

Welcome to our workshop

- Thank you
- Workshop focus

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Why am I here?



We, in this room, are different –

- ▶ 20 different countries + United Nations
 - We speak different languages
 - We have very different histories
 - We have different forms of Government
 - Our countries have different economic circumstances
 - And range in population from just over 600,000 to 257 million
 - Our national cultures differ

But we are also the same – our people

- ‘technical’ people
- sometimes more interested in numbers than they are in each other
- conceptual and strategic thinkers AND extremely operational
- driven by a purpose
- Not naturally thoughtful about the organisation
- Sometimes not naturally outgoing
- Sometimes on the autism or aspergers spectrum

And our organisations face the same challenges –

- loss of key staff to other organisations,
- rapidly changing world of data,
- more demands from governments,
- customers want more speed,
- diminishing resources,
- more competition,
- changing technologies – machines and automation

And we face the same dilemmas as a result

- media battle - experts and evidence VS influencers and opinion
- simplistic public and political opinion VS actual complexity
- Increasing pace of work to meet changing demands VS risk to data quality
- pressures to open up our data VS increased risk others will misuse it.
- rise of the machines VS more focus on our human connections and relationships
- Use our expertise to correct falsehoods VS loss of our ‘independence

ABS – 3 things

1. A workplace where everyone can contribute their best - leading to a high performing organisation.
 - Inclusion and Diversity
 - Learning focus
 - Collaboration by instinct
 - Managing high and low performance

2. A workplace that is attractive to those people we need to keep and those we need to join us from elsewhere

- Conditions and place of employment
- Employer brand
- How we treat each other
- The quality of our leadership and management
- Our purpose

3. A workplace that focuses on meeting the needs of internal and external customers – to ensure we continue to add value, and deal with increasing competition
- Customer focussed mindset
 - Self awareness and willingness to listen and change

Workshop on Culture Evolution

- ▶ Passionate people
- ▶ Not all the answers
- ▶ You will need to fill in the gaps
- ▶ Common purpose
- ▶ 5 or 6 practical things we can do immediately and in the next few years.

- ▶ A group of like minded colleagues if you need them anytime

Workshop on Culture Evolution

- ▶ Outcomes – provide advice to HLG-MOS meeting in November
- ▶ Practical focus on the contribution of organisational culture to
 - High Performance
 - Attraction and Retention of staff
 - Customer Service



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