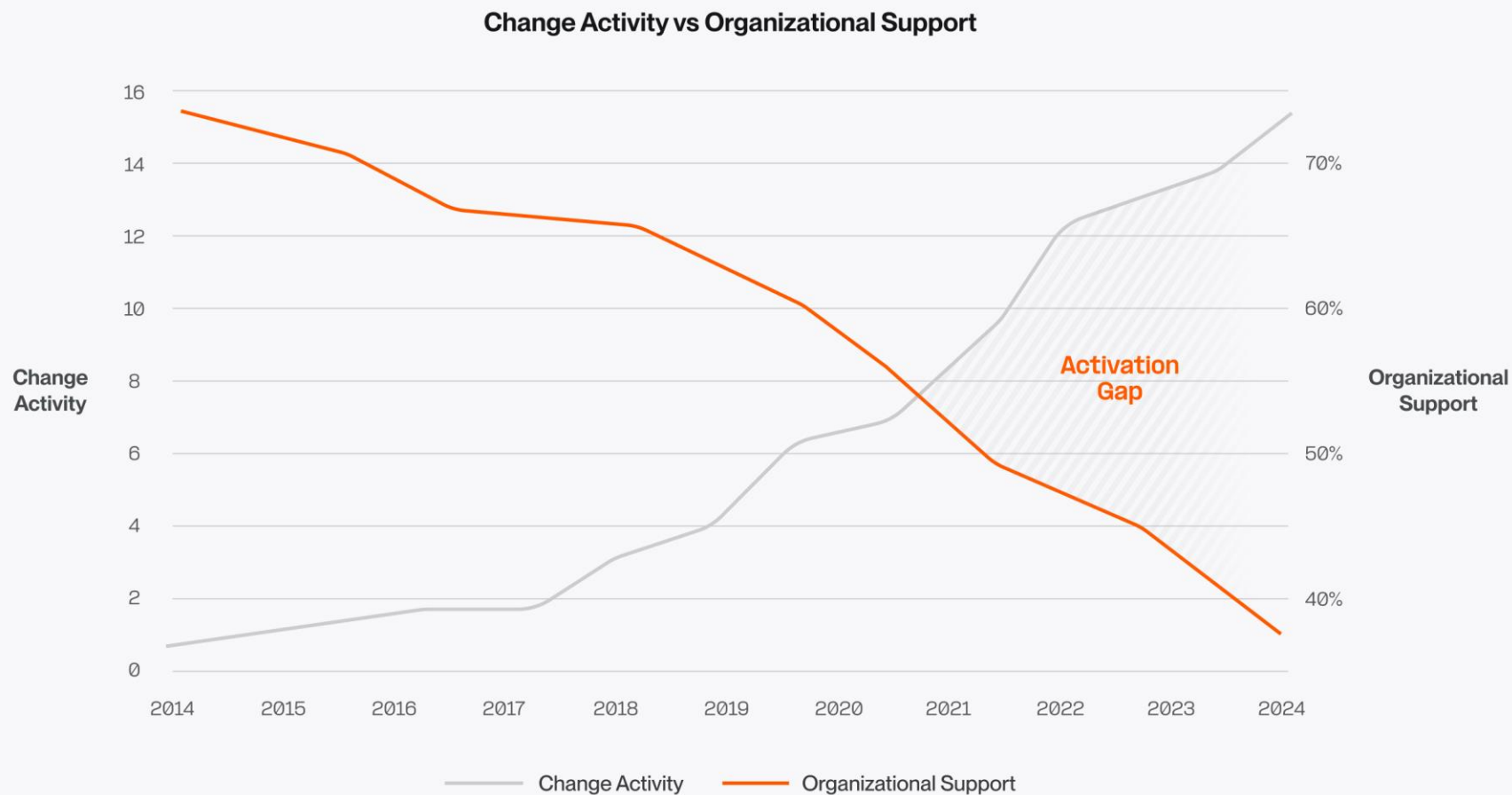
Point of View:

1) Change is accelerating, and the cost of poor execution is rising

2) A Culture and Capability of Transformation is the Competitive Advantage of the Next Age



Growth of Change Activity Over the Last Decade



Research from Gartner

“

The number of changes impacting the average employee per year has increased from **2 in 2016 to 12 in 2023**, while employee support for change initiatives has dropped from **74% to 38%** in the same time period.

- Gartner



Moore's Law

In 1965, Gordon E. Moore, the co-founder of Intel, made an observation that eventually became known as Moore's Law:

2x

compute capacity
every

2 years



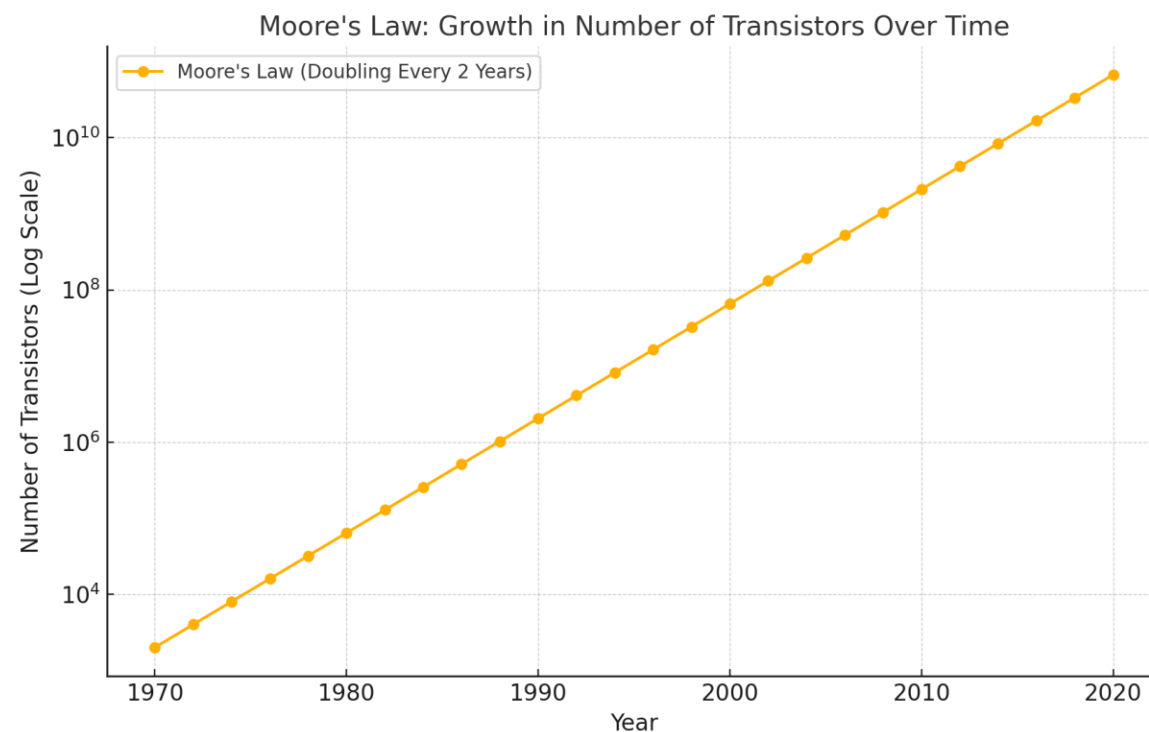
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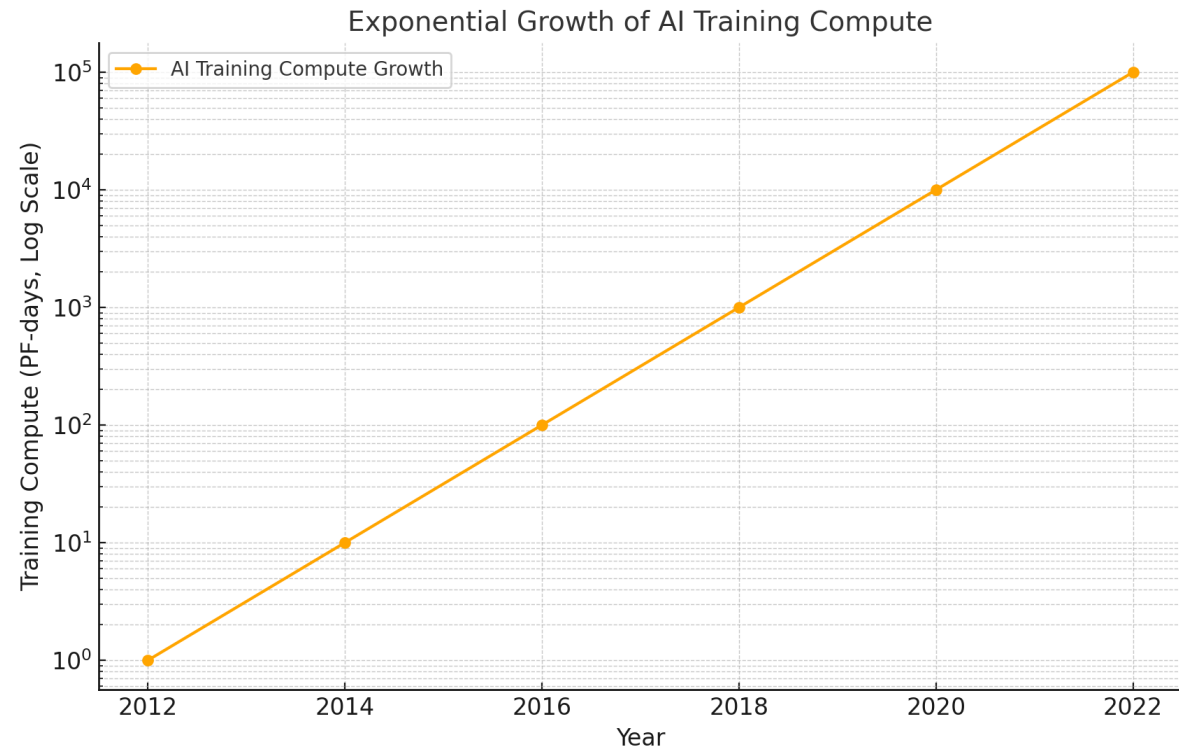
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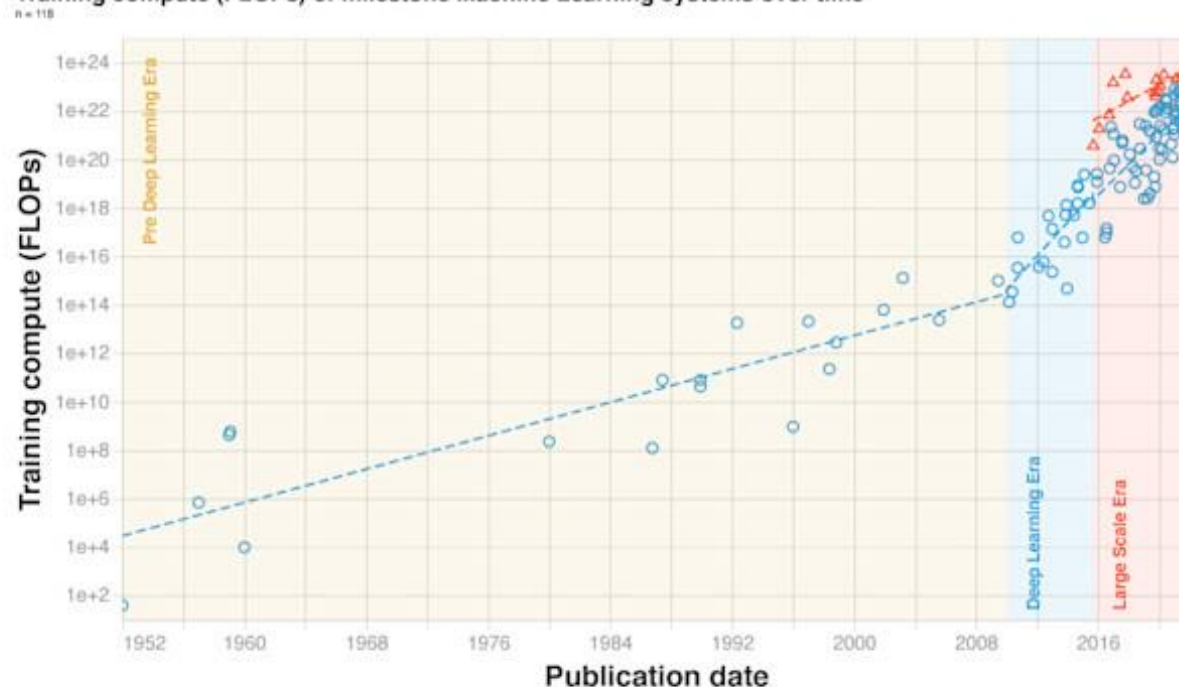


The Pace of Change

This and subsequent research show that AI systems are learning at accelerating paces of change, unlike Moore's Law.

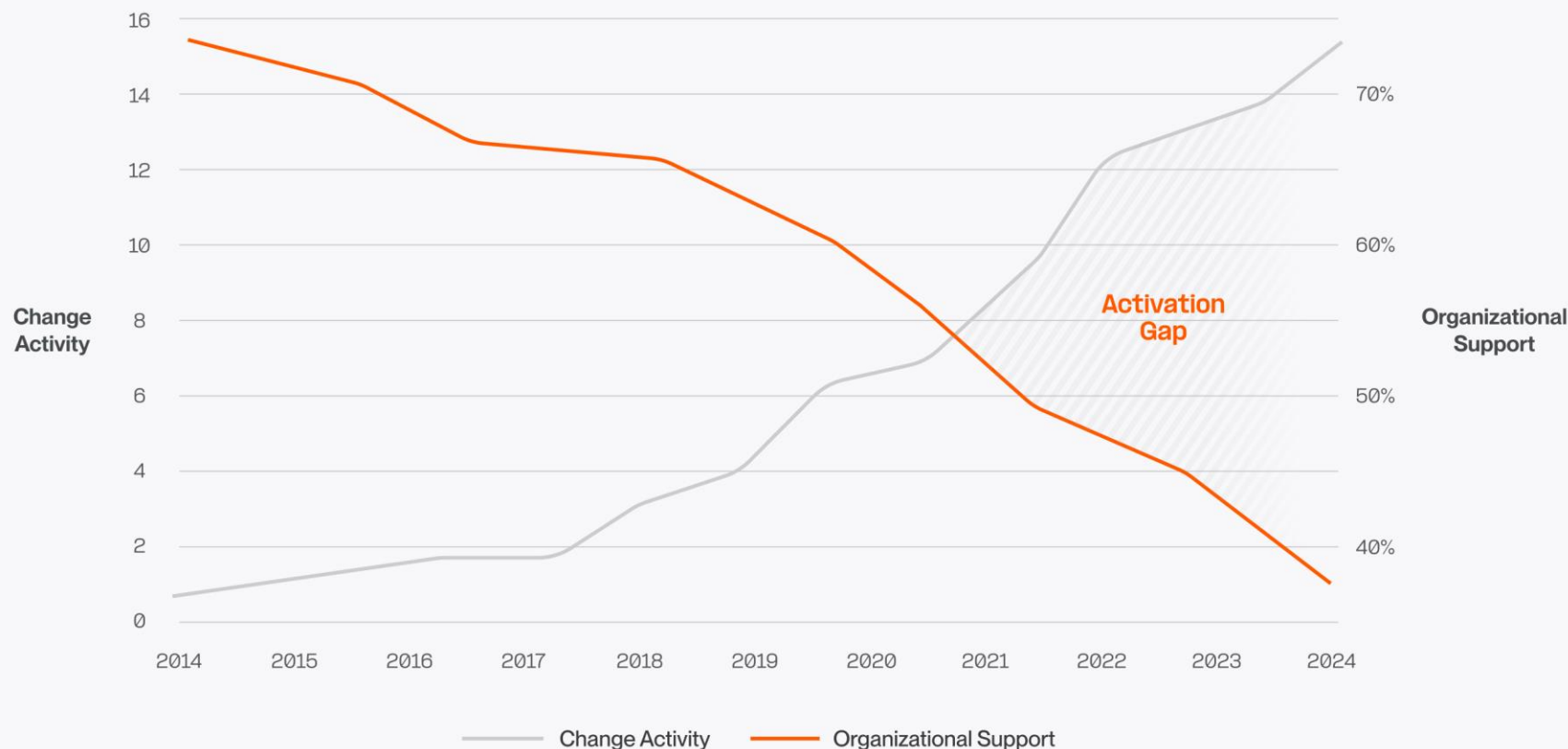
Exponential
not
Linear

Training compute (FLOPs) of milestone Machine Learning systems over time



Growth of Change Activity Over the Last Decade

Change Activity vs Organizational Support



Research from Gartner

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Next Up: Quantum

Quantum computing focuses on using quantum mechanics to solve complex problems that are intractable for classical computers. AI, on the other hand, aims to create intelligent machines that can perform tasks that typically require human intelligence, often by learning from data. While they are different, they can also potentially work together in the future.



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“Our machine performed the target computation in 200 seconds, and from measurements in our experiment we determined that it would take the world’s fastest supercomputer 10,000 years to produce a similar output”

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→ How much might Quantum potentially accelerate AI Learning?



My Conclusions

The pace of change is driven by tech

The pace of change is driven by technology because each new wave of innovation accelerates the creation, dissemination, and application of knowledge, compounding disruption across industries.

Tech is advancing exponentially

Technology is advancing exponentially because each breakthrough builds on the last, enabling faster innovation cycles through increasing computational power, automation, and interconnected systems.

“Change Capacity” will become the basis of organizational competition

Change capacity will become the basis of organizational competition because the ability to rapidly adapt, execute, and evolve will determine who thrives in an environment of continuous disruption.

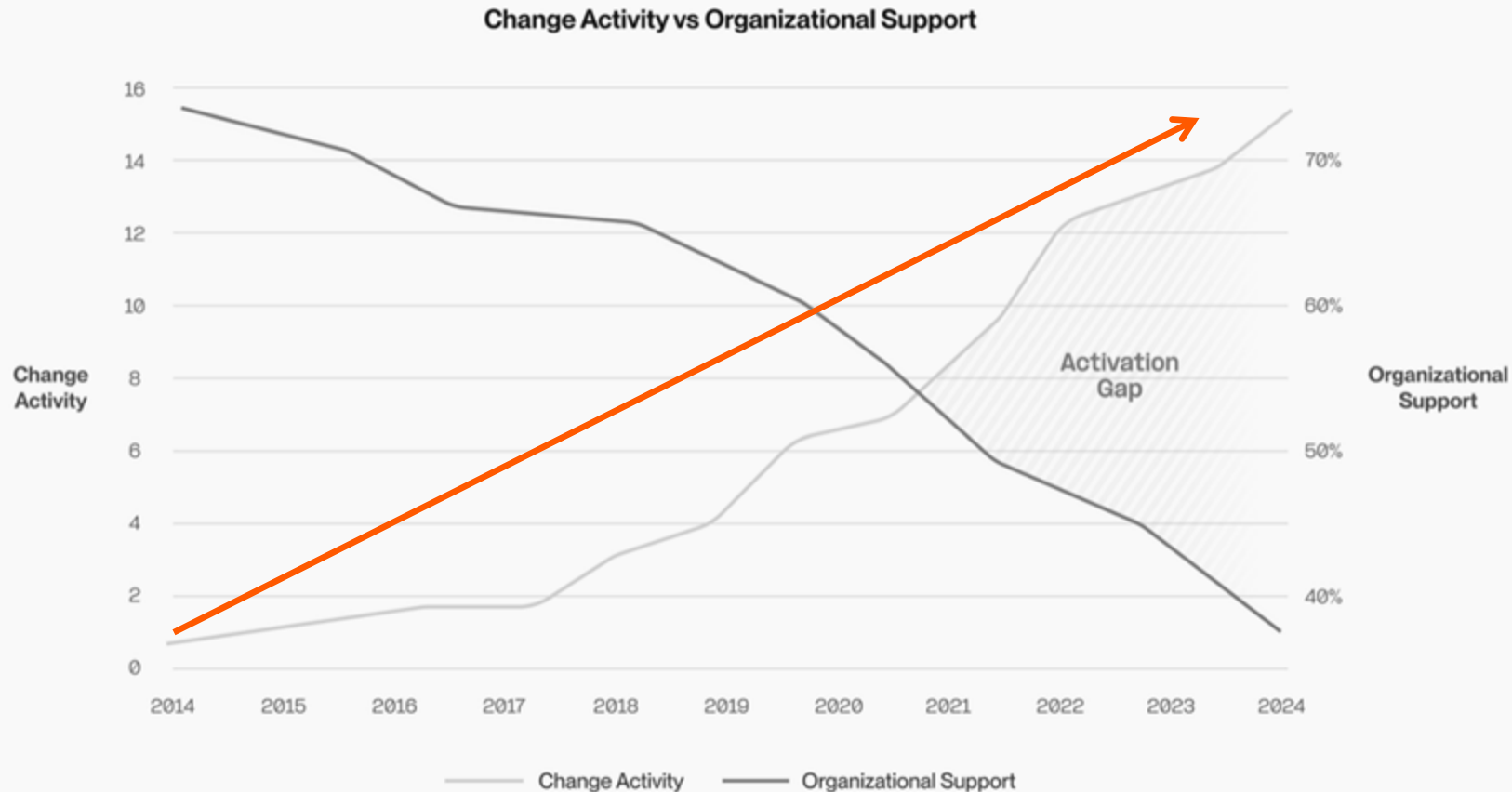


What is the solution?

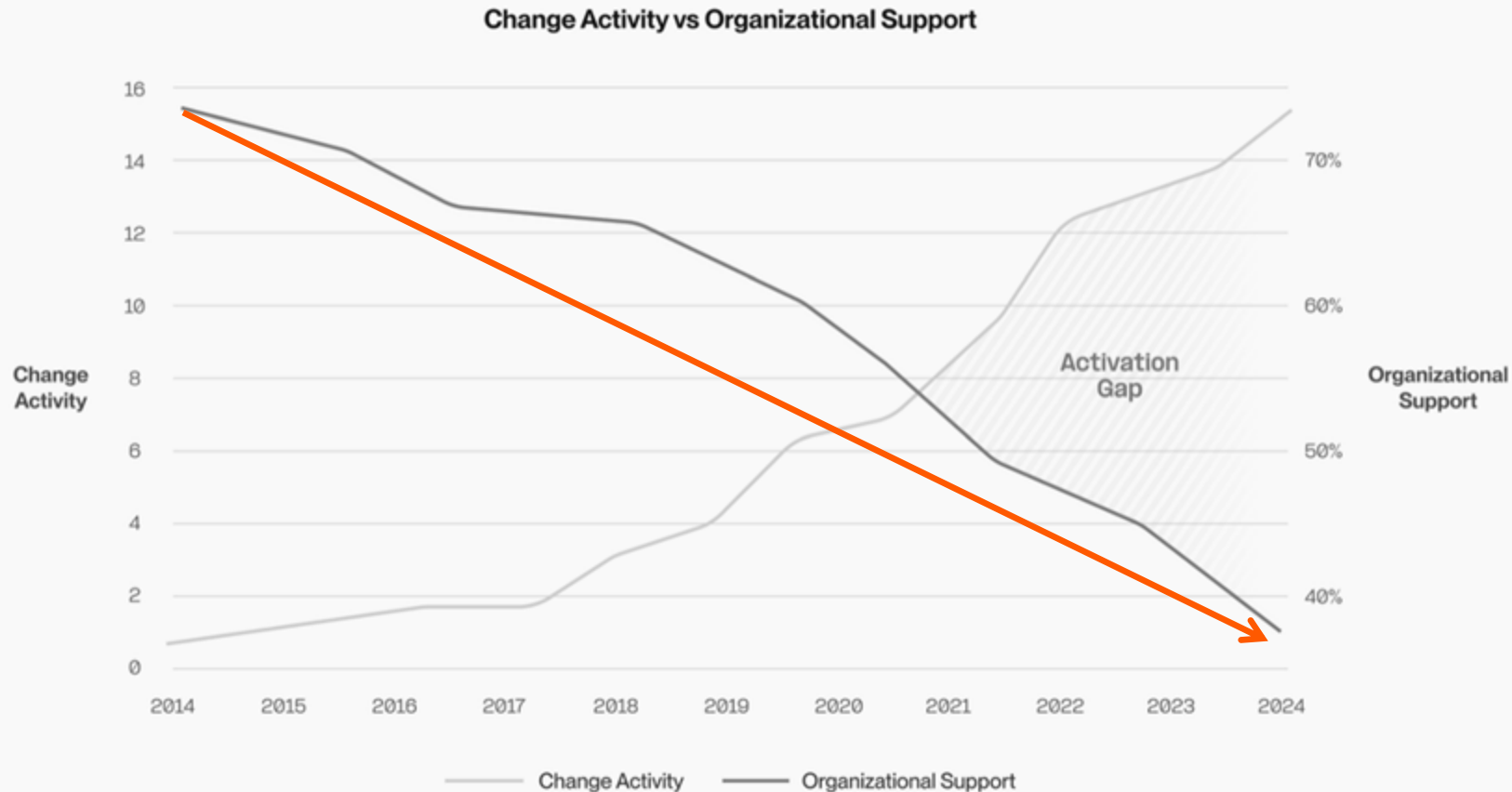
- 1) An enterprise transformation capability
- 2) A culture of transformation agility



The Pace of Change is Increasing...

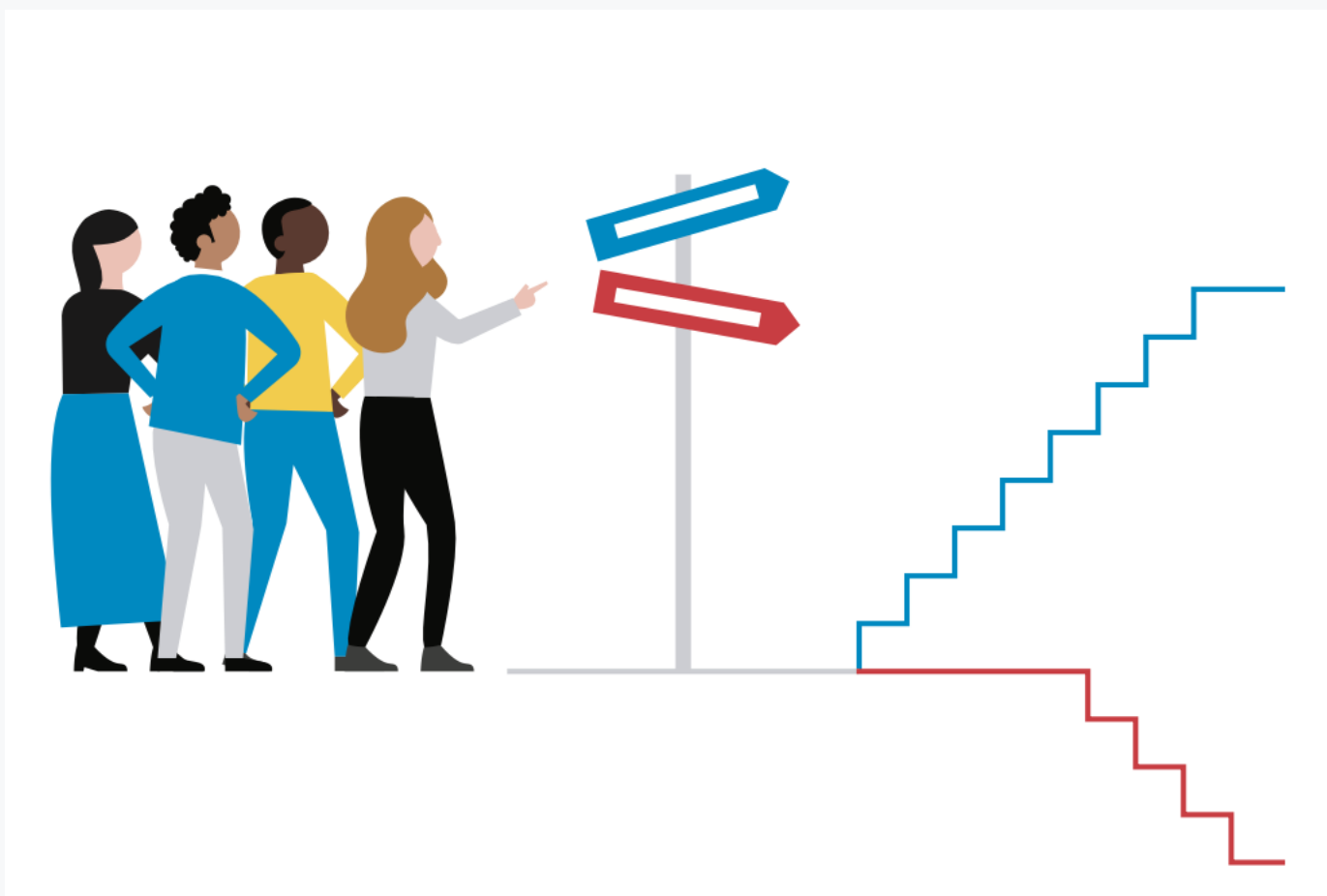


While Organizational Support is Decreasing...



We are at a crossroads...

If 70-80% of change initiatives fail in the current state, how can we afford not to invest in superior transformation capability in the future state?



We need to build “Change Capacity”

Change Capacity will become the basis of organizational competition because the ability to rapidly adapt, execute, and evolve will determine who thrives in an environment of continuous disruption.

Change Capacity

The volume or bandwidth an organization has to absorb and execute change. A measure of organizational limits or scalability.



Change Capacity

The volume or bandwidth an organization has to absorb and execute change

=

Change Capability

The institutionalized systems, skills, and structures that enable change

+

Change Agility

The speed and flexibility with which an organization can respond to change.



What is the solution?

An enterprise transformation capability

→ To build change capability

A culture of transformation agility

→ To build change agility



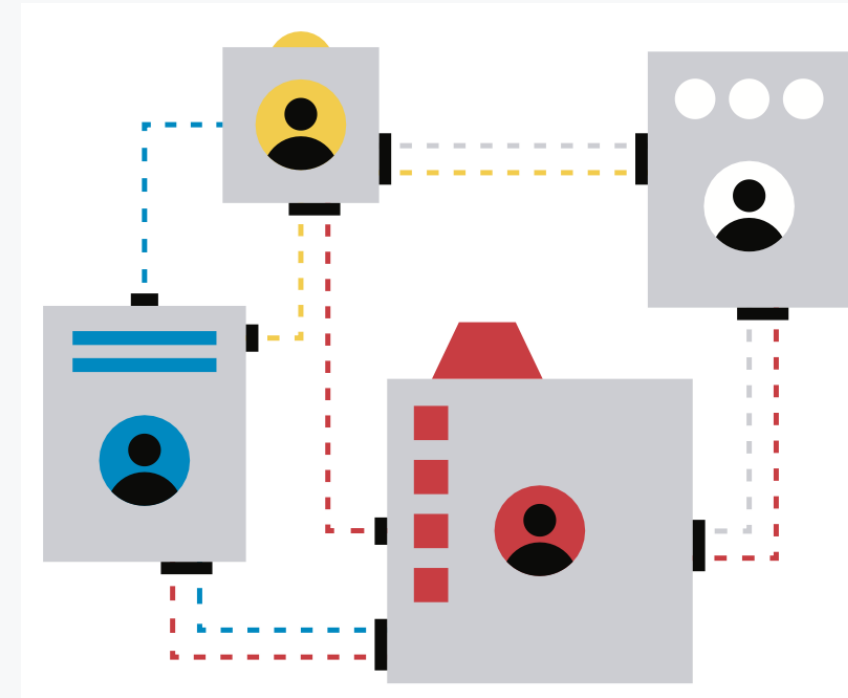
Capability as an Asset:

The Baseline

Change capability is not an accidental strength; it is a built one. By introducing an enterprise-wide Transformation Office (TO), organizations can intentionally grow this capability, embedding the systems, skills, and structures needed to navigate complexity at scale. It becomes centralized engine that operationalizes change, bridges strategy and execution, and ensures that transformation becomes a core competency rather than a one-time effort.

What this would look like:

- A permanent, cross-functional Transformation Office reporting to executive leadership, with a clear mandate to drive enterprise-wide initiatives.
- A standardized framework for strategy activation, ensuring all major initiatives are aligned, prioritized, and supported across the organization.
- Embedded change leadership training and support for initiative owners and business unit leaders to build internal muscle.
- Real-time data dashboards and governance routines for tracking initiative health, risks, and outcomes across the full portfolio.
- A library of playbooks, tools, and repeatable processes that enable faster, more confident execution of complex change efforts.



Culture as a Catalyst:

The Differentiator

Change agility—the speed and flexibility with which an organization can respond to disruption—relies not only on systems and structures, but on culture. Introducing an enterprise-wide culture shift is essential to embedding the mindsets and behaviors that enable people to embrace change rather than resist it. A change-embracing culture turns transformation from something imposed into something lived—accelerating execution and improving outcomes in times of uncertainty.

What this would look like:

- Leaders visibly modeling change behaviors, such as transparency, adaptability, and continuous learning.
- Incentive systems and recognition programs that reward experimentation, risk-taking, and cross-functional collaboration.
- Regular storytelling and internal communications that celebrate successful transformations and normalize iteration.
- Psychological safety embedded in team norms, allowing people to challenge assumptions and share early signals without fear.
- Enterprise-wide change readiness assessments and learning programs that help build emotional resilience and adaptability skills across the workforce.



What is a transformation office?

It is...

Not a PMO

A PMO focuses on delivering projects on time and on budget, while a Transformation Office is accountable for driving strategic business outcomes and enabling enterprise-wide change.

→ Focuses on business outcomes, not just delivery mechanics

Not a Strategy Office

A Strategy Office defines where the organization needs to go, while a Transformation Office ensures it actually gets there by activating and executing the strategy across the enterprise.

→ Activates and operationalizes strategy, not just designs it

Not a Change Management COE

A Change Management COE provides tools and guidance for managing change, while a Transformation Office drives the end-to-end execution of strategic initiatives to deliver tangible business outcomes..

→ not just a library of change management expertise, but a catalyst



What is a transformation office?

It should be...

Mission: Align, orchestrate, and accelerate enterprise-wide change

Align

Ensure that every initiative, team, and resource is connected to the organization's strategic priorities, creating a shared understanding of purpose and direction..

Orchestrate

Build connective tissue between functions, business units, and geographies to eliminate silos, manage interdependencies, and drive cohesive execution.

Accelerate:

Remove obstacles, streamline decision-making, and provide focused support, tools, and best practices to speed up the delivery and impact of transformation initiatives.



The Result?

**Transformation becomes your edge,
not overhead**

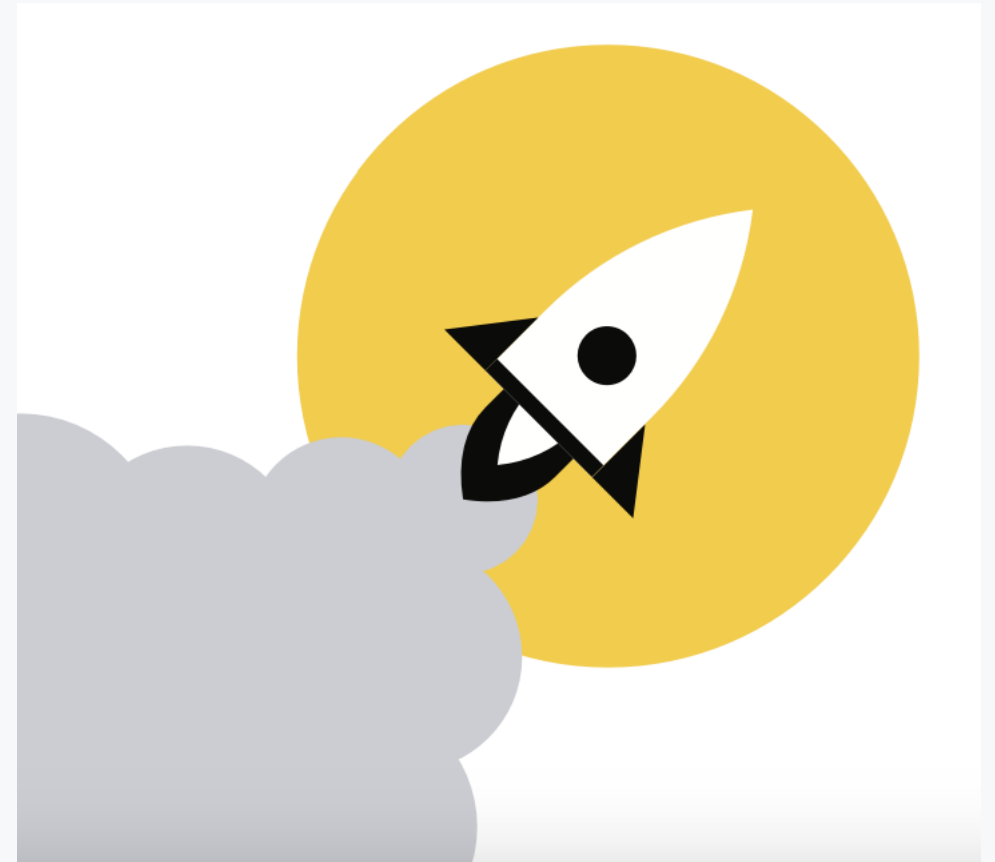


1. Faster Time-to-Value

- Centralized support and executive sponsorship removes friction and delays
- Cross-functional coordination accelerates execution

Results::

- companies with strong transformation governance and culture can generate 20% to 40% faster time-to-value
- and reduce initiative failure rates by half (MGS)



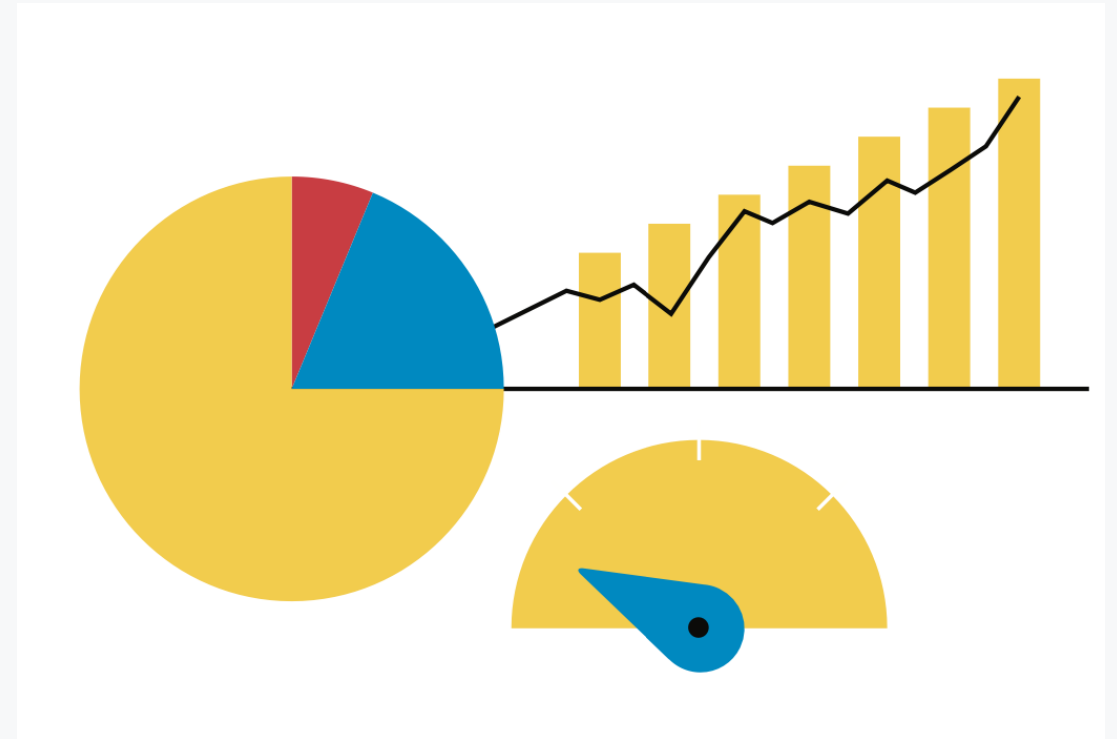
2. Higher Success Rates

→ Structured oversight, KPIs, and governance boost initiative performance

→ Dedicated resourcing keeps momentum alive

Results::

- companies with strong transformation capabilities outperform their peers by 30% in total shareholder return (BCG)
- organizations with formal transformation offices were 3.5 times more likely to report success in their transformation efforts (McKinsey)

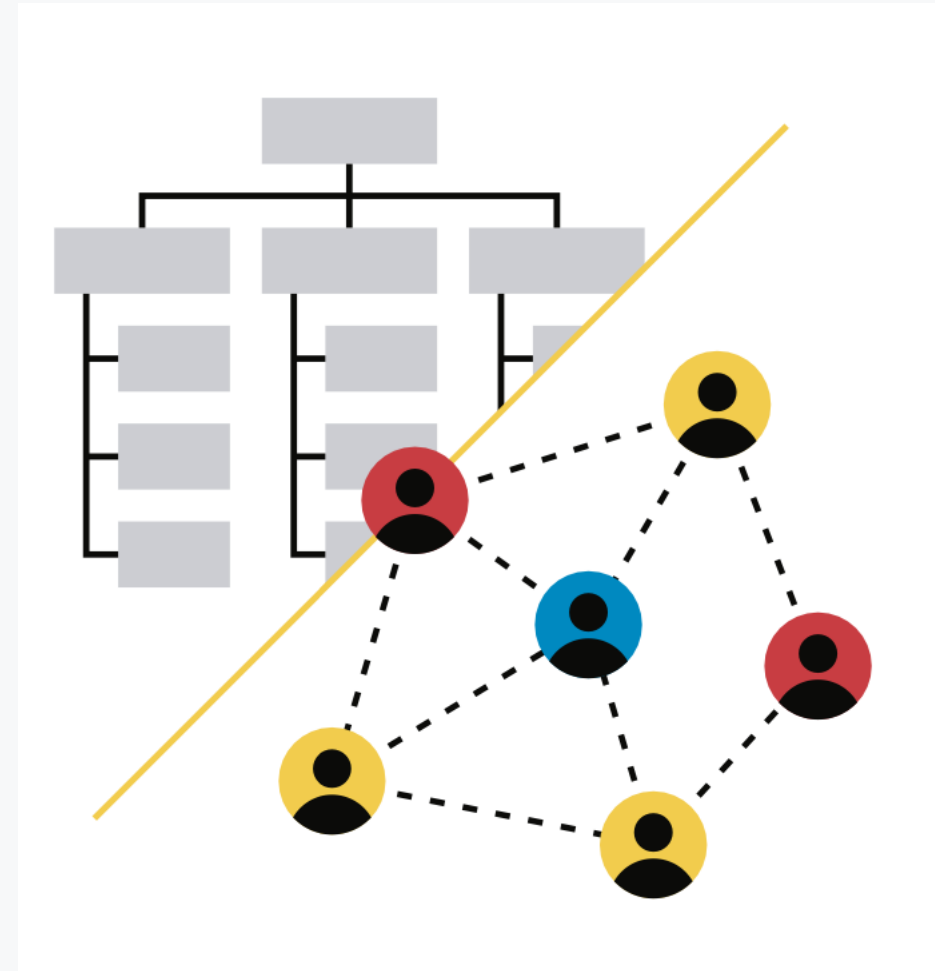


3. Greater Organizational Agility

→ Builds muscle for managing constant change
→ Enables real-time course correction and continuous adaptation

Results:

- companies with high change agility are 2.4 times more likely to achieve their strategic objectives. (DeLoitte)



4. Durable Competitive Advantage

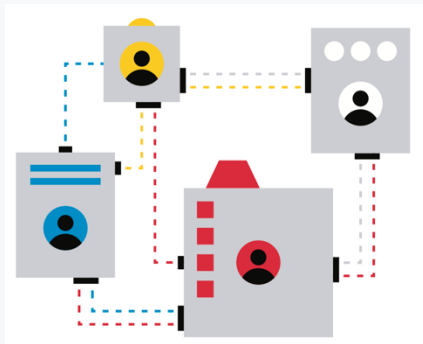
Increases the bandwidth your organization has to absorb and execute change

→ Future-proof your organization

→ Change & resilience as a way of working

Change Capability

The institutionalized systems, skills, and structures that enable change



+

Change Agility

The speed and flexibility with which an organization can respond to change.



=

Change Capacity

The volume or bandwidth an organization has to absorb and execute change



The Takeaway

Delay=Risk

Action=Advantage



Key Takeaways

Why you need to invest now, not later

- *Investing early builds transformation capability before it's urgently needed*
- *A TO pays for itself through accelerated ROI and avoided failure*
- *Boards and shareholders are increasingly demanding evidence of change-readiness*

Call to Action:

- *Assess your current transformation capability*
- *Start a conversation internally about standing up or evolving your TO*
- *Join the rest of the series!*



Transformation is no longer episodic—it's continuous and accelerating.

Build a capability and culture for transformation to build durable, competitive advantage



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What's Next?

Webinar



[Link in Chat](#)

Demo

See how Tigernall supports
change activation at scale

[Link in Chat](#)

Office Hours

30 Minute Meeting to
discuss your change
challenge or the content of
this series

aric@Tigerhall.com



Discussion





Aric Wood

Chief Strategy Officer

+1 503 804 9087

aric@tigerhall.com

@aric wood

www.tigerhall.com

Thank You!

