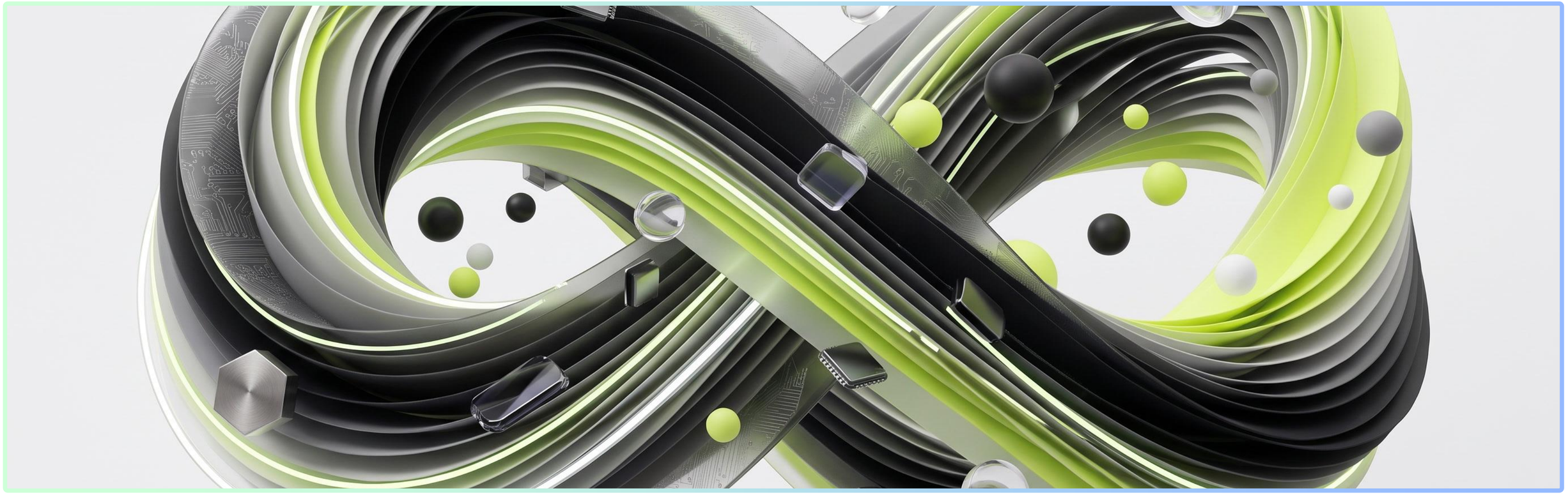


Technology Industry: Improve the ROI on the Agentic Workflows

Human Context Infrastructure for Agentic Workflows in Enterprise Technology

WORK-SELF Executive Summary Summer 2026

WORK-SELF Ltd · London · work-self.com/enterprise

WORK-SELF©

WHO YOU ARE TALKING WITH

Senior practitioners combining enterprise workflow automation, organisational transformation and executive operating-model experience.

WORK-SELF technology greatly improves 'human employee - AI agent coordination' unlocking overall ROI from workflow automations at the enterprise. Each mandate is led by senior executive practitioners with experience spanning AI workflow automation, operating-model change and executive transformation.



Wolf Magdelinic

Co-Founder & CEO, WORK-SELF

Wolf has spent over 20 years building and deploying enterprise workflow automation, first in global consulting and banking, then as founder of Overbond AI, which he built and exited. His work centres on the point where an automated workflow meets the person accountable for its output, which is the subject of his granted seventeen-claim US patent.

- ***Former PwC Global Consulting Manager***, CIBC, and Deloitte; University of Toronto Engineering, Ivey MBA
- ***Founded and exited Overbond AI***; 20+ years in enterprise workflow automation
- ***17-claim granted US AI patent*** in AI-assisted human workflow automation
- Regularly quoted across The Economist, Reuters, Bloomberg, Forbes and the FT



Prof. John O'Dwyer

Executive Coach & Organisational Alignment Lead

John designs and facilitates the executive work that decides how an operating model actually changes: alignment sessions with leadership teams, target operating model design, and the governance around who owns which decisions once the work is redistributed. He has advised boards and leadership teams through organisational change for several decades.

- ***Adjunct Professor & Executive-in-Residence***, Rotman School of Management, Universit of Toronto
- ***Partner, Strategic Advisory International***; strategy-to-execution practitioner
- Ph.D., MBA, FCA, CMC, ICD.D; designs and facilitates executive transformation
- ***Decades advising boards and leadership teams*** through organisational change

EXPERT ADVISORS IN WORKFORCE TRANSFORMATION

The enterprise experience standing behind WORK-SELF

Senior experienced HR & Transformation Leaders advising WORK-SELF from enterprises including ***NatWest***, ***UBS***, ***Novartis***, ***Cargill***, ***Ericsson & PepsiCo***.



Strategic workforce planning

- Global HR & Transformation Lead, Novartis
- Senior HR Business Partner, Cargill
- New Product and Service Development Manager, UniCredit

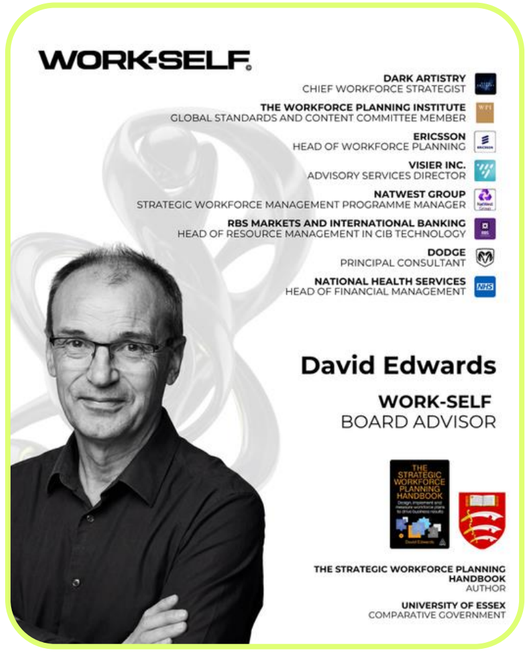
Nazim brings experience in ***multi-country transformation***, executive alignment and operating-model change as AI alters roles, responsibilities and ways of working.



Global HR and transformation

- Senior Vice President, Business Development, The Commercialiser
- Customer Success Director, TI People
- Key Account Director EMEA, CEB, now Gartner

Emilie brings the ***customer and commercial perspective***, helping ensure new workflows improve service delivery, account ownership and the operating model around growth.



HR transformation in enterprise

- Chief Workforce Strategist, Dark Artistry
- Head of Workforce Planning, Ericsson
- Advisory Services Director, Visier Inc.

David helps shape ***workforce plans, role architecture and capacity decisions*** as support work moves from human execution to human-agent supervision.



Commervial growth & account leadership

- HR Lead AI & Head of HR, ED&F Man Commodities
- Manager HR Business Enablement Europe, VF Corporation
- HR Advisor Retail Benelux, Asics EMEA

Peter supports ***function-level transformation design***, workforce adoption and the leadership sponsorship required to move new operating models into practice.

THE CATEGORY DIRECTION

The market is moving to give agents organisational context

The first constraint on enterprise AI was model capability. The next is context. As agents move from answering questions to executing work across systems, they need organisational context at the point of execution: who owns the work, what rules apply, and where human judgement remains required.

MARKET EVIDENCE

1%

of companies believe they have reached AI maturity. The binding constraint is leadership steering, not employee resistance.

McKinsey, Superagency in the Workplace.

2030

the horizon by which AI is expected to structurally reshape the labour market, with technology among the most affected sectors.

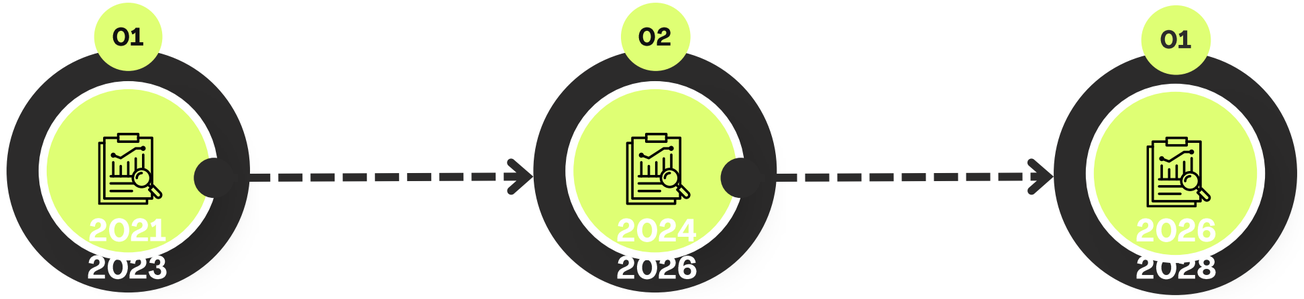
WEF, Future of Jobs 2025.

2 in 5

workers will require reskilling because of AI within three years. Reskilling is the number one organisational challenge globally.

IBM, Augmented Workforce 2025.

WHERE THE CATEGORY IS GOING



Isolated AI tools
Individual assistance, employee by employee.

Agentic Workflows.
Agents executing multi-step work across systems.

Context-rich agentic workflows.
Agents supplied with organisational and human context at the point of work.



Enterprise platforms are solving for system, workflow and knowledge context. The remaining gap is human operating context: who is accountable for the work, what they may decide, and when review or escalation is required. That gap is the category Maya occupies.

Market evidence as published by each named source. Phase years are directional market phasing, not forecasts.

WHAT THE BUYER SEES

What are the core components of Maya Enterprise?

Maya Enterprise is human context infrastructure for enterprise AI: the governed layer that coordinates an approved AI agent and the employee accountable for the outcome. It reads authorised employee, role, task, policy and workflow information from the systems you already run, turns it into governed human operating context, and serves each approved agent only what that task requires at the point of work, over the open Model Context Protocol. Existing systems keep providing the enterprise record; Maya adds the employee, task and decision context around it. The effect is better agent output, employees supported as their roles change, and an auditable view of adoption, risk and performance for leadership. The four operating views below are how that reaches the organisation.

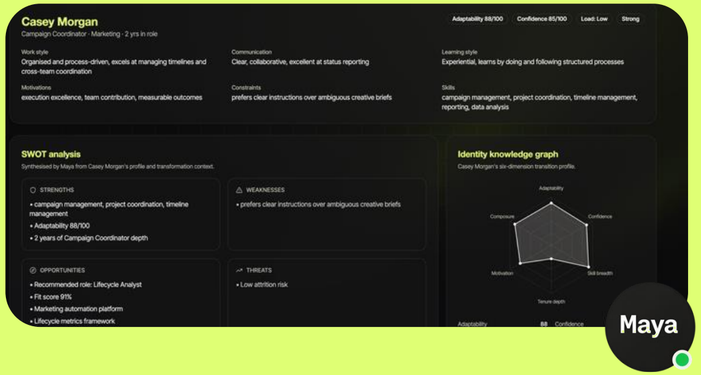


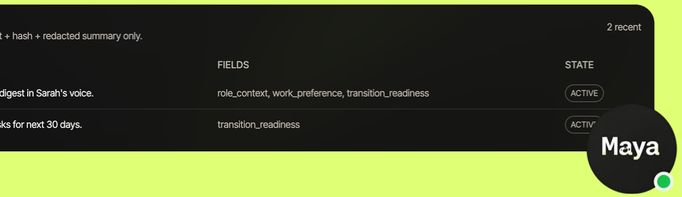
01 REVIEW MAP

Shows the employee where human judgement remains necessary inside an agent-assisted workflow: what to review, decide, delegate or escalate. It stops employees becoming the manual quality-control layer for AI output.

02 WORK CONTRACT CARD

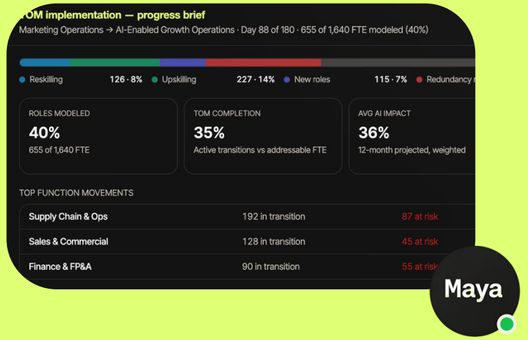
Defines how an employee and an AI agent work together on a specific task: ownership, decision rights, agent autonomy, review requirements, escalation triggers and deadlines.





03 CONTEXT CAPSULE CARD

The permissioned context an approved agent receives at the point of work, logged. It limits access to employee information and keeps traceability.



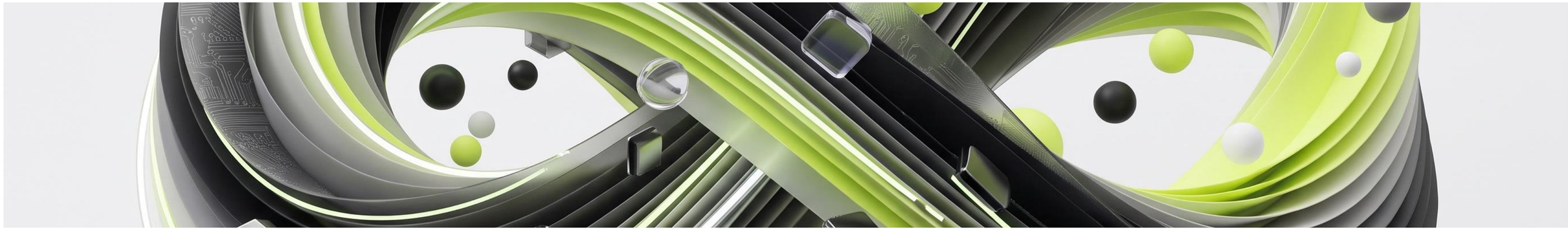
04 EXECUTIVE DASHBOARD

Workforce readiness, adoption, agent performance, rework, escalations, compliance and risk in one operating view, so leadership can see where the organisation is ready to scale.

Product views from the Novara Technologies case study, shown with permission.

NOVARA TECHNOLOGIES

£5.38M a year released from reduced support rework



33%
less colleague rework
Correction rounds fall from 3 to 2

74%
of operating rules followed
Up from 32% without Maya

7 of 7
task types improved
Every support task type tested

83%
on Service Requests
The largest single gain, up from 25%

960,000
correction rounds removed a year
250 colleagues × 80 cases a week × 48 weeks × 1 round

→

112,000
skilled hours returned
at 7 minutes a correction round

→

£5.38M
annual labour capacity
at £48 an hour, fully loaded

Novara Technologies is a ***1,300-person*** UK enterprise SaaS company. ***Takara.ai***, an AI engineering firm that is also a WORK-SELF delivery partner, designed, ran and scored an ***independent test*** inside Novara's customer-support organisation. Two groups ran the same work: the same AI model, the same tasks, the same ***42 test cases*** and the same scoring. The single variable was whether the agent received ***permissioned context*** for that colleague and that task, ***Maya on against Maya off***. Takara held the correct answers and scored both groups against ***four operating rules***: correct owner, correct review route, correct escalation, agreed deadline met.

Why this case is in the deck. It is the tangible example of what Maya produces in a comparable organisation. The reduction was measured by an independent party rather than asserted by us, the value is Novara's own operating inputs applied to that measured reduction, and the gain came from context rather than from a different model, which raises the return on the agent stack already bought.

Takara.ai independent standardised test, August 2026. Novara Technologies customer-service workflows, United Kingdom. 50 colleagues tested within a 250-person agent-assisted support population, 360 employee-by-task Work Contracts, 42 test cases across 7 task types. Named with Novara's permission.

INTEROPERABILITY

Maya works with the technology estate you already run



Your systems of record, models and agents stay where they are. Maya reads authorised information from them, turns it into governed human operating context, and passes that context to approved agents over the open Model Context Protocol. Nothing is replaced and no model is rebuilt.

01 · INPUT

Authorised systems of record

HRIS, CRM and ticketing, workflow and knowledge systems. Read only, permissioned.

02 · MAYA

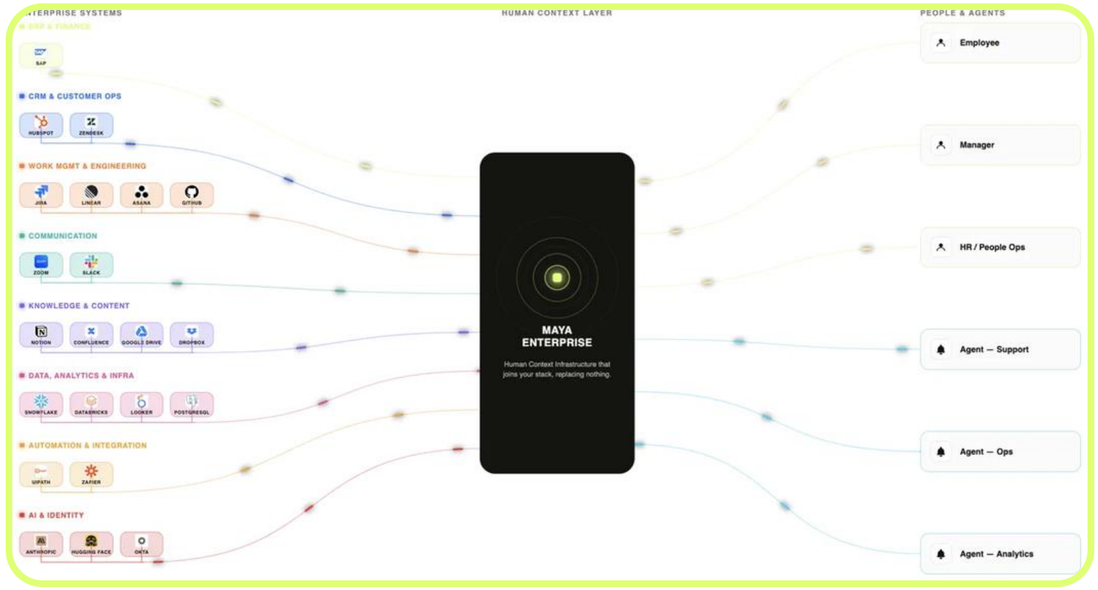
Human operating context

Who owns this work, what the agent may do alone, who reviews it, when it escalates, when it is due.

03 · OUTPUT

Approved agent, accepted work

The agent acts with context. The employee accepts, edits or escalates, and that decision is recorded.



Representative stack: Workday / BambooHR · Salesforce / HubSpot · Jira / Linear · Zendesk-class service platforms · Confluence / Notion · Slack / Teams · CockroachDB / PostgreSQL · Workato / UiPath · any approved MCP-enabled agent. Marks are the property of their respective owners.

WHAT MAYA READS, AND WHAT IT CREATES

DATA ALREADY IN THE ENTERPRISE	WHAT MAYA CREATES
HRIS: role, team, manager chain, skills, tenure	Employee and role context
CRM and ticketing: case history, task type, customer interaction	Employee-by-task Work Contract
ERP and workflow: process steps, throughput, cost and exceptions	Workflow context and decision boundaries
Knowledge base: policies, SOPs, style guides and service rules	Permissioned Context Capsule
Agent and human feedback: accepted, edited, escalated or rejected output	Audit record and governed learning loop

MCP. The open standard Maya uses to pass governed context to approved agents, without rebuilding models, tools or workflows.

TECHNOLOGY AND DELIVERY PARTNERS

What each partner brings to a deployment

Each partner contributes a defined capability required to deploy Maya inside an existing enterprise stack. WORK-SELF leads the programme and remains accountable for the outcome.



TAKARA AI

01 · AGENT ENGINEERING & MEASUREMENT

Takara AI provides faster retrieval and lower cost per agent interaction, plus the independent testing methodology behind the Novara result.

AI engineering firm building production agent systems for enterprise clients. Designed, ran and scored the independent test behind the Novara result, and implements Maya into an existing agent stack.



COCKROACH DB

02 · DATA PLATFORM & RESIDENCY

Cockroach DB handles agent database consumption at scale across departments, international geographies and enterprises with varying capacity needs.

Distributed, PostgreSQL-compatible data platform. Maya's human context graph, context exchange records and human-oversight audit ledger run as a CockroachDB workload.

UAIN SOLUTIONS

03 · AUTOMATION

UAIN Solutions brings implementation capability across major enterprise AI and automation platforms.

Implementation capability across Microsoft, ServiceNow, Salesforce, SAP and UiPath, with Maya adding the human context and coordination layer around existing agent workflows.



WORKATO

04· INTEGRATION & AUTOMATION

Workato connects and assembles data from any existing system, and triggers Maya inside the workflows already running.

Enterprise integration and workflow automation platform connecting SaaS applications, databases and enterprise systems. In a deployment, Workato connects authorised data sources and triggers Maya inside existing workflows.



INT. GLOBAL

05 · IDENTITY & DATA BOUNDARY

INT. Global brings IT infrastructure and the governed second-brain data environment, plus per-scope delivery augmentation as a mandate requires.

Enterprise systems integration and delivery partner providing the governed data environment around Maya. OneSpace can connect enterprise systems, resolve employee identity across them and keep sensitive workforce data within the client-controlled environment.

Platforms implemented through the UAIN ecosystem



AI Agent Studio
Enterprise workflow agents



Agentforce 360
CRM & customer service agents



Microsoft Azure & AI ecosystem
Enterprise AI agent development



Joule Agent
ERP & business process agents



Agent Builder & Maestro
Agentic automation orchestration

Partnerships are live and contracted.

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servicenow	salesforce	Azure confirmed at FirstService	SAP	Ui
AI Agent Studio **Enterprise workflow agents**	Agentforce 360 **CRM & customer service agents**	Microsoft Azure & AI ecosystem **Enterprise AI agent development**	Joule Agent **ERP & business process agents**	Agent Builder & Maestro **Agentic automation orchestration**

Partnerships are live and contracted.

RESEARCH, EVIDENCE AND THOUGHT LEADERSHIP

WORK-SELF is a thought leader in agentic AI and the workforce

WORK-SELF's proposition is supported by one independently tested customer result, first-party research, published thinking and market participation. Each is shown for what it is, so you can distinguish customer evidence from research and market activity.



Novara Technologies Case Study

2026 · INDEPENDENTLY TESTED

Correction rounds ***three to two***, operating rules followed ***32%*** to ***74%***, all ***seven task types*** improved.

Novara Technologies is a 1,300-person UK enterprise SaaS company representing the WORK-SELF enterprise technology cluster: Product & Engineering, Customer Success and Sales & GTM under structural pressure as AI moves inside the operating model.

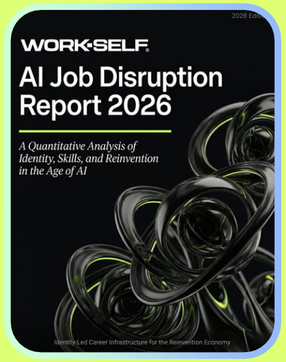


Meridian Capital Simulation

2026 · SIMULATION

Correction rounds three to two, operating rules followed ***32%*** to ***74%***, all seven task types improved.

The Meridian Capital Partners simulation demonstrates that the intelligence gap in enterprise AI transformation is closeable, in ensureance cass the temulations motion in close, in 28 days, before the announcement, at a cost that is a fraction of the people failure risk it prevents.

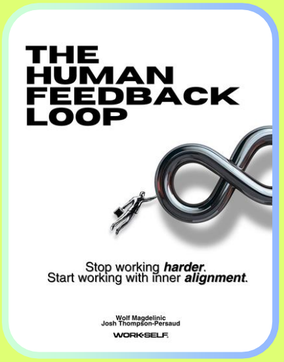


AI Job Disruption Report 2026

2026 · FIRST-PARTY RESEARCH

Quantitative analysis of ***151*** anonymised identity-based Career Audits on AI, reinvention intent and skills.

The AI Job Disruption Report 2026 analyzes 151 identity-based Career Audit sessions to show AI's disruption of work is structural and psychological, not just job loss. It covers seven trends: the career identity crisis, the reinvention intention wave, the execution gap (72% intend to pivot, only 3.8% follow through), rising AI collaboration literacy, burnout as a structural signal, pivot pattern clustering, and five emerging skill clusters.



Novara Technologies Case Study

with Professor John O'Dwyer

The Human Feedback Loop is a book co-authored by WORK-SELF's co-founders, ***Wolf Magdelinic*** and ***Josh Thompson-Persaud***. It's tied to ***the "loops" framework***, which explores how feedback loops, habits, and identity design shape careers and long-term success in the age of AI.

find out more at humanfeedbackloop.com



The £30B Blind Spot at London VC Week

2026 · OFFICIAL LONDON VC WEEK EVENT

Presenting new Data on AI, Identity and the Career Gap to VCs and founders. Official side event at ***London Venture Capital Week***.

recording of the event available on request



LOOPS Podcast Series

2026 · PODCAST

How exactly AI Will force you to adapt in 2026? Discussion with experts in wellness, workforce transformation and WorkTech. Published on the WORK-SELF channel.

LOOPs Podcast takes the listener on a psychological and practical journey from AI jobs disruption to agency. It is designed to meet people exactly where they are right now: uncertain, capable, questioning, and sensing that the old career rules no longer apply.

FOR YOUR LEADERSHIP TEAM

Six questions worth settling before agentic workflows scale

These determine whether agentic workflows become measurable operating capacity or another layer of unmanaged automation. The answers depend on your operating data and leadership judgement, not on ours.

01

Where is employee rework ***absorbing the automation savings*** you have already booked?

02

Which decisions must ***remain human-owned***, and is that written down anywhere an agent can read?

03

Where does ***agent autonomy stop***, and who is entitled to change that boundary?

04

How should ***employee context*** be permissioned, minimised and governed when served to an agent?

05

Which workflows carry enough ***economic value*** to go first?

06

What would management need to see before approving ***a scale-up across functions***?



NEXT STEPS

Three decisions, and what happens after each

Nothing below requires a change to your agent stack or a commitment beyond the session itself.

01

Confirm the working session

WHAT WE NEED FROM YOU

A 90-minute session with support operations, technology and people leadership in the room together.

WHAT YOU GET

Your own value number, built on your operating inputs rather than Novara's, and an agreed shortlist of queues.

02

Nominate the first queues

WHAT WE NEED FROM YOU

Identify where colleague correction and handoff costs are highest across your support organisation.

WHAT YOU GET

A scoped deployment plan: systems, agents, team size and sequence, with the capabilities each stage requires.

03

Agree governance and commercial structure

WHAT WE NEED FROM YOU

Your oversight model, evidence requirements and procurement route.

WHAT YOU GET

Licence basis, implementation scope and a governance model your risk function can sign.

Proposed: a date within the next two weeks.



Wolf Magdelinic
Co-Founder & CEO, WORK-SELF

wolf.magdelinic@work-self.com · work-self.com/enterprise · WORK-SELF Ltd, London

AT YOUR SCALE

What is one correction round worth in your organisation?

THE QUESTIONS LEADERSHIP ASKS

Q ***Is the rework real, or is it anecdote?***

A It is measurable. One correction round is a discrete, countable event in your queue data.

Q ***Does the Novara result transfer to us?***

A Not automatically. That is why the inputs below are yours, not ours. The reduction is the finding; the value is your arithmetic.

Q ***What if our numbers are smaller?***

A Then you learn that early and cheaply, which is worth more than a business case built on someone else's scale.

WHERE DEPLOYMENT STARTS

01 Which queues carry the highest rework cost today

02 Where ownership and review routes are corrected by hand

03 Which agents and systems Maya connects to, and in what order

04 Licence basis, team size and implementation scope

THEN THE ARITHMETIC, ON YOUR INPUTS

YOUR INPUTS

Support colleagues in agent-assisted workflows	
Agent-assisted cases per colleague per week	
Minutes per correction round	
Working weeks per year	
Fully loaded hourly cost	

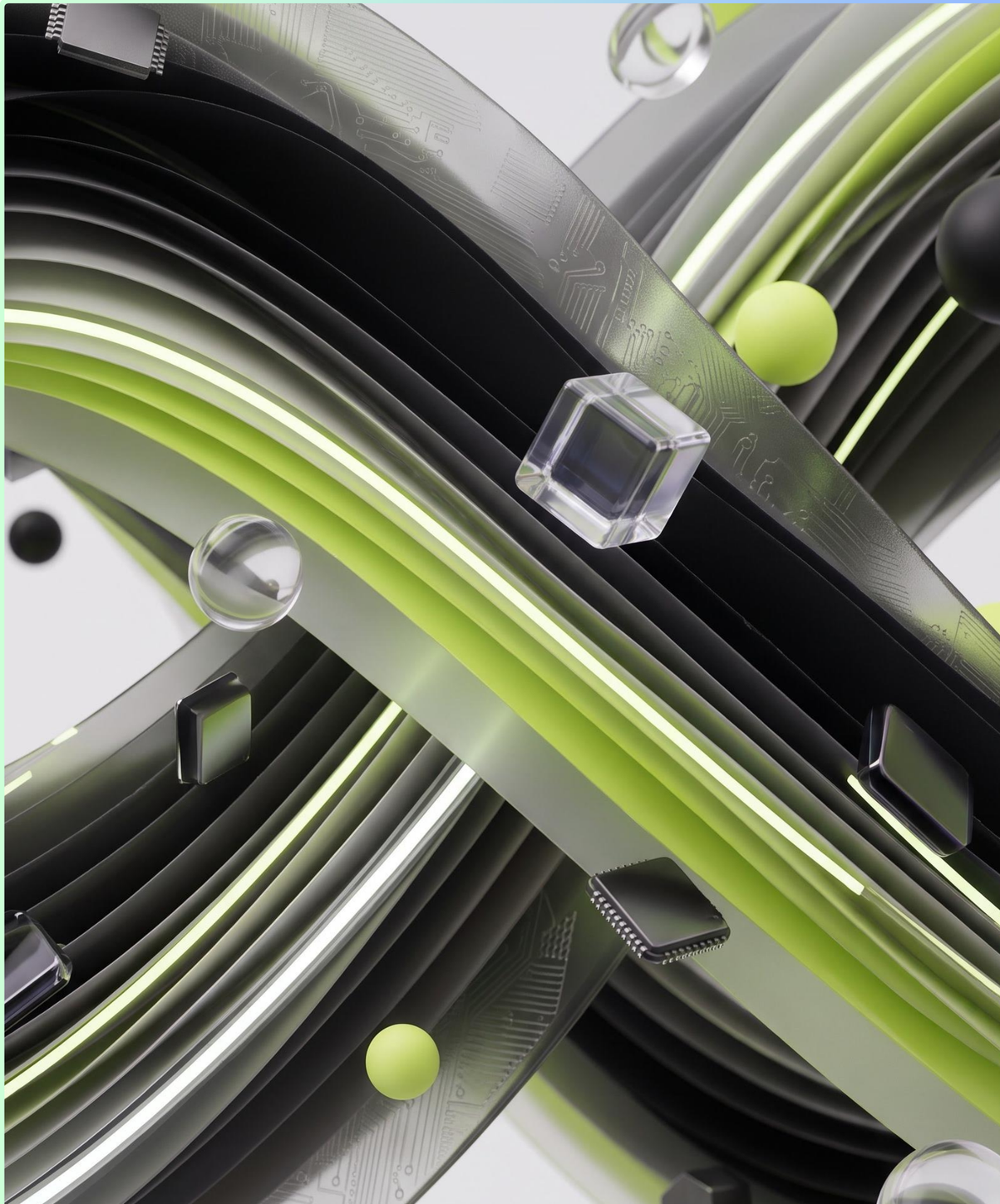
At ***Novara*** the measured reduction was ***one round in three***, and that produced ***£5.38M***.

Model structure from the Novara Technologies capacity and value model, 2026. Every value in the input column is supplied by the client.

APPENDIX

Supporting detail

The economic problem, the alternatives, how Maya addresses them, the sequence beyond support, the delivery model and the expert network.



THE ECONOMIC PROBLEM

Where agent ROI is lost in a support organisation

The agent produces the answer. The saving is absorbed when a colleague still has to reread it, correct the owner, fix the review route and take the escalation back by hand.

01

Agent produces output

02

Colleague rereads and rewrites

03

Ownership and review route corrected

04

Escalation and deadline managed by hand

The agent is deployed. The department does not realise the full operating advantage.

WHERE THE REWORK LANDS IN A SUPPORT ORGANISATION

01

TIER 1 TRIAGE AND DEFLECTION

Volume work where ownership is assumed rather than known.

02

TIER 2 AND TECHNICAL RESOLUTION

SPECIAlist time spent correcting output rather than resolving cases.

03

ESCALATIONS AND COMPLAINTS

THe highest-risk work, where a context-blind agent does the most damage.

04

BILLING AND ACCOUNT ACCESS

Clear rules that the agent cannot see, so a human applies them by hand.

THE ALTERNATIVES

The three things support leaders do instead

Each is a reasonable investment. None fully closes the human-context gap between the agent and the employee accountable for the outcome.

THE ALTERNATIVE	WHAT IT GIVES YOU	WHAT IT LEAVES
More agent capability inside the support platform you already own	Better answers from the model	The agent still does not know who owns the case, who reviews it, or what this colleague may decide
More systems integration and consulting days	Better connections between systems of record	Integration moves records. It does not move accountability
An internal platform team building the context layer yourselves	Full control	The cost is the roadmap, and the measurement problem is still yours to solve

Maya fills the gap between these approaches. It reads authorised information from the systems already in place, adds the human operating context the task requires, and passes that context to approved agents over MCP. It is bought alongside them, not instead of them.

HOW MAYA ADDRESSES THE PROBLEM

The five conditions, and the Maya capability that meets each

McKinsey is clear that closing the AI value gap requires organisational conditions, not simply more capable models. Each condition below is matched to the part of Maya that addresses it.

WHAT THE RESEARCH SAYS IS REQUIRED	*THE MAYA CAPABILITY*	*HOW IT MEETS THE CONDITION*
A double transformation Technological and organisational together, rather than a piecemeal approach.	Work Contracts and workforce transition	The operating model change and the technology deployment run as one programme, with adoption and role change delivered by the expert network.
Humans and agents collaborating AI has to be more than a plug-and-play tool. Capability requirements and human engagement have to be redefined.	Review Maps and coaching agents	The colleague is shown what to review, decide, delegate or escalate, and is coached through the role change rather than left to absorb it.
Context moving between systems A composable, vendor-agnostic architecture in which agents share context across systems.	Context Capsules over MCP	Permissioned context is served to any approved MCP-enabled agent at runtime, without rebuilding models, tools or workflows.
Clear ownership of AI output Accountability built into rewired workflows, with transparent data pipelines.	The Work Contract	Ownership, decision rights, autonomy, review, escalation and deadline written down per colleague and per task, in a form the agent can read.
Evaluation of both sides Systematic evaluation of human and AI agent performance, monitoring accuracy, impact and decision quality.	The audit record and executive view	Every context exchange and every human decision is logged, and surfaced as rework, adoption, escalation and readiness.

Of the five, clear ownership of AI output is the condition the other four depend on. It is also the one no model can supply.

VISIBILITY AND GOVERNANCE

What leadership sees, and what gets recorded



Executive view shown from the Novara Technologies case study, with permission.

A RECORD, NOT A PRINCIPLE

EVery context exchange and every human decision is logged, per colleague and per task, at runtime.

IN SCOPE BY ASSUMPTION

MAya is built on the assumption that it falls inside enterprise AI governance obligations rather than outside them.

HUMAN IN THE LOOP BY ARCHITECTURE

MAya produces recommendations and evidence. It does not make employment decisions and is built so that it cannot.

Maya turns human-agent work into an operating record. Leadership can see where automation is delivering value, where human intervention is still required, where risk is accumulating and where the organisation is ready to scale.

THE SEQUENCE

Support first, because that is where the evidence is

The same human-context problem appears in customer success, service delivery and internal service functions. Support goes first because it is where the result has been measured. The architecture does not change when the next function follows.

PROVEN

Customer support and support operations

Independently tested at Novara across seven support task types. Highest agent density, clearest ownership and escalation rules, measurable rework.

→

ADJACENT

Customer success and account management

The same accounts, the same ownership model and the same escalation paths. Context capsules extend without new integration.

→

BROADER

Service delivery and professional services

Task ownership and review routes are already defined by contract.

→

ENTERPRISE-WIDE

Internal service functions, including IT and people operations

The same handoff problem, against internal rather than external customers.

The commitment is to support. The architecture behind it carries the functions that follow.

This page carries no numbers deliberately. Adjacent functions have not been measured and no claim is made that they have.

DELIVERY MODEL

How we staff enterprise programmes

Technology partners build the technical deployment. The WORK-SELF expert network supports the adoption, training, executive alignment and workforce transition required to make the operating model work.

CAPABILITY SLOT	WHAT IT COVERS	WHO WE STAFF INTO IT
AI Adoption and Training	Bringing employees to competence with agent-assisted workflows	Enterprise AI adoption trainers
Executive workshops and alignment	Getting leadership to a shared operating decision	Executive facilitators and organisational psychologists
Target operating model	Redesigning how the work runs once agents carry part of it	Workforce strategy and operating model practitioners
Workforce transition and change	Moving people through role change without losing them	Transition and change specialists
Domain expertise	Function-specific knowledge for the workflows in scope	Sector and functional specialists

A mandate is staffed against the problem in front of us, in the same way a consulting engagement is staffed.

THE EXPERT NETWORK

Specialists we staff around the programme

Enterprise adoption requires more than technical deployment. WORK-SELF draws from a specialist network across executive alignment, workforce strategy, AI adoption, transition and functional expertise, staffing each mandate against the problem in front of it.



Prof. John O'Dwyer

- ROTMAN SCHOOL OF MANAGEMENT
- UNIVERSITY OF TORONTO

Executive workshops and organisational alignment.

Adjunct Professor and Executive-in-Residence at Rotman School of Management, University of Toronto, where he has taught in Executive Education and the flagship MBA course "GettingItDone" since 2002. Over a 30-year career spanning finance, HR, and operations, he has held President, CEO, and business-owner roles, and is currently a partner at Strategic Advisory International, a consultancy that helps organisations turn strategy into results.



Adam Gibson

- LHH, UNITED KINGDOM

Workforce strategy and target operating model.

A strategic workforce planning leader who joined LHH's Advisory Practice as Practice Director for Workforce Strategy & Skills after leading similar work at EY, following earlier operational leadership roles including service in the British Army and workforce planning for the Metropolitan Police Service. He is recognised as one of the leading voices in skills-based workforce transformation, helping organisations move from reactive headcount planning to resilient, adaptable workforce strategies built for the AI era.



Erica Farmer

- ENTERPRISE AI ADOPTION TRAINING

AI adoption and employee training.

An AI and Future Skills specialist with over 25 years of learning & development and apprenticeship experience across major UK brands including LV=, British Gas, Specsavers and Virgin. Co-founder of Quantum Rise Talent Group and author of "AI for People Professionals," she is a widely booked keynote speaker on building leadership confidence and reducing employee anxiety around AI adoption. At WORK-SELF, Erica designs and delivers AI adoption and employee training programmes that help workforces build genuine confidence and capability with AI tools.



Jess von Bank

- NOW TO NEXT

Transformation advisory and market perspective.

A 20+ year veteran of the HR and work-tech industry, formerly Global Leader for HR Digital Transformation & Technology Advisory at Mercer, and now co-founder of Now to Next, an AI studio she built with Jason Averbook to help organisations rethink work rather than simply automate existing processes. She is a prolific commentator and speaker on the future of work and AI's structural impact on organisations. At WORK-SELF, Jess provides transformation advisory and market perspective, grounding client engagements in broader industry trends and buyer realities.



Benicia Jeulin

- EXECUTIVE AND LEADERSHIP COACHING
- PSYCHOMETRICS

Leadership transition and readiness.

An executive and career coach with over 12 years of experience in executive search and recruitment, now an Associate for Leadership & Change at Oxford HR. She has worked with senior executives at leading global financial services institutions, using psychometric tools such as Lumina Spark and Lumina Leader to build self-awareness and leadership capability. At WORK-SELF, Benicia supports leadership transition and readiness, coaching leaders through the personal shifts required by workforce transformation programmes.



Laure Storck

- CAREER TRANSITION AND LEADERSHIP.
- ENGLISH AND FRENCH

Multi-country workforce transition.

A certified Transformative Coach with an intercultural lens, based in Oxford and fluent in English, French and German, currently an Associate Partner in executive search and leadership coaching. Her work centers on helping individuals and teams navigate significant transitions with clarity, resilience and cultural sensitivity across borders. At WORK-SELF, Laure leads multi-country workforce transition support, ensuring transformation programmes account for cultural and linguistic nuance across international workforces.

Additional specialists are drawn in by domain and geography as a mandate requires. [CONFIRM INDIVIDUAL CONSENT AND PORTRAITS BEFORE EXTERNAL USE]