

AUSTRALIAN INSTITUTE
of COMPANY DIRECTORS



Managing Successful CHANGE

*with the Australian Institute of
Company Directors*

Friday

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Why CHANGE?

Innovation

- New methods
- Internal technology
- Social enterprise

Disruptors

- External technology
- People
- PESTLE Analysis

Continuous improvement

- Incremental
- Major projects
- Client feedback
- ERP
- Board strategy

Mergers

- Acquisitions
- Partnering
- Collaboration
- Finite projects

Principles of 'palatable change'

Why?

Why not?

360°

Robust
planning

Realistic
expectations

Progress in
chunks

Celebrate
wins

Learn from
mistakes

WOW

Stakeholder Engagement Frameworks

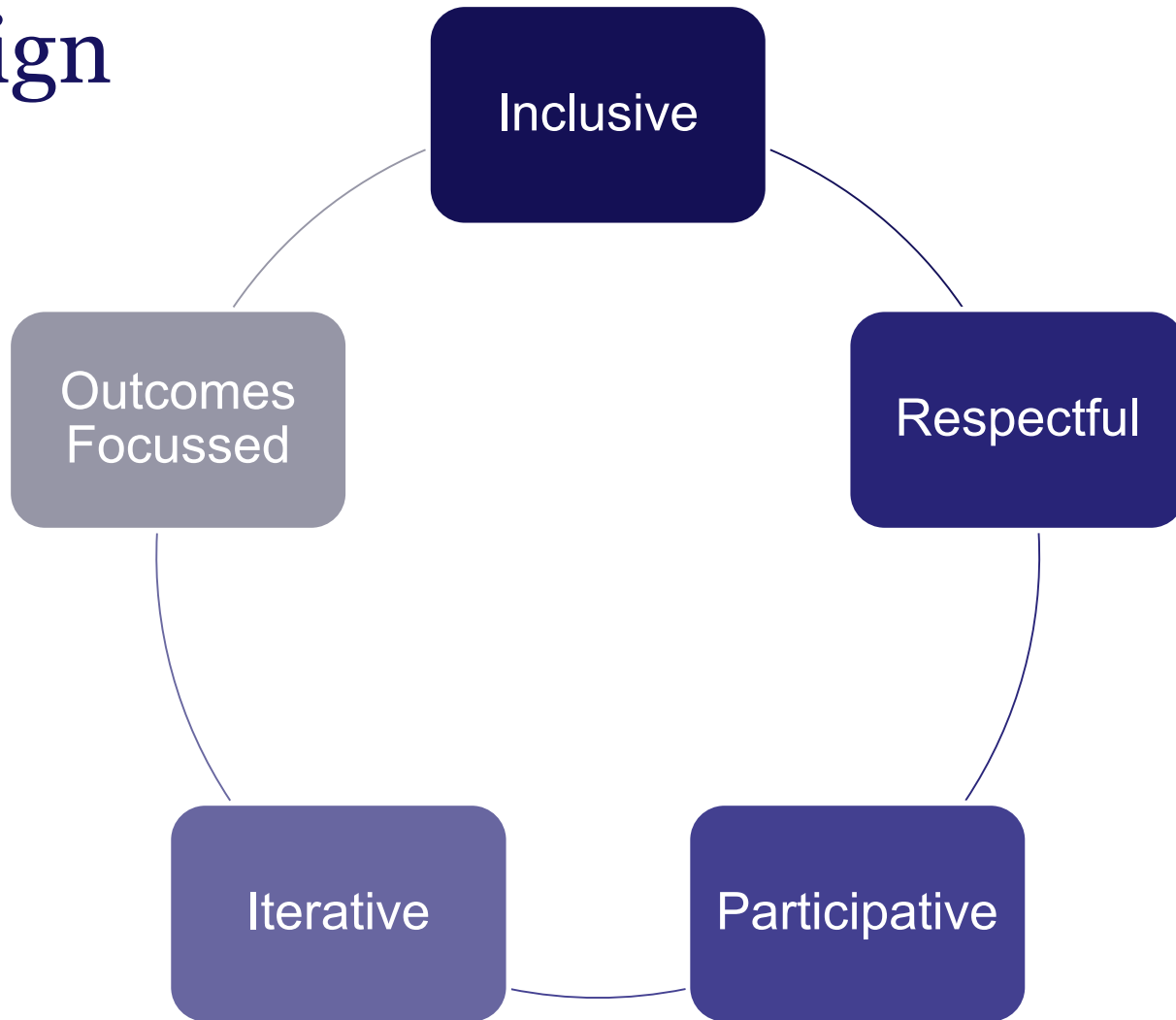
Internal stakeholders

- The 'Doers'
- The 'Processors'
- Senior and middle management
- Cleaners and gardeners
- Suppliers
- Influencers
- Our ambassadors in the community

External stakeholders

- End-users
- Clients
- Their support people and carers
- Vested interests
- Partnering organisations
- Funders
- Statutory bodies

Co-Design



Good governance

Good governance is essentially about making better decisions

Proactive risk management

Legislative and industry sector compliance

Regular reporting and monitoring

Good governance

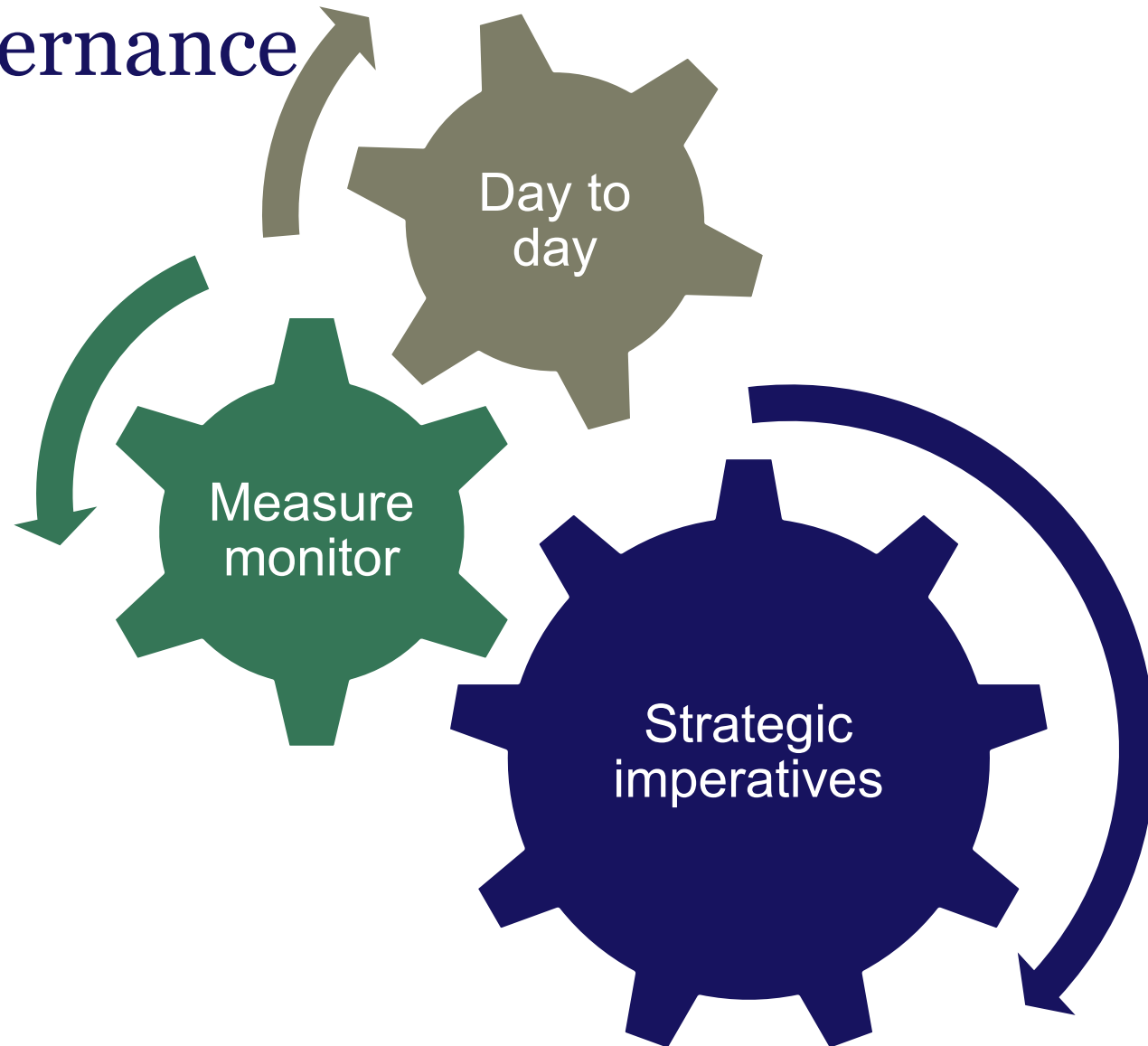
Alertness to cost-shifting in other business centres/partners and potential fraud

Governance frameworks, driven from the top, need to be easily accessible and credible to staff. Each team member is then well supported and guided in their daily tasks and decisions by a comprehensive set of ideal behaviours and values

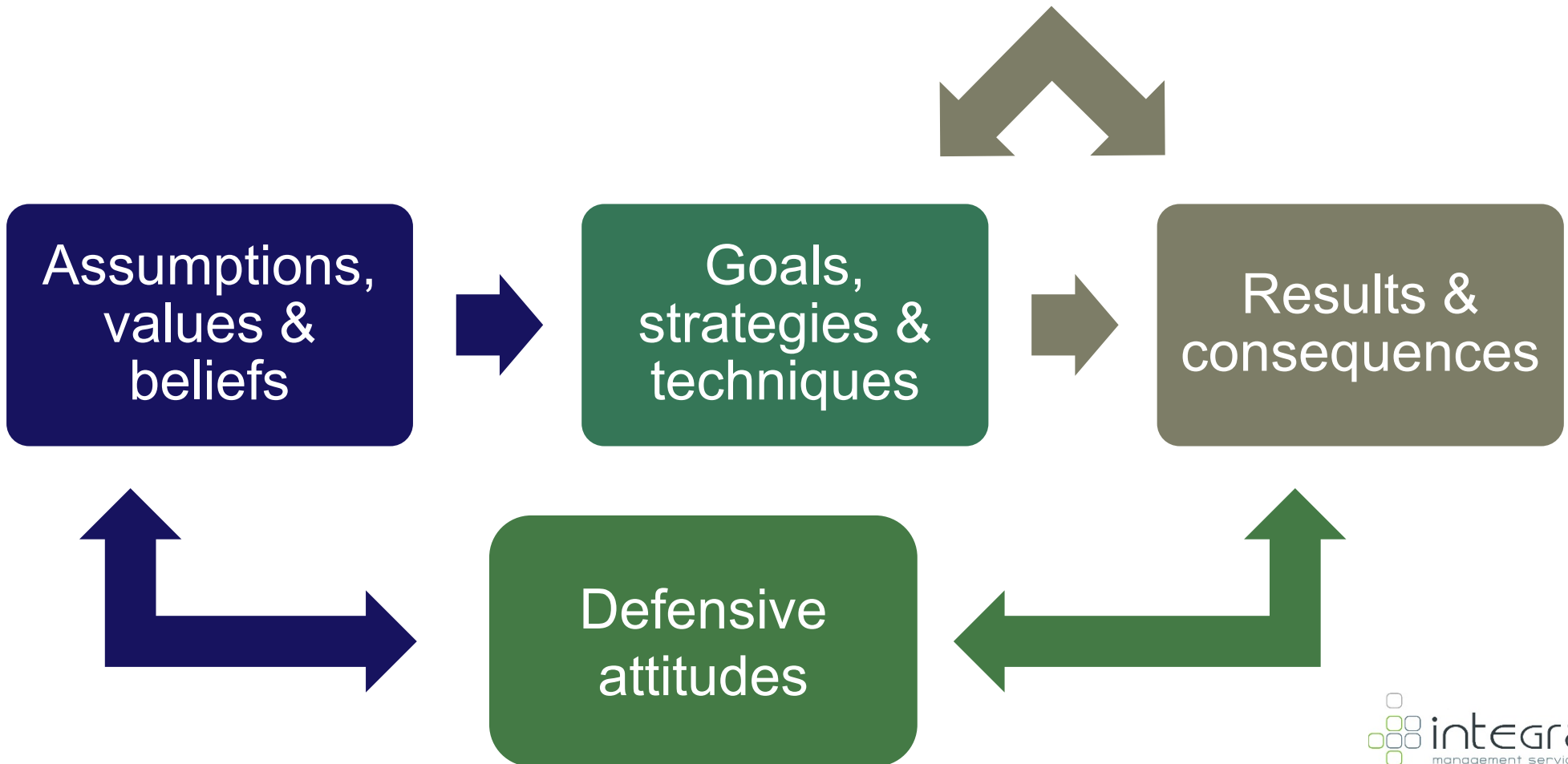
Ongoing evaluation of performance expectations and deliverables

Focus on the strategic imperatives of an organisation rather than merely the formal requirements

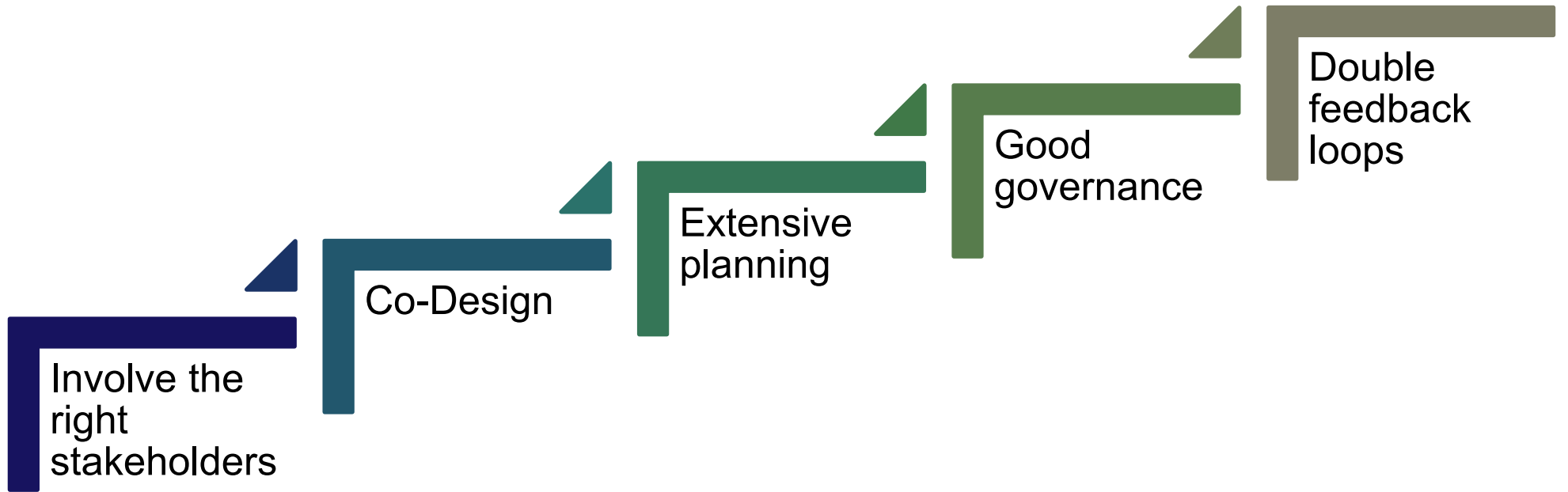
Good governance



Single and Double Feedback Loops



Managing Successful Change



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