



The New Financial Ecosystem: *What Banks Need to Adapt?*

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CEO, one eighty global innovation | Founder, The Human Revolution





The New Financial Ecosystem: *What Banks Need to Adapt?*



#1 Artificial Intelligence
AI / Machine Learning / Deep Learning



#2 Internet of Things
IOT, IIOT, Sensors & Wearables



#3 Mobile/Social Internet
Advancements - Search/Social/ Messaging/Livestreams



#4 Blockchain
Distributed Ledger Systems, Apps, Infrastructure, Technologies
Cryptocurrencies & DApps

0101
1011
0110

#5 Big Data
+ Predictive Analytics



#6 Automation
Information, Task, Process, Machine, Decision & Action



#7 Robots
Cons./Comm./Indus., Robots, Drones & Autonomous Vehicles



#8 Immersive Media
- #VR/ #AR/ #MR/ 360°/ Video?Gaming



#9 Mobile Technologies
Infrastructure, networks, standards, services & devices



#10 Cloud Computing.
SaaS, IaaS, PaaS & MESH Apps



#11 3D Printing
Additive Manufacturing & Rapid Prototyping



#12 CX
Customer Journey, Experience Commerce & Personalization



#13 EnergyTech
Efficiency, Energy Storage & Decentralized Grid



#14 Cybersecurity
Security, Intelligence Detection, Remediation & Adaptation



#15 Voice Assistants
Interfaces, Chatbots & Natural Language Processing



#16 Nanotechnology
Computing, Medicine, Machines + Smart Dust



#17 Collaborative Tech.
Crowd, Sharing, Workplace & Open Source Platforms & Tools



#18 Health Tech.
Advanced Genomics, Bionics & Health Care Tech.



#19 Human-Computer Interaction
Facial/Gesture Recognition, Biometrics, Gaze Tracking



#20 Geo-spatial Tech.
GIS, GPS, Mapping & Remote Sensing, Scanning, Navigation



#21 Advanced Materials
Composites, Alloys, Polymers, Biomimicry, Nanomanufacturing



#22 New Touch Interfaces
Touch Screens, Haptics, 3D Touch, Paper, Feedback & Exoskeletons



#23 Wireless Power

Bio-/Enviro-Materials + Solutions, Sustainability, Treatment & Efficiency



#24 Clean Tech.

#25 Quantum Computing
+ Exascale Computing



#26 Smart Cities
+ Infrastructure & Transport



#27 Edge/Computing
+ Fog Computing



#28 Faster, Better Internet

Broadband incl. Fiber, 5G, LiFi, LPN and LoRa

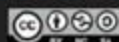


#29 Proximity Tech
Beacons, RFID, Wi-Fi, Near-Field Communications & Geofencing



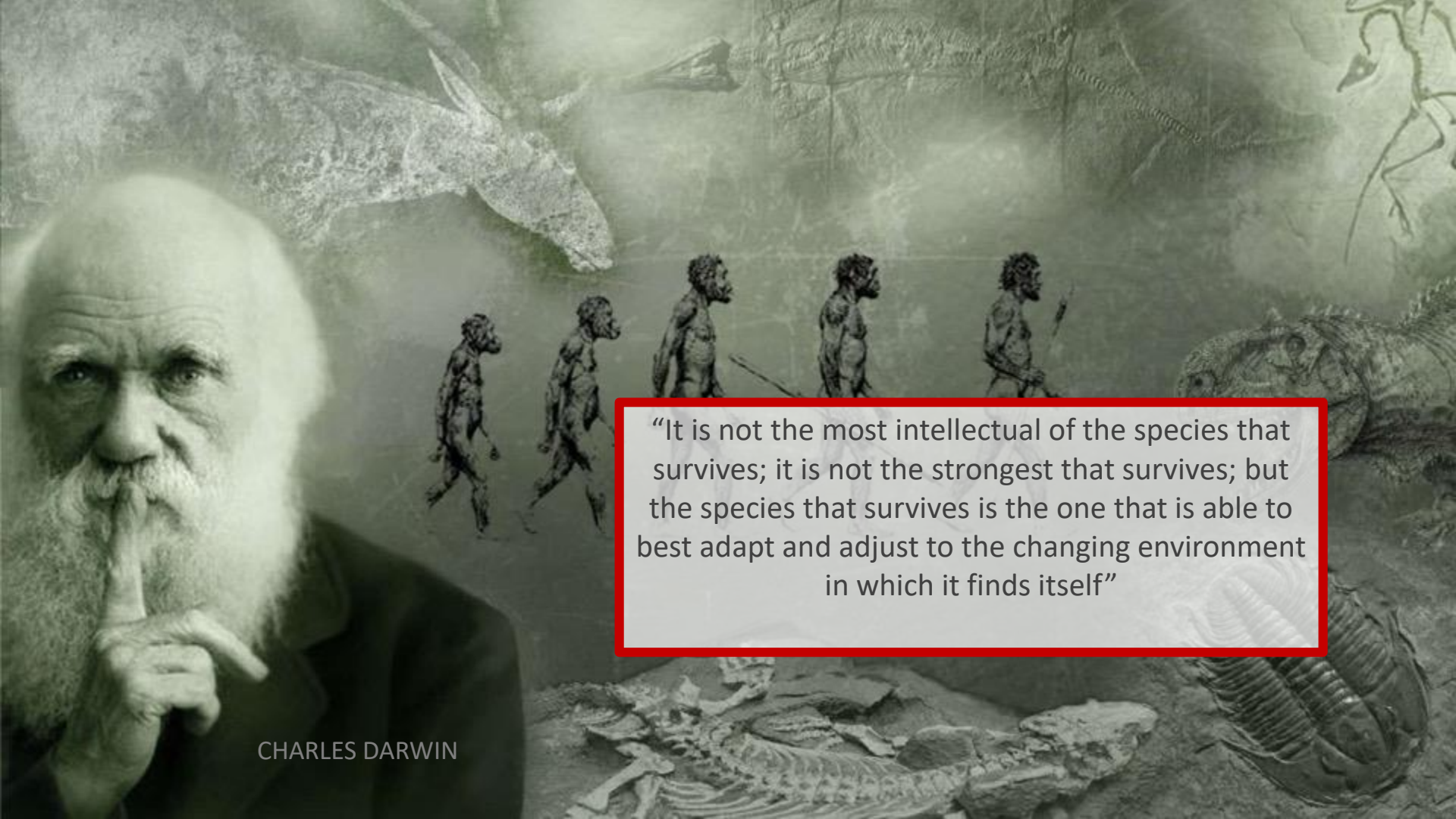
#30 New Screens
TVs, Digital Signage, OOH, MicroLEDs & Projections

THE 30 TECHNOLOGIES OF THE NEXT DECADE



Created by: Futureproofing : Next futureproofingnext.com

FUTUREPROOFING
NEXT

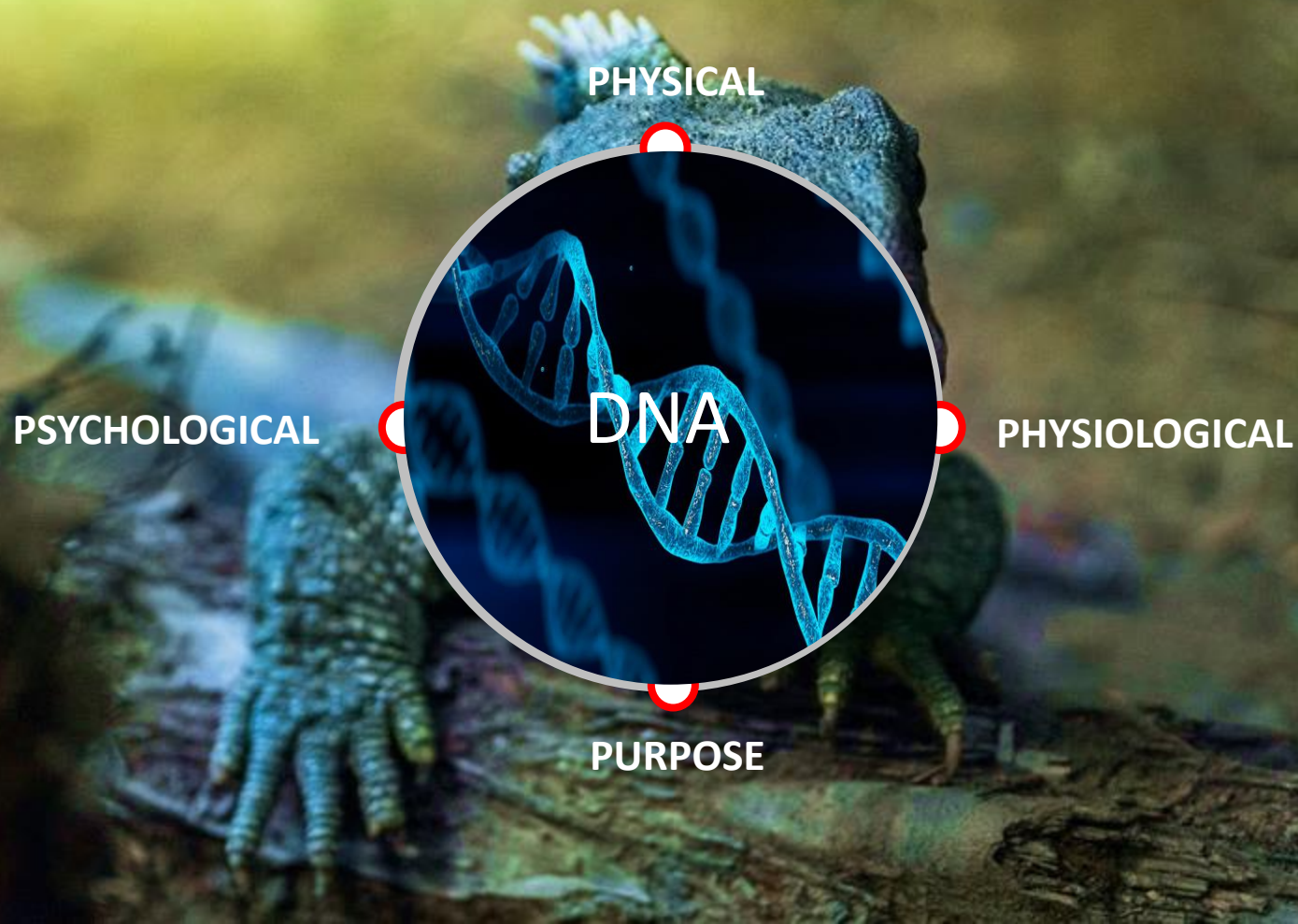


“It is not the most intellectual of the species that survives; it is not the strongest that survives; but the species that survives is the one that is able to best adapt and adjust to the changing environment in which it finds itself”

CHARLES DARWIN



TUATARA



ADAPTATION



TECHNOLOGY

PSYCHOLOGY

PEOPLE

PROCESS

DNA

PURPOSE



Maslow's Hierarchy of Need



A large, dense crowd of people is shown from a low angle, looking down the length of a street or arena. The crowd is composed of many individuals of various ages and ethnicities, mostly seen from the back or side. In the immediate foreground, a person with long red hair wearing a bright orange shirt is out of focus. The background shows a clear sky and some distant structures, suggesting an outdoor setting like a festival or a large gathering.

WE STRUGGLE WITH CHANGE.

IDC has forecast that global spending on digital transformation (DT) will reach a staggering
\$6.8 trillion globally by 2023.

84%

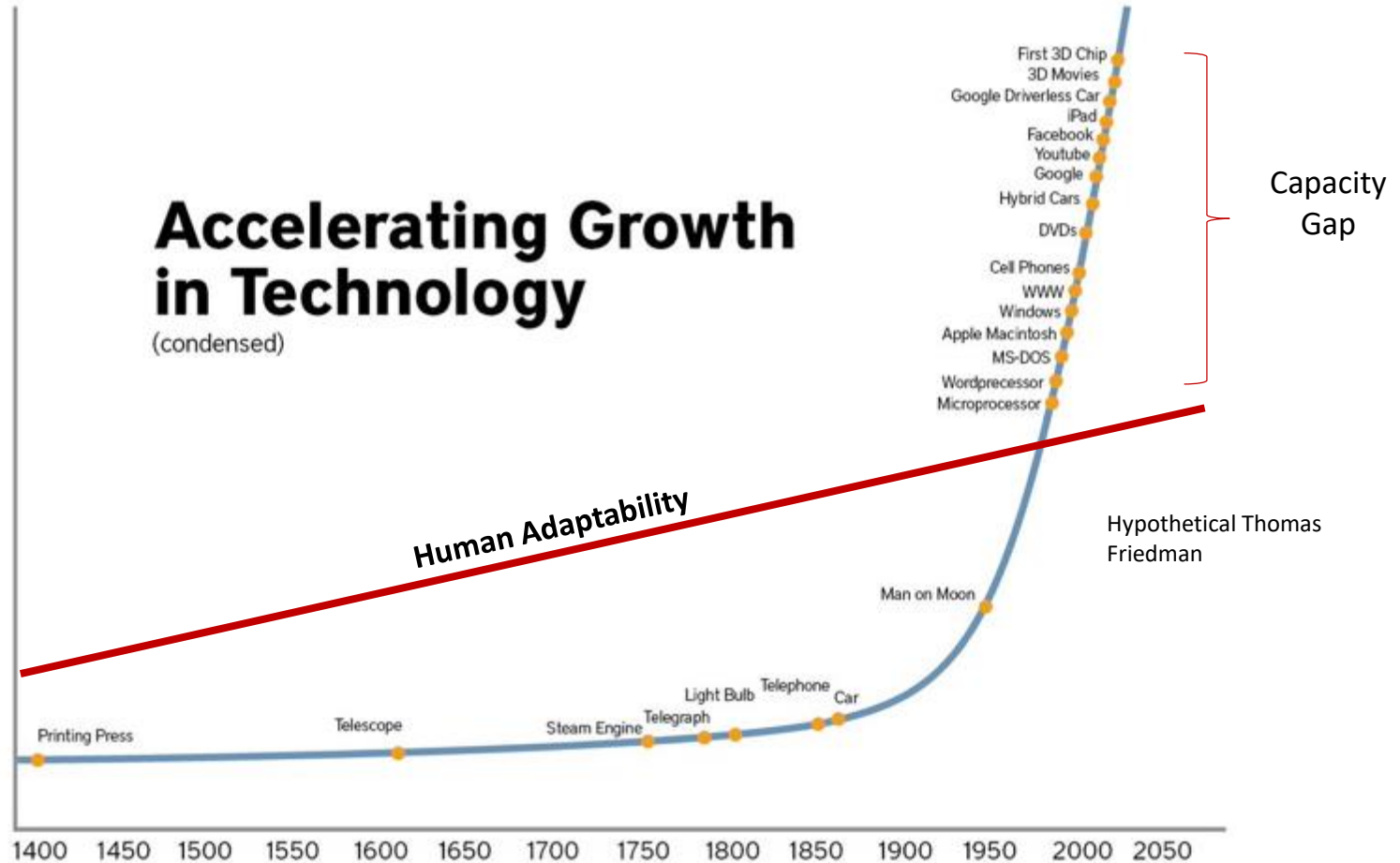
Why?

1. Lack of consensus on what digital transformation means
2. Lack of CEO sponsorship
3. Lack of focus
- 4. Resistance to change**
5. Trouble with 'what and how'
6. Lack of pace
7. Talent deficit
8. Back-end focus can crimp customer innovation
9. Integration woes
10. The digital moat
11. Strapped for cash
12. Lack of continuity

The **pace of change** is fundamentally faster than man's natural ability (or willingness) to change **(adapt)**.

Accelerating Growth in Technology

(condensed)



Hypothetical Thomas Friedman



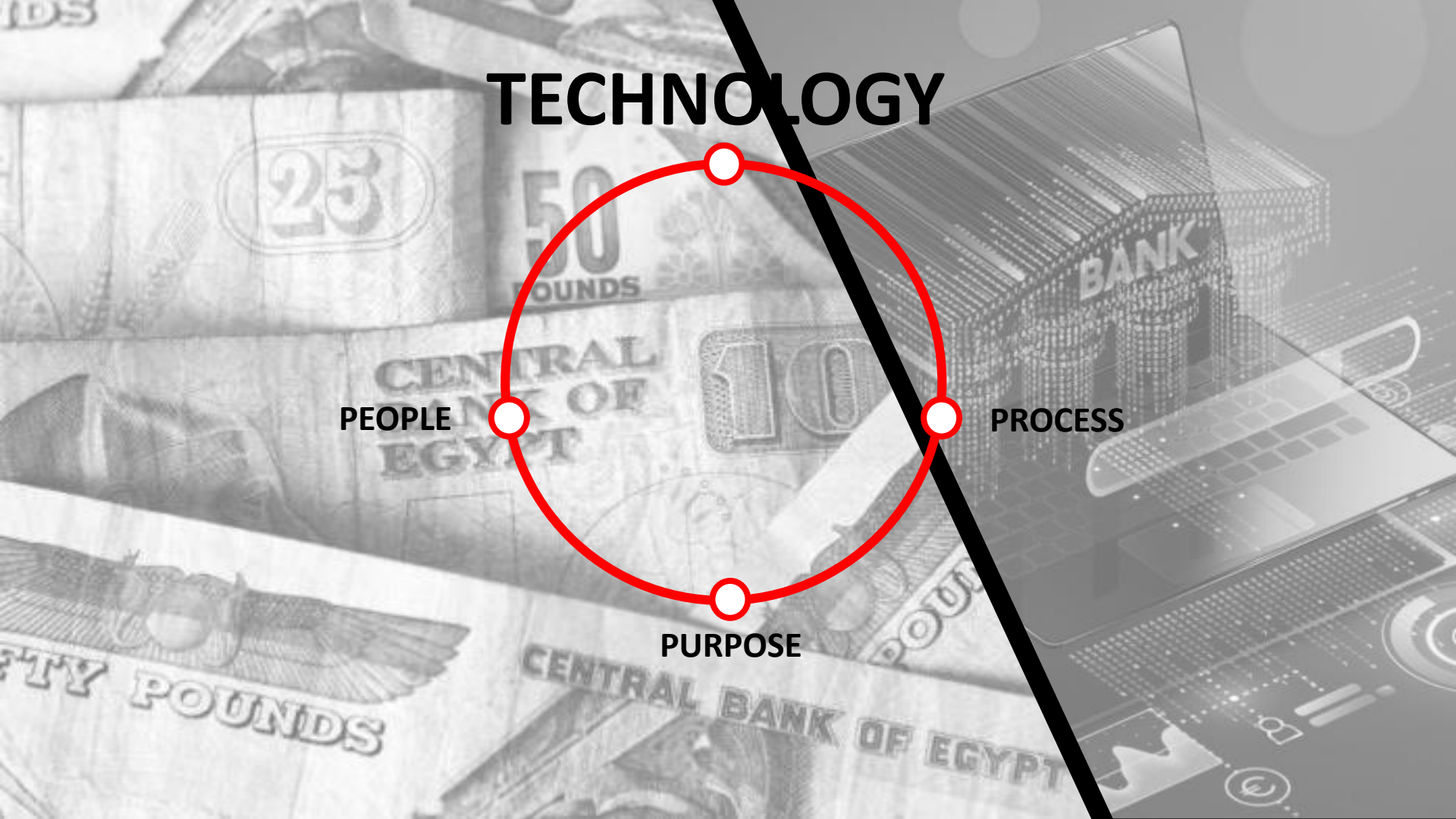
We must adapt even faster.

TECHNOLOGY

PEOPLE

PROCESS

PURPOSE



“(Our responsibility) is to infuse the
technologies ~~we~~ make with the humanity that
makes us.”

Financial
system

Tim Cook
CEO, Apple



“Technology cannot be slowed but it must be steered.”

Ash Carter

Former U.S. Secretary of Defense

Director, Harvard Belfer Center for Science

ARE WE STEERING?



TECHNOLOGY

PEOPLE

PROCESS

PURPOSE



An open notebook with a grid pattern is centered on a wooden surface. To the left of the notebook is a black pencil with a gold eraser. To the right is a small green succulent plant. The notebook's left page contains the text 'Iteration is imitation.' and the right page contains 'First principles' in red, followed by 'invention is the task.' in black.

Iteration is
imitation.

First
principles
invention is
the task.

HAVE YOU EXPERIENCED YOUR BANK LATELY?

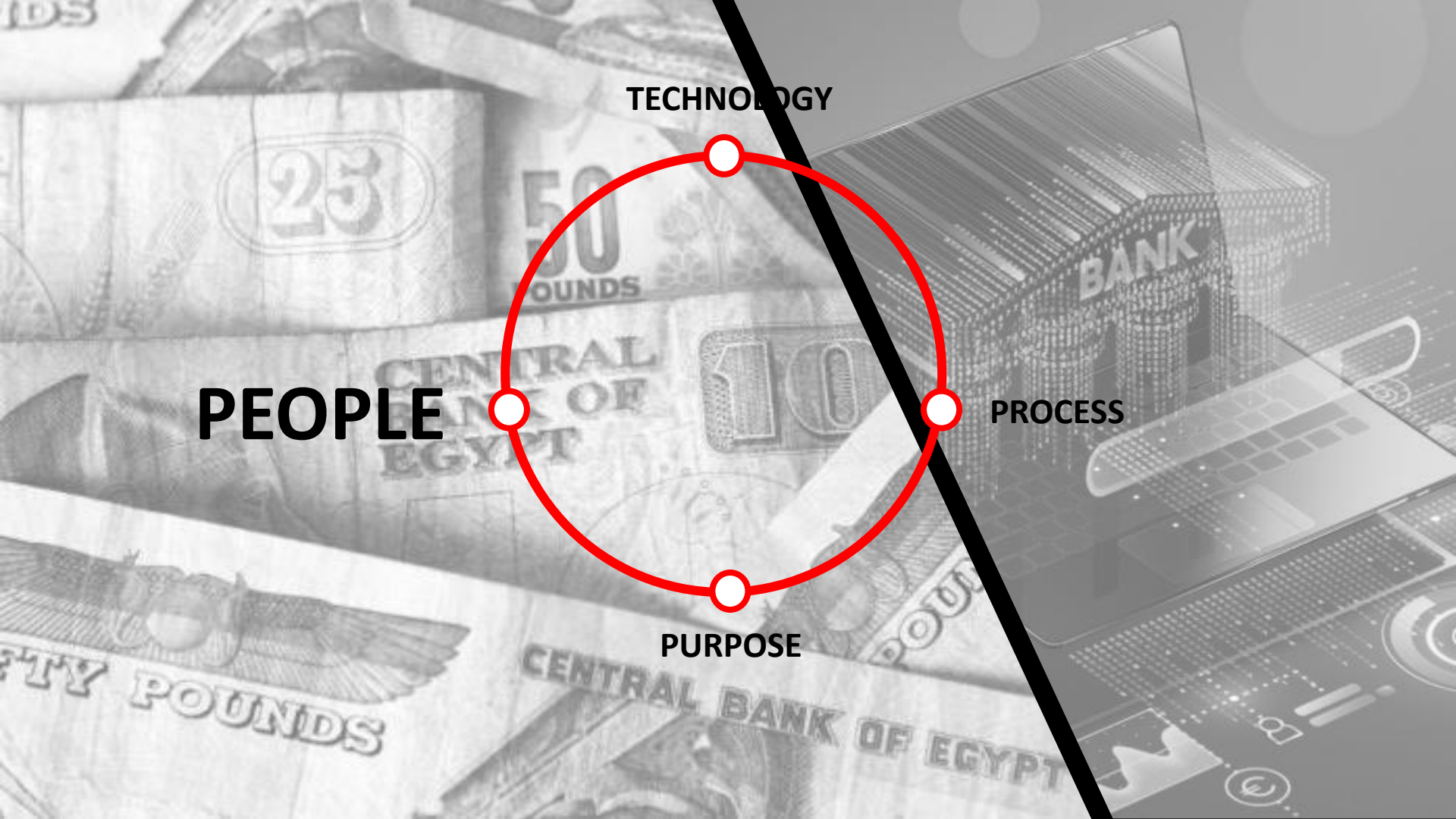


PEOPLE

TECHNOLOGY

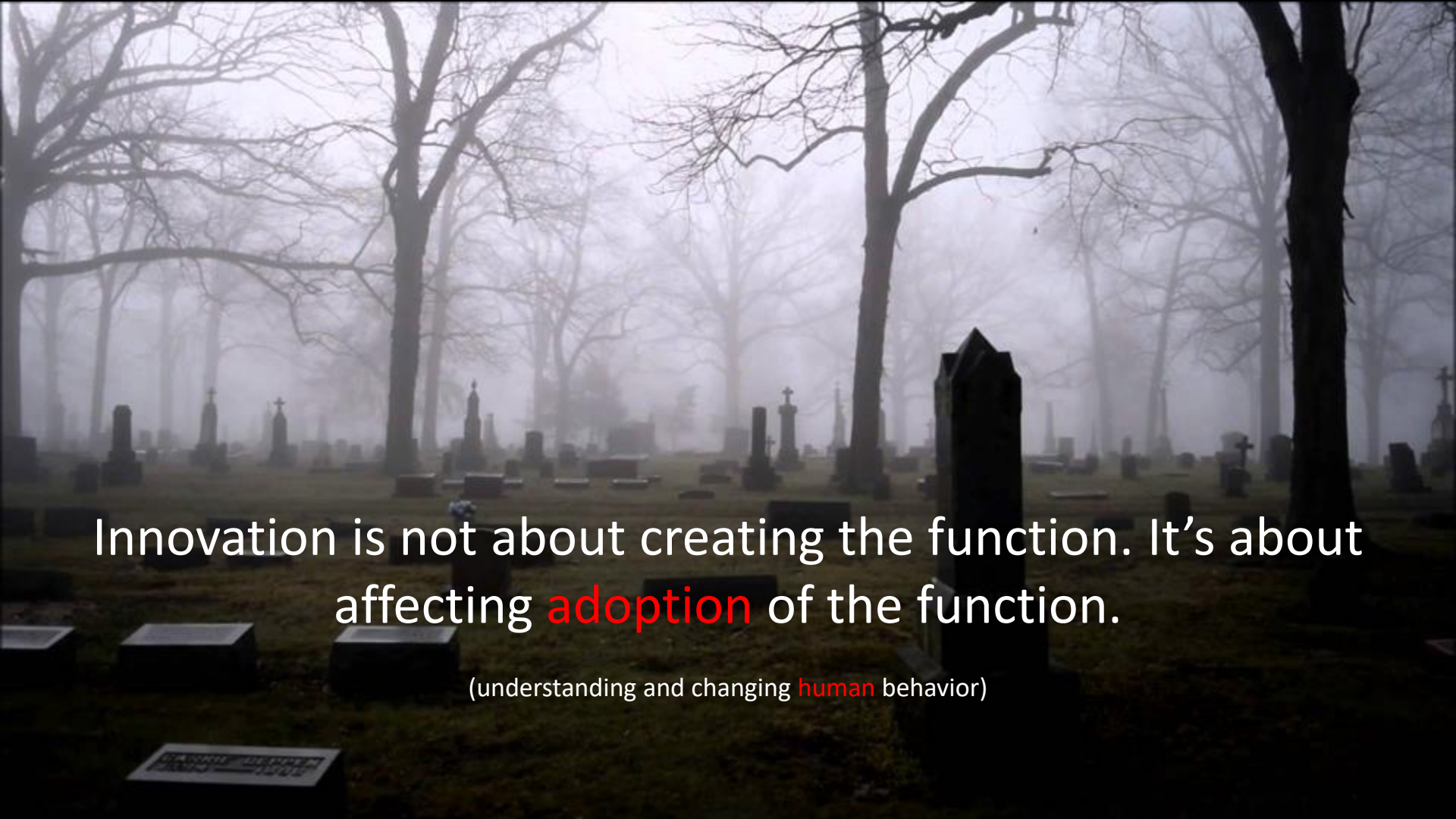
PROCESS

PURPOSE



1)decode your customers.

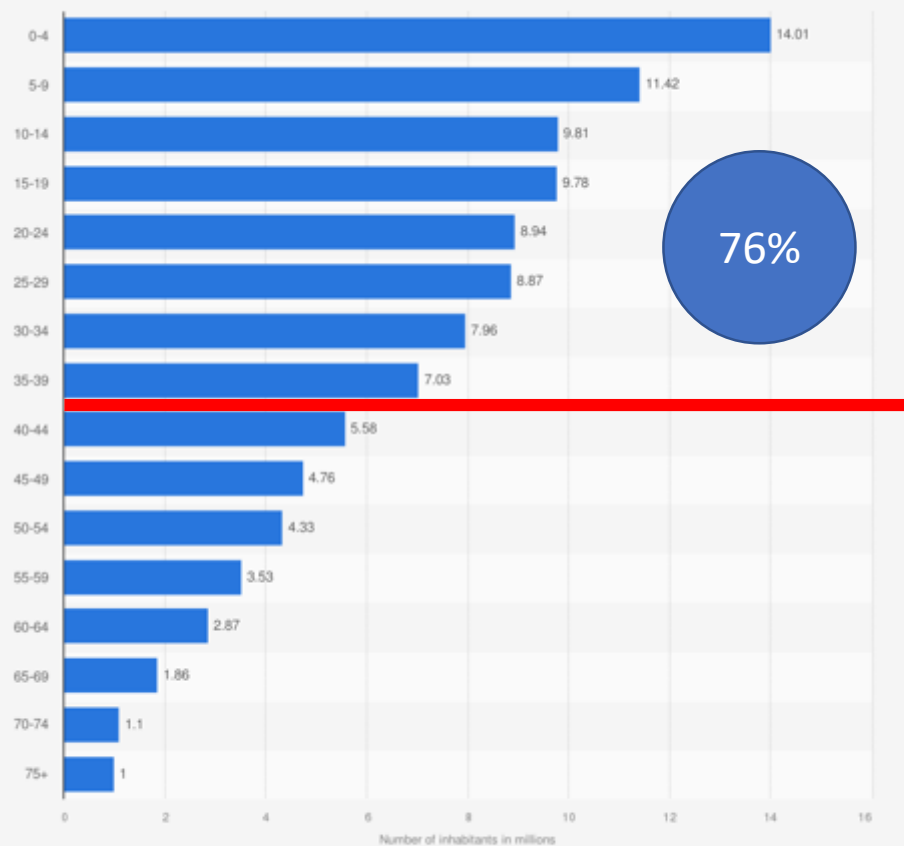
75% - 90%

A foggy cemetery with tombstones and bare trees. The scene is misty and somber, with many tombstones of various shapes and sizes scattered across a grassy field. Bare, leafless trees stand in the background, their branches silhouetted against the fog. The overall atmosphere is quiet and reflective.

Innovation is not about creating the function. It's about affecting **adoption** of the function.

(understanding and changing **human** behavior)

Total population of Egypt as of 2022, by age group (in millions)



Source
CAPMAS (Egypt)
© Statista 2022

Additional information:
Egypt; January 1, 2022



FEAR?

NEED?

DOUBT?

SEEK?


REGRET?

WANT?

ASPIRE?

2) decode and recode your organization.

84%

A normal distribution curve is shown in a light gray color against a dark blue background. A vertical red line is drawn at the 75th percentile of the distribution. The text "At least 75% of your employees are reluctant to change." is centered within the area under the curve to the left of the red line.

At least 75% of your
employees are
reluctant to change.

A silhouette of a person in mid-jump, arms and legs spread wide, against a vibrant sunset sky with orange, yellow, and blue hues. The person is positioned in the center-left of the frame, with their body angled towards the right. The sky is filled with wispy clouds, and the bottom edge shows the dark silhouette of a rocky outcrop.

Behaviors are the root of all actions, all decisions and all consequence.

BEHAVIOR CHANGE THEORY



DESPERATION

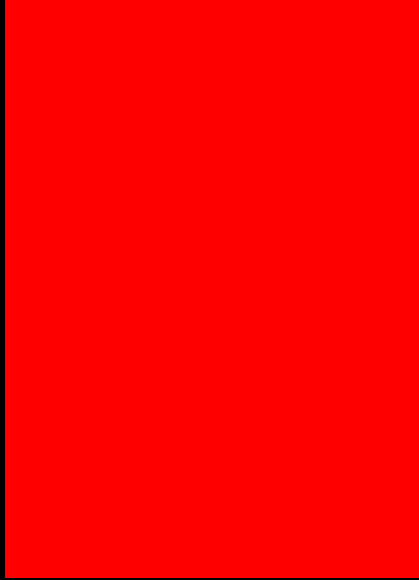
(FEAR)



ASPIRATION

(POSSIBILITY)

BEHAVIOR CHANGE THEORY



DESPERATION

(FEAR)

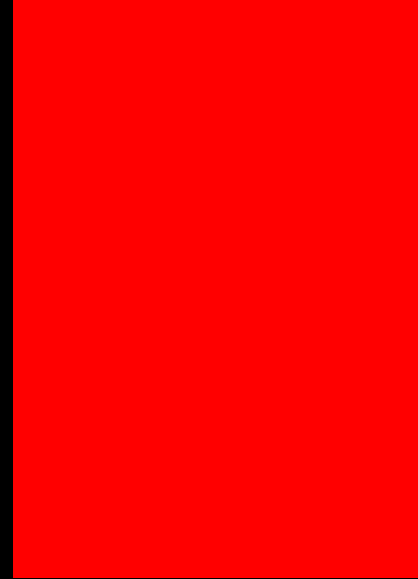
ASPIRATION

(POSSIBILITY)

BEHAVIOR CHANGE THEORY

DESPERATION

(FEAR)



ASPIRATION

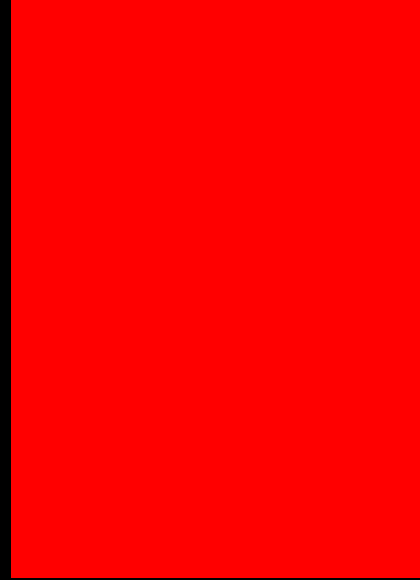
(POSSIBILITY)

BEHAVIOR CHANGE THEORY



DESPERATION

(FEAR)



ASPIRATION

(POSSIBILITY)

A silhouette of a person in mid-jump, arms and one leg extended, against a vibrant sunset sky with orange, yellow, and blue hues. The person is positioned centrally, with their body angled towards the left. A black rectangular box is overlaid on the image, containing white and red text.

3) Motivate, incentivize and measure
the right behaviors

Create a **motivating** context.



amazon

DAY 1





The Journey to i.



The Journey to i.

A multi-year strategic plan to transform the organization and its employees.

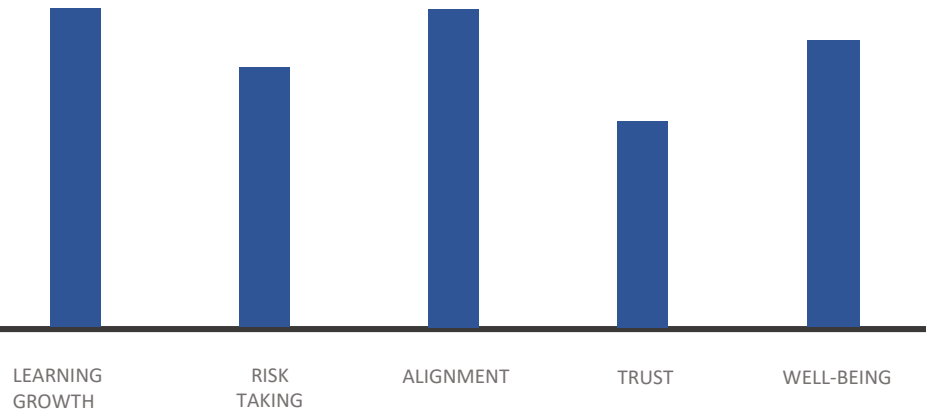


ARE YOU A DAY 1 OR DAY 2 ORGANIZATION?





4) Create an **adaptation dashboard**





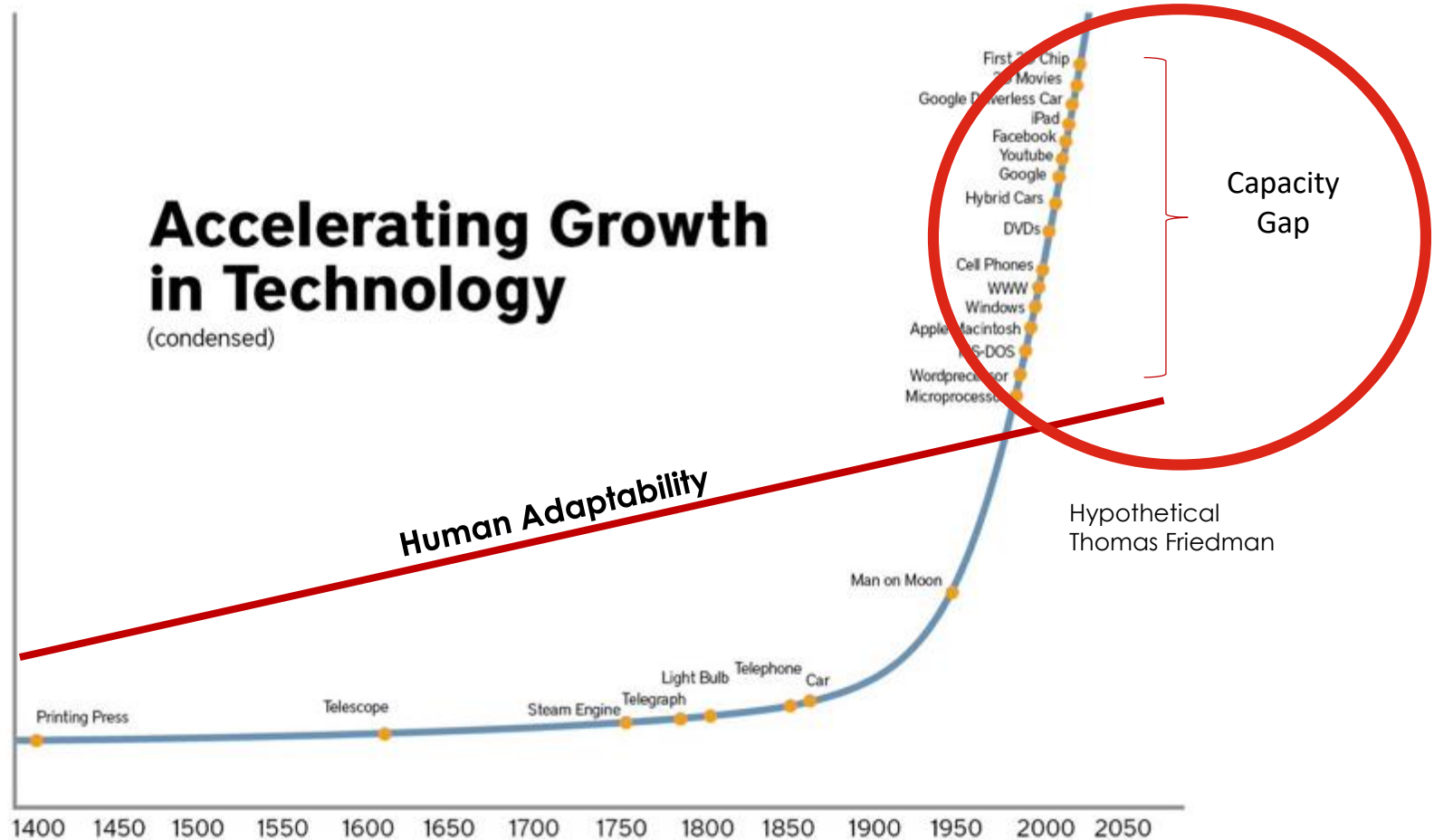
5) Take down the **walls**



6) Teach and learn

Accelerating Growth in Technology

(condensed)



TECH

Amazon plans to spend \$700 million to retrain a third of its US workforce in new skills

PUBLISHED THU, JUL 15 2019 • 5:00 AM EDT / UPDATED THU, JUL 15 2019 • 11:07 AM EDT

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@TERMINALCULLEN

SHARE    

KEY POINTS

- Amazon.com unveiled plans to retrain a third of its U.S. workforce — or 100,000 workers — by 2025 to help its employees move into more advanced jobs or find new careers.
- The retail and tech giant intends to expand its existing training programs and introduce new ones. The training will be voluntary, and most of the programs are free.
- The plan for program is among the biggest corporate retraining initiatives ever announced, at a cost of roughly \$1,000 per worker, or \$700 million.



Jeff Bezos, founder of Amazon and Blue Origin speaks during the JPL Space Summit, celebrating the 50th anniversary of the moon landing, at the John F. Kennedy Library in



TRENDS NOW



We must teach people how
to **adapt**.

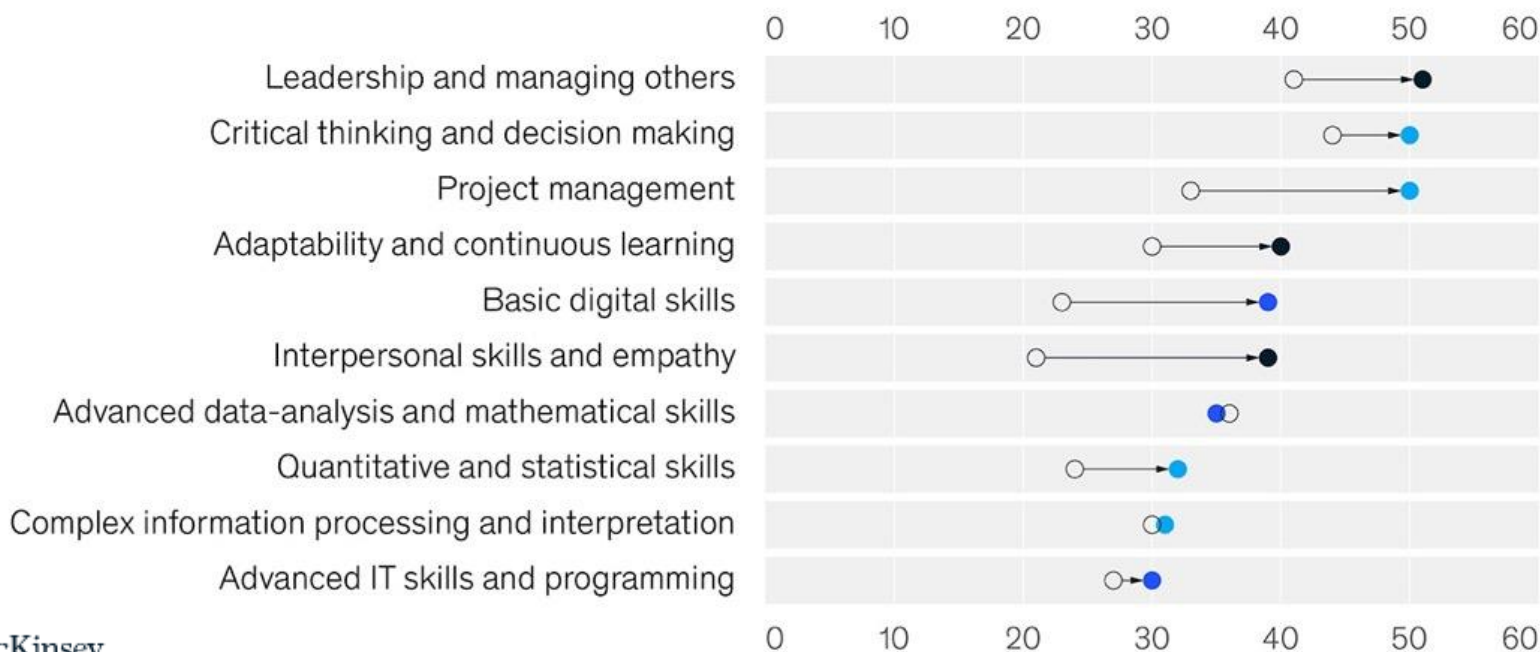
Perfectly adaptive = the intrinsic motivation to adapt PLUS the skills, mindsets and behaviors necessary to continuously adapt.

The skills, mindsets and behaviors necessary to continuously **adapt**:

THOUGHT	FLOURISHING	STEM	CREATIVITY	ACTION
Conceptual Skills Problem Solving Abstract Thinking Analytical Skills	Emotional Intelligence Interpersonal Intrapersonal Fulfillment & Happiness	Tech Proficiency Coding Fundamentals Conceptual Tech Computation Thinking	Creative Analysis Symbolic Thinking Literary Analysis Arts Analysis	Communication Visual Verbal Written
Rationality & Reason Critical Thinking Logical Reasoning Information Literacy	Existential Intelligence Mindfulness History of Humanity Existential Inquiry	Scientific Literacy Scientific Thinking Scientific Method Essential Models	Creative Expression Mediums for Creativity Creative Strategies Imagination Skills	Collaboration Organization Skills Leadership & Initiative Negotiating Skills
Systems Thinking System Mapping Mental Models Global Systems	Physical Well-being Habits Sports & Exercise Nutrition Literacy	Mathematical Reason Numeracy Data Analysis Financial Literacy	Innovation Mindsets Exponential Organizations Future Thinking	Morality & Ethics Moral Reasoning Practical Ethics Global Responsibility
School of Humanity Curriculum				

Skills that companies have prioritized to address through reskilling,

● Social and emotional skills ● Advanced cognitive skills ● Technological skills 2019 ○ —● 2020



WHAT DID YOU TEACH OR LEARN YESTERDAY?





Mastery, Autonomy, Purpose

Recognition, Appreciation

Connection, Team-ness

Trust, Psychological Safety

Tools

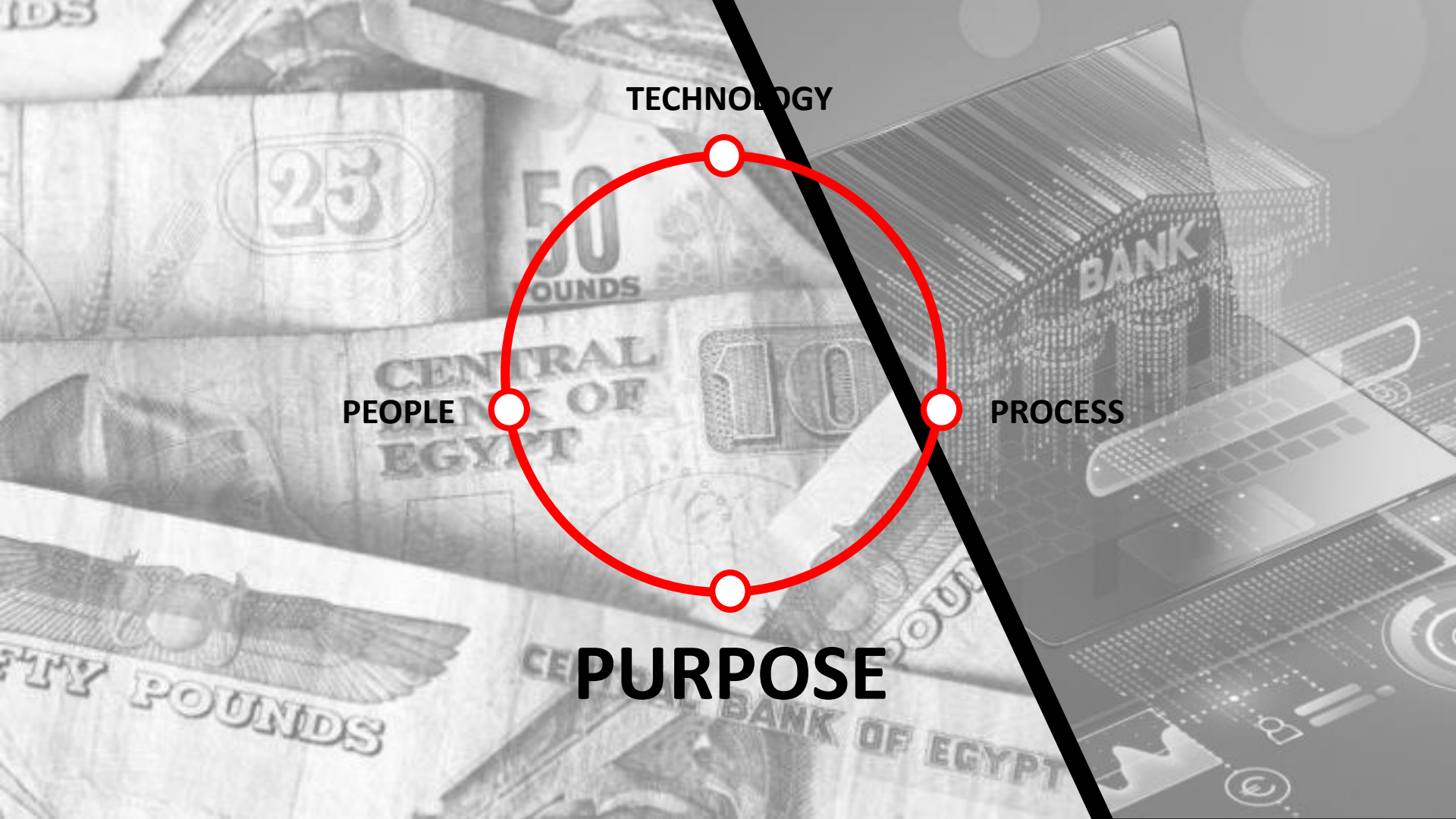
WHAT YOUR EMPLOYEES WANT

TECHNOLOGY

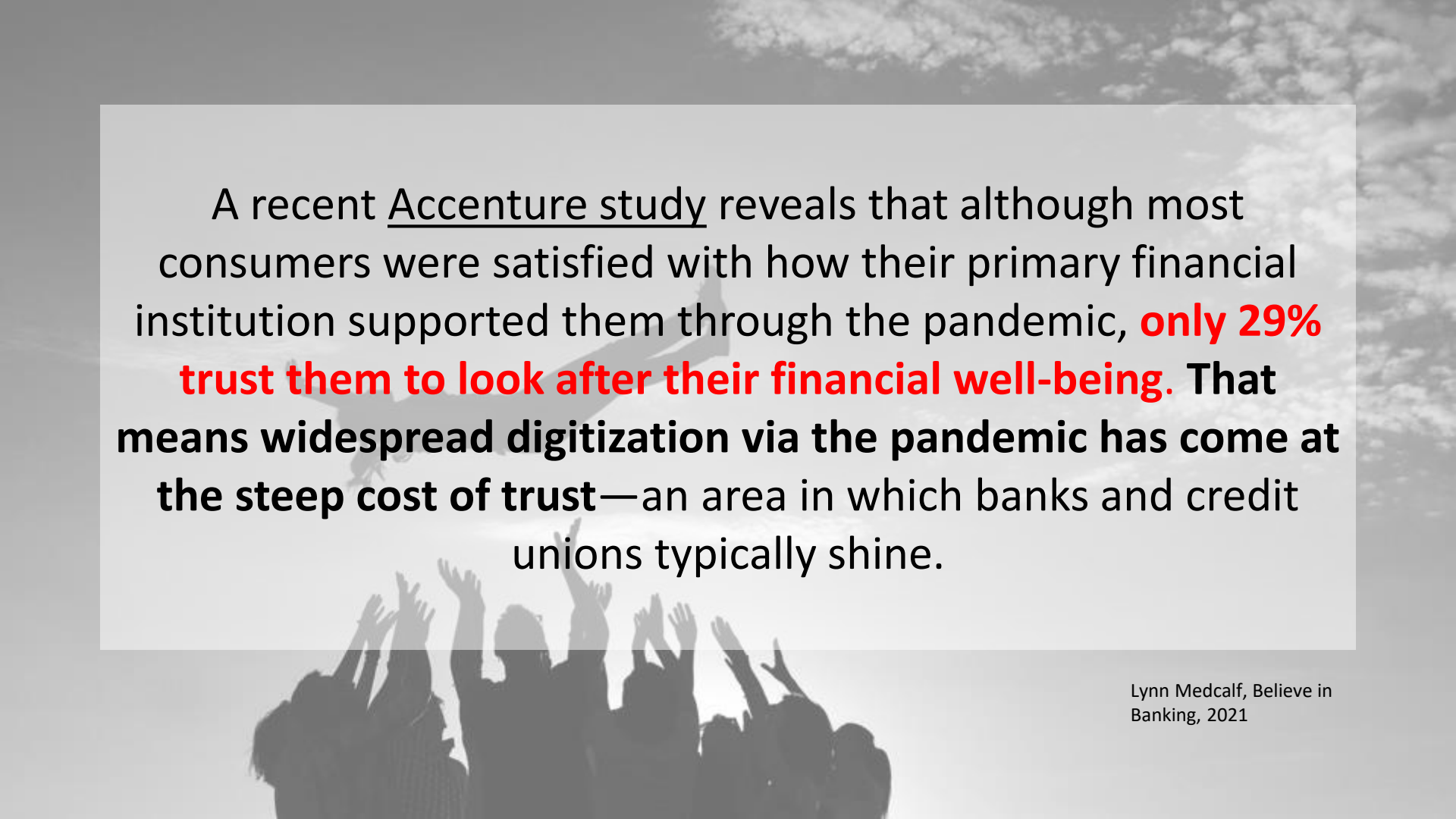
PEOPLE

PROCESS

PURPOSE



What should the **purpose** of a bank be?



A recent Accenture study reveals that although most consumers were satisfied with how their primary financial institution supported them through the pandemic, **only 29% trust them to look after their financial well-being.** That means widespread digitization via the pandemic has come at the steep cost of trust—an area in which banks and credit unions typically shine.

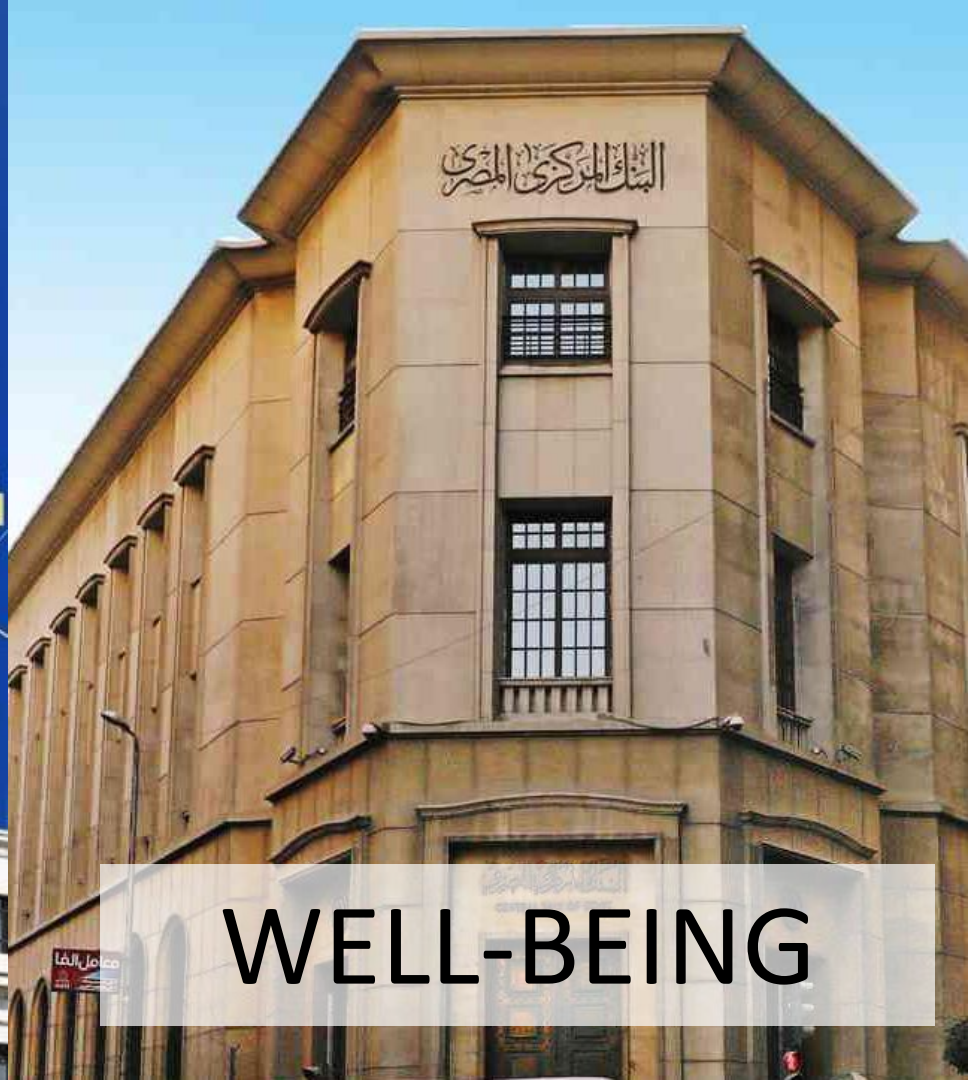
WHAT SHOULD YOUR BANK'S PURPOSE BE?



What should the **purpose** of a Central Bank be?



STABILITY



WELL-BEING

What should the **purpose** of a country be?

GDP

THE GLOBAL GOALS For Sustainable Development

United Nations Sustainability Goals



*For society to be sustainable...you have to
restore **the equality of chances.***

Emmanuel Macron



The Opportunity Index

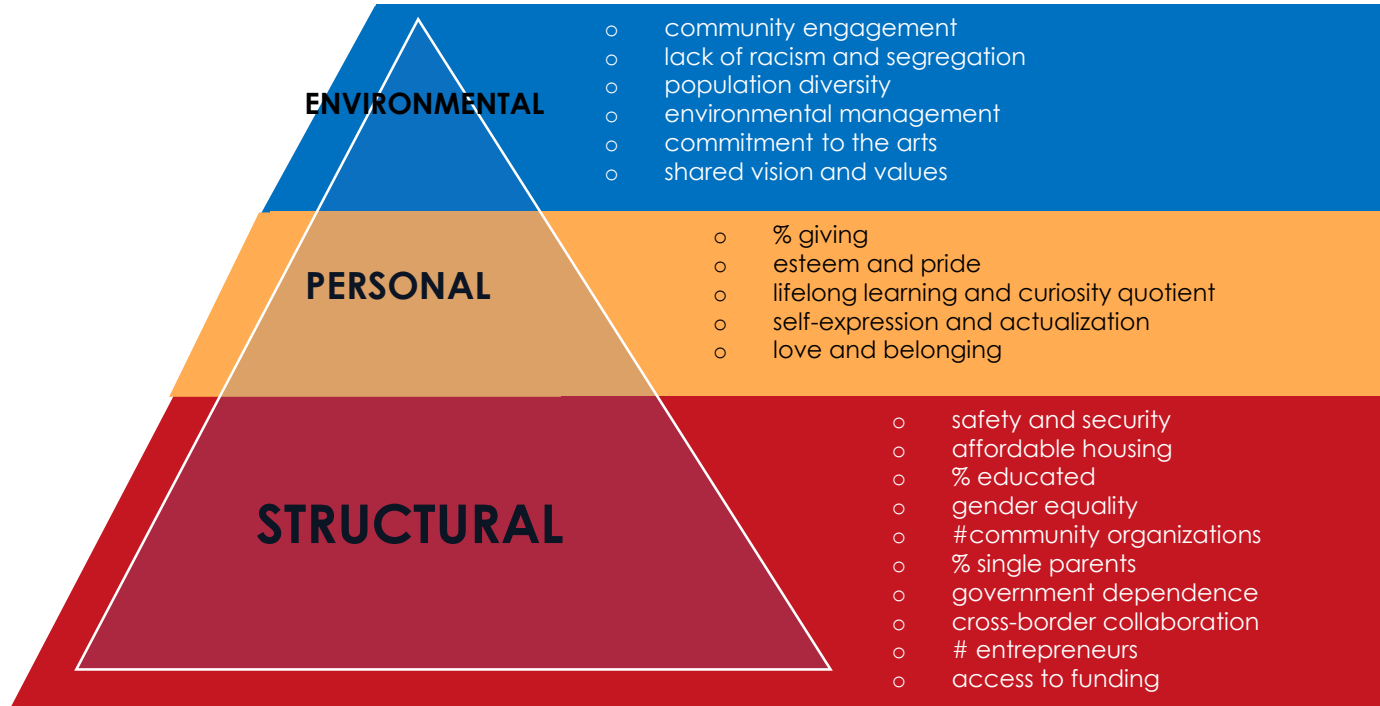
Measuring the equality of chances.





The Opportunity Index

Measuring the equality of chances.



Create a motivating context.

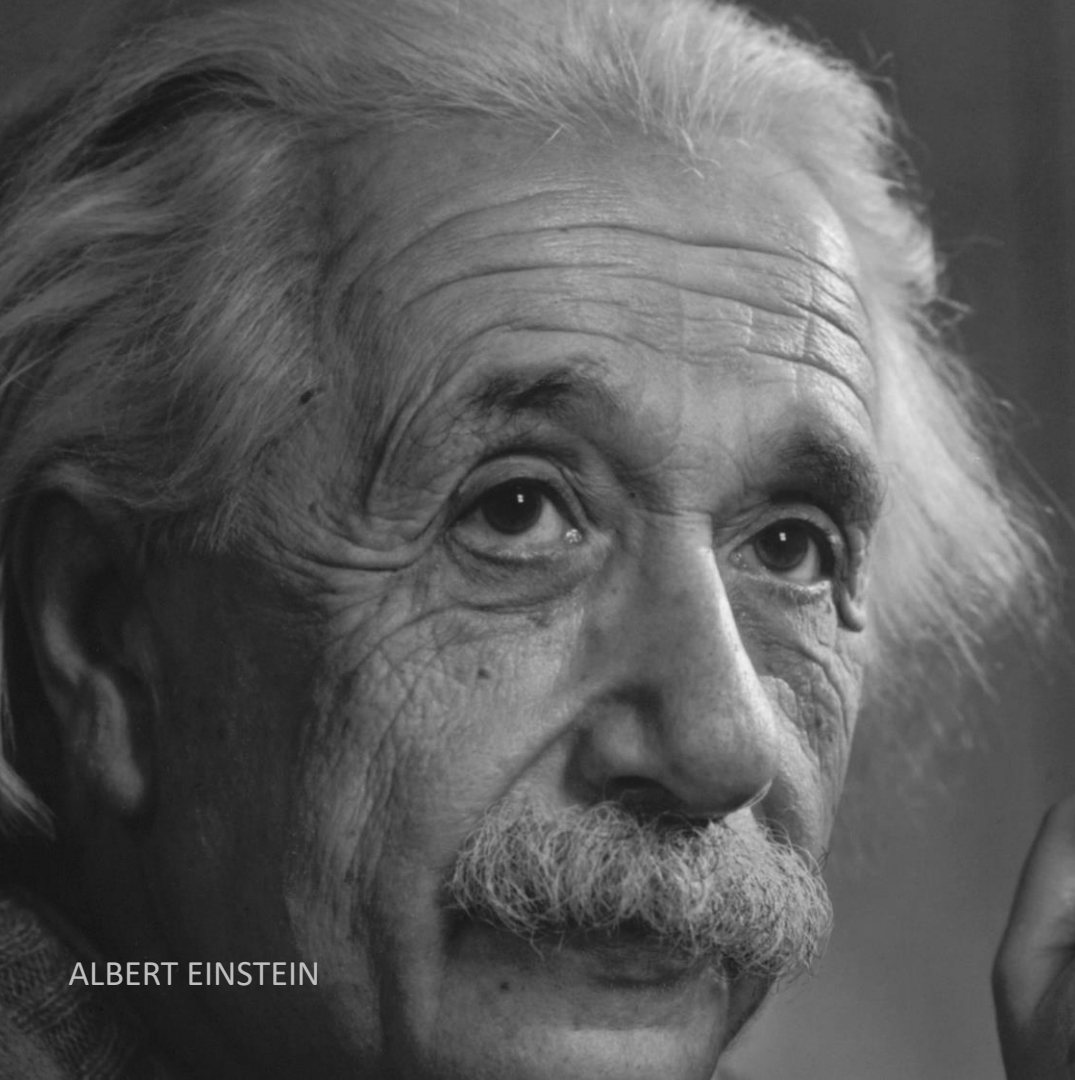




THE AMERICAN DREAM



THE EGYPTIAN DREAM



“No problem can be solved
from the same level of
consciousness that created
it.”

ALBERT EINSTEIN



ADAPTATION

THANK YOU.