



# HENKEL CHANGE FROM EVERY ANGLE

## VIDEO TRANSCRIPT

### Fueling People-Powered Innovation

Technology is just an enabler, but really the people are the ones to unlock the potential.

**Stephen Ingram - Principal Director, Accenture Song:** I think Henkel was really smart in looking for a custom approach to assessing its teams and developing the capability program to upskill those people to deliver on their digital potential.

**Anne K. Kotzorek - Managing Director, Talent & Organization, Accenture:** This project is very unique in terms of scope, scale and timing. Accenture supported Henkel in designing the new learning and talent management processes, so helping Henkel to understand how employees and leaders can further develop themselves.

**Charlyn Arellano - Manager Global Learning & Development, Henkel:** We like to say our learning management system is a one-stop shop, a hub for learning so that learners across the organization, across our different geographies and regions can go in and make sure that they upskill themselves, be it on digital or be it on other topics as well.

This is exactly what we tried to do with the digital upskilling.

We didn't really look at a specific technology that could be trained or should be trained, but we rather looked at how can people embrace digital and understand the opportunities that it provides and then ultimately also put this into practice in the best way.

Success in a program like digital upskilling is measured in the shift in behaviors, really.

So we obviously include some tool training and some technical training in these different programs under the digital upskilling mandate.

However, it's not just about getting good at using tools, it's about understanding why we use these tools and why it's so important.

Let there be change