

Consultants Society Forum 2026: The Evolving Consultant – Human Insights on Emerging Technology

Speaker: Yhana Lanwim, Founder and CEO, Sans Prejudice Solutions

Topic: Deployable capability: Behavioural-science based approaches to continuous upskilling

Abstract: Organisations often expect that buying or building new technology will automatically improve performance. In practice, projects fail where system design and people capability on paper meet the reality of system integration and frontline capacity. Yhana reviews lessons from the last decade of digital transformation failures and reframes adoption problems through a behavioural-economics root-cause analysis that challenges common change-management methods. Taking a systems view, Yhana explores social media's unintended effects on information-processing, attention and workplace learning. She critically analyses traditional learning and upskilling programs and proposes a behavioural-science-based model for integrated real-time learning, design-embedded behavioural prompts and continuous feedback loops.

The session will include practical case examples from her work in industrial automation and productivity, and lessons from her current co-design and behavioural-economics projects that test hypotheses and measure outcomes. The session will be interactive.