

Change is the norm; unless an organization sees that its task is to lead change, that organization will not survive.

— Peter Drucker —

AZ QUOTES



Status quo, you know, is Latin for 'the mess we're in'.

— Ronald Reagan —

AZ QUOTES

0 1992 ACPI



# DISRUPTED OR BE DISRUPTED

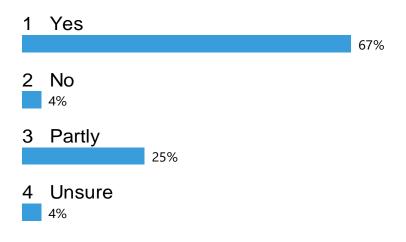


John Hennessy

Municipal Association of Victoria

# LG is at the cross roads between reinvention and decline

Does Local government require transformational change in the next 5 to 10 years?





### Councils struggle on road to transformation

26 August, 2019



Local governments need to transform the customer experience if they are to remain relevant, a report says.



The biggest challenge to transformation is a lack of skill, leadership and resources

Customer and technology transformation in local government report

MAY 2019



# KNOW YOURSELF

CARDS FOR SELF-EXPLORATI

# before we lead others



BASIS FOR COMPARISON	LEADER	MANAGER
Meaning	A leader is a person who influences subordinates to achieve a specified goal.	A manager is a person who manages the organisation and is responsible for planning, direction, coordination and control
Approach	Sets Direction	Plans details
Attribute	Foresightedness	Mind
Subordinate	Followers	Employees
Style	Transformational	Transactional
Decision	Facilitates decision	Makes decision
Aim	Growth and development.	Attainment of the required result.
Focus	People	Process and Procedure
Change	Leaders promotes change.	Mangers react to change.
Conflict	Uses conflict as an asset	Avoid conflict
People	Aligns people	Organizes people
Strives	For effectiveness	For efficiency



#### **Resilient People**

View problems and challenges as opportunities

Learn from mistakes/failures

Succeed despite hardship

Seek out new and challenging experiences

Don't feel shame in the face of failure

Transform helplessness into power











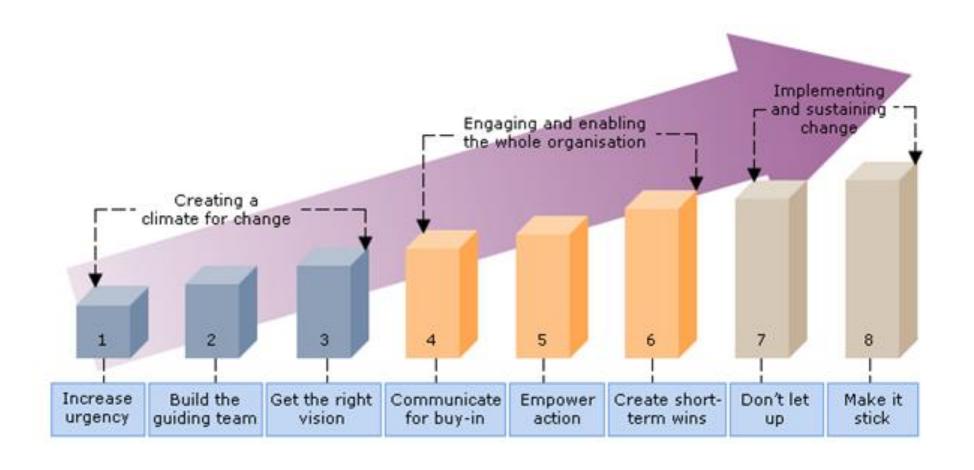






# 8-Step Process for leading change

#### Dr. John Kotter



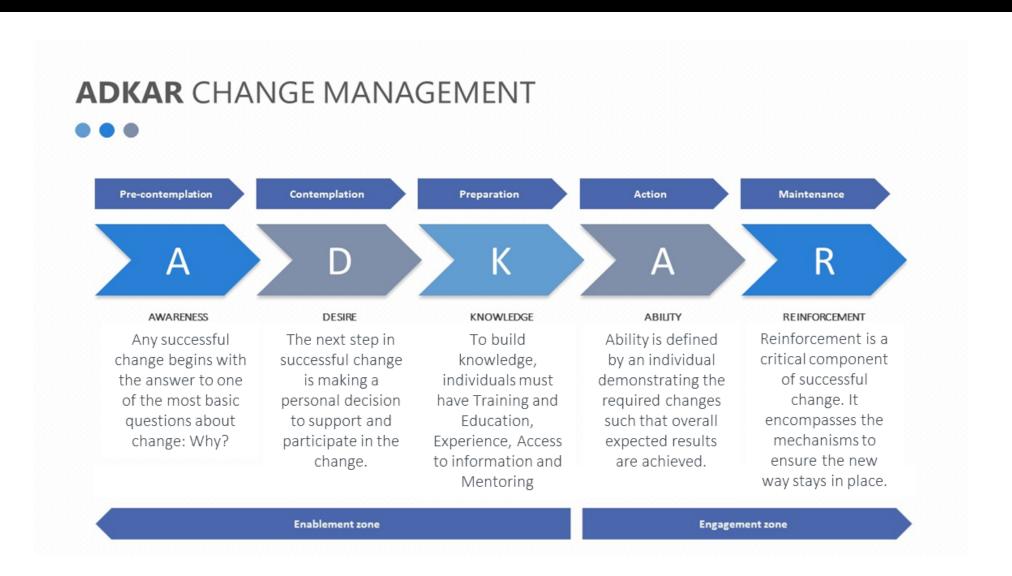
### What is the ADKAR Model?

The Prosci ADKAR® Model is a goal-oriented change management model that guides individual and organizational change. Created by Prosci founder Jeff Hiatt, ADKAR is an acronym that represents the five tangible and concrete outcomes that people need to achieve for lasting change: awareness, desire, knowledge, ability and reinforcement.

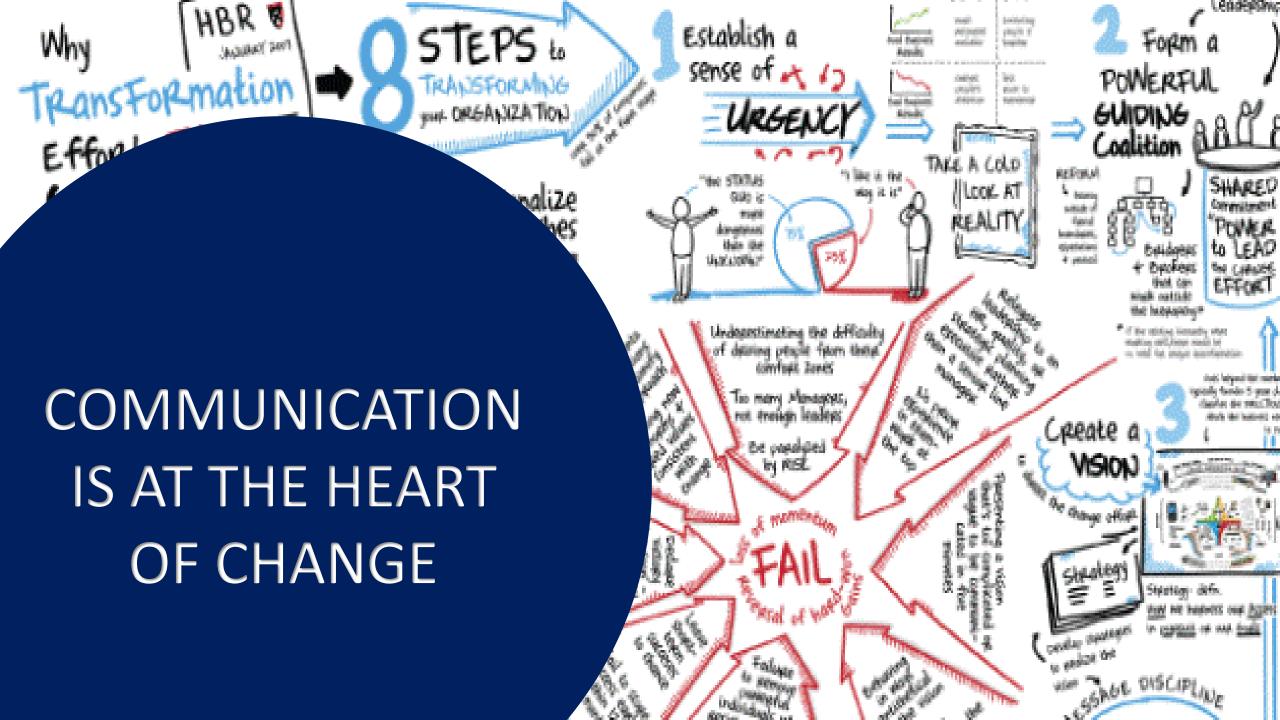
By outlining the goals and outcomes of successful change, the ADKAR Model is an effective tool for planning change management activities, equipping your leaders facilitating change, and supporting your employees throughout the change.



### Change Management Competence



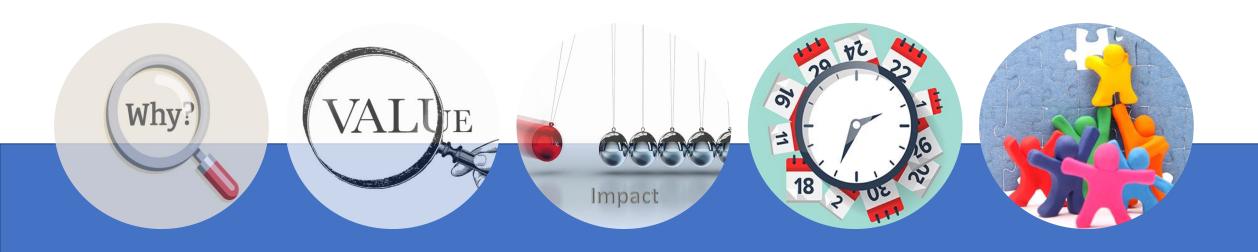
Template / Tool	Project Phase				
	initiate	plan	execute	close	
Change Management Plan		✓		Review Outcomes	
Stakeholder Interview Questions Stakeholder Matrix (Info Only) Stakeholder Assessment & Plan	<b>✓</b>	✓			
Initial Change Assessment Change Impact Assessment (Detailed)	✓	✓	✓		
Change Readiness Questions Change Readiness Assessment		✓	<b>√ √</b>		
Training Needs Analysis Training Plan Training Logistics Checklist Training Feedback Questionnaire			✓ ✓ ✓	Review Outcomes	
Communications Plan Communications Activities Communications Outline		<b>√</b>	<b>√ √</b>		



## COMMON FAILURE OF COMMUNICATION



### DELIVERING THE MESSAGE



## SUMMARY | IT STARTS WITH US







