

Transforming Through People and Culture

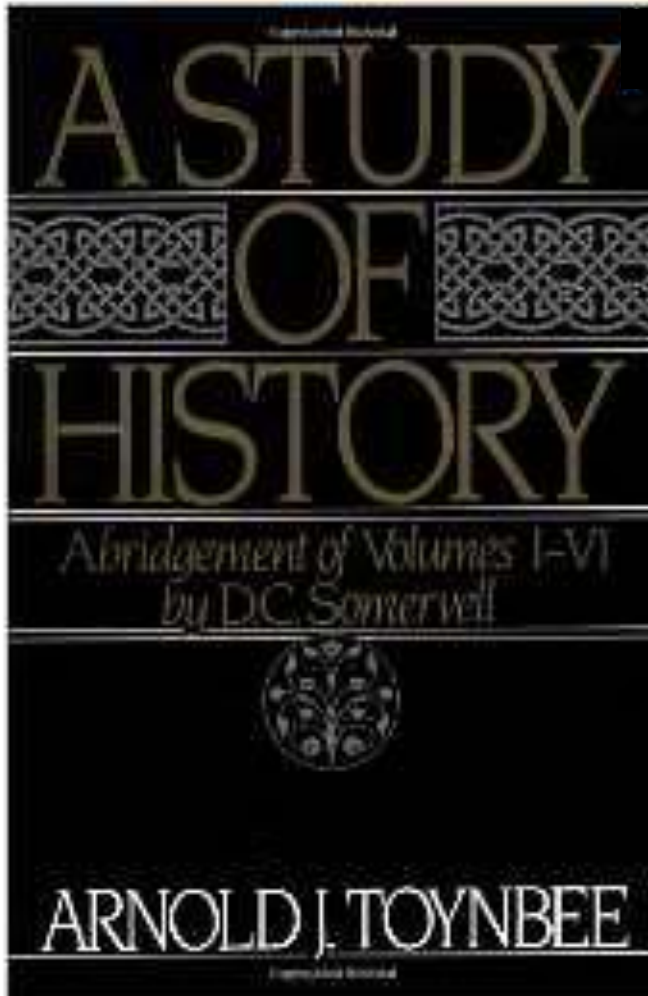
AGPN National Forum

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Famous Historian

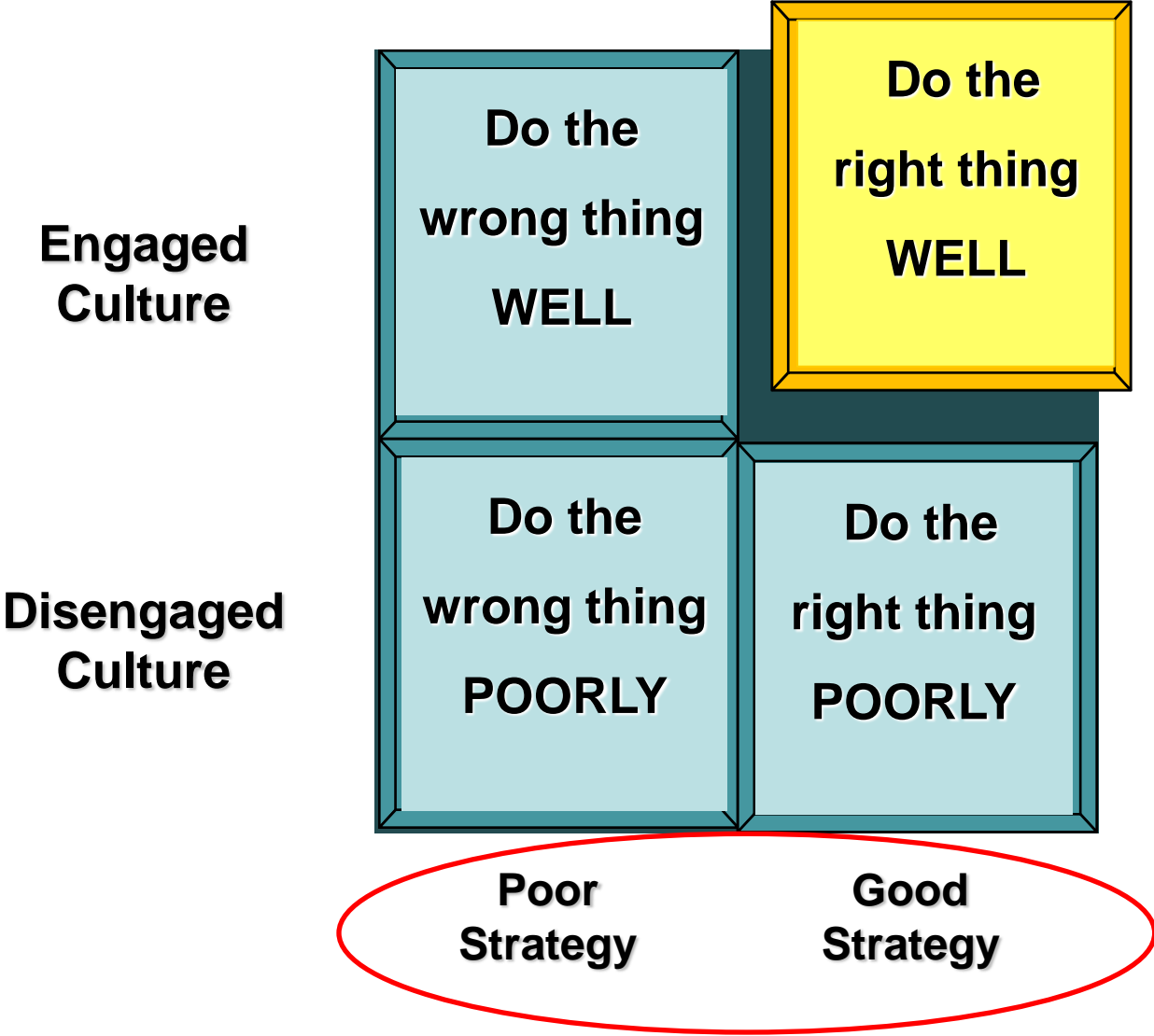


The civilizations that survived and grew ...

- Had a very clear sense of the challenges they faced; and
- They marshaled the resources they had available to deal with those challenges.

How are you marshaling your people resource to meet the challenges you currently face?

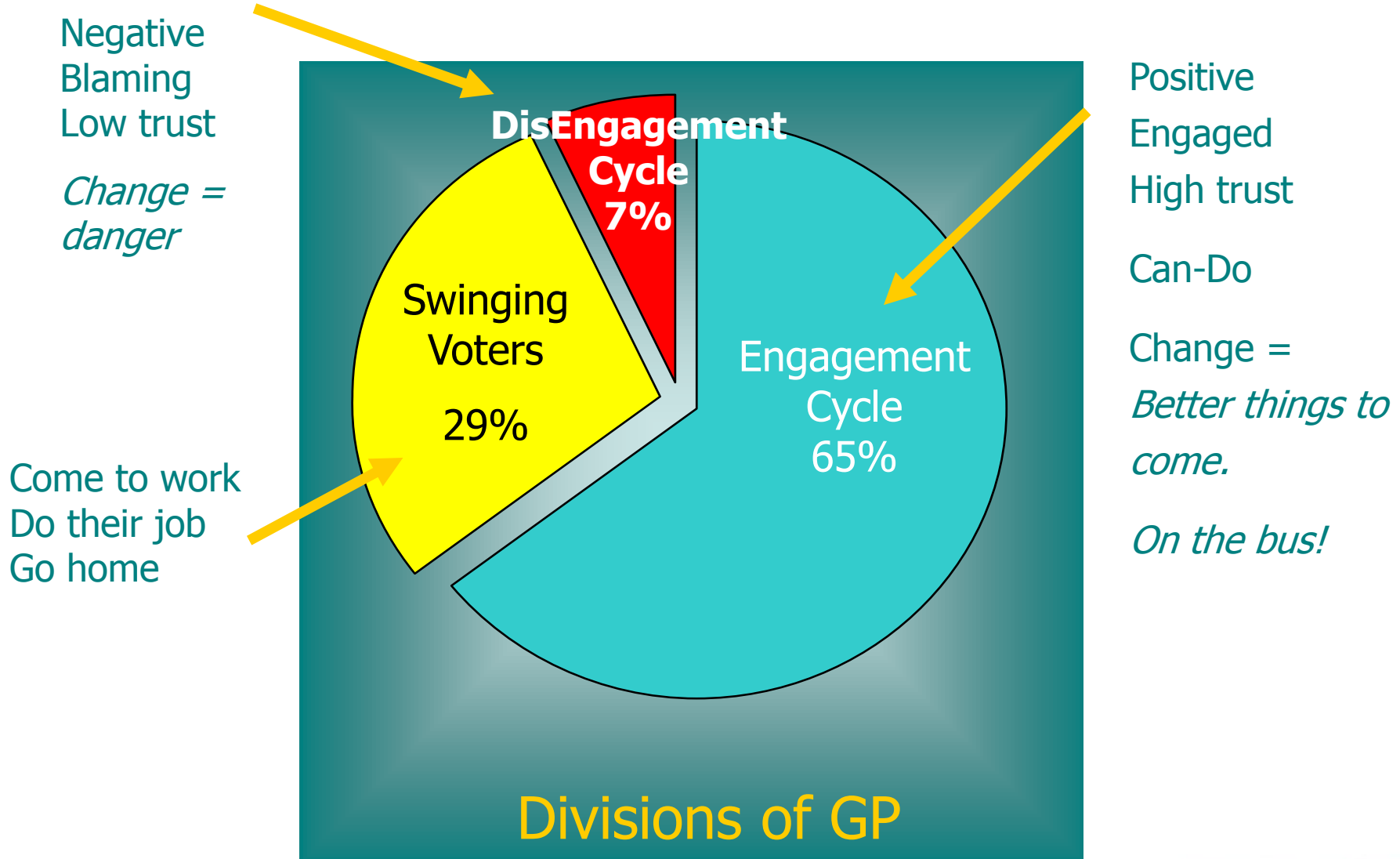
Culture Serves Strategy



An Engaged Culture will give you the ability to Implement a Good Strategy ... **Well**

A Disengaged Culture won't!

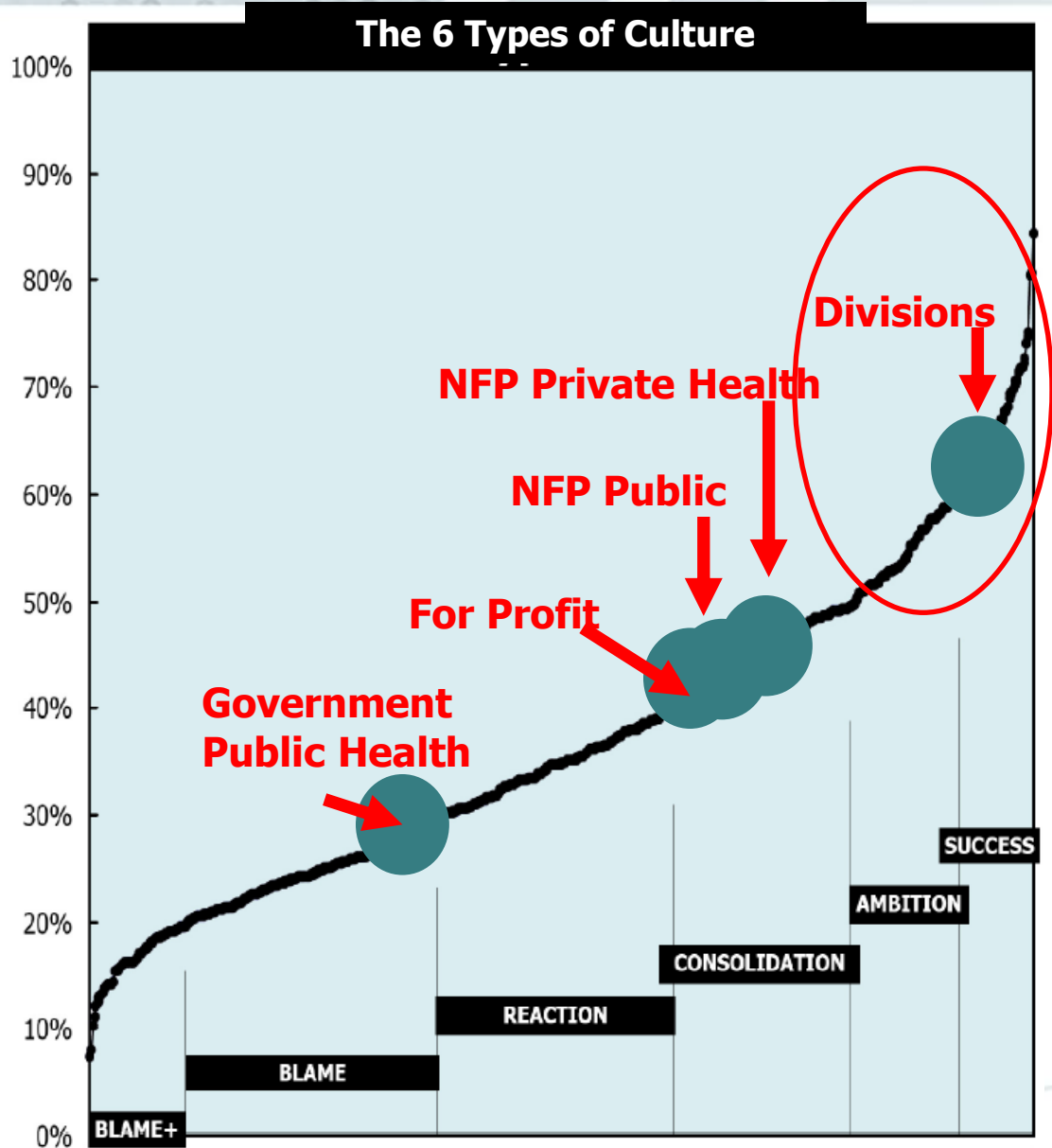
In 71 Divisions of General Practice (n=2992 respondents)



BPA's 6 Types of Culture Model

Culture of:

- Blame+
- Blame
- Reaction
- Consolidation
- Ambition
- Success



A Culture of Success ...

1. Is energetic.
2. Is a strong purposeful culture combined with the skill mix to be able to deliver what is promised.
3. Has the ability to implement a successful strategy well.
4. Is an asset in its own right, a bank account.
5. Sometimes you have to spend a bit of the bank account when implementing cultural change or unpopular change ... its knowing when to rebuild.

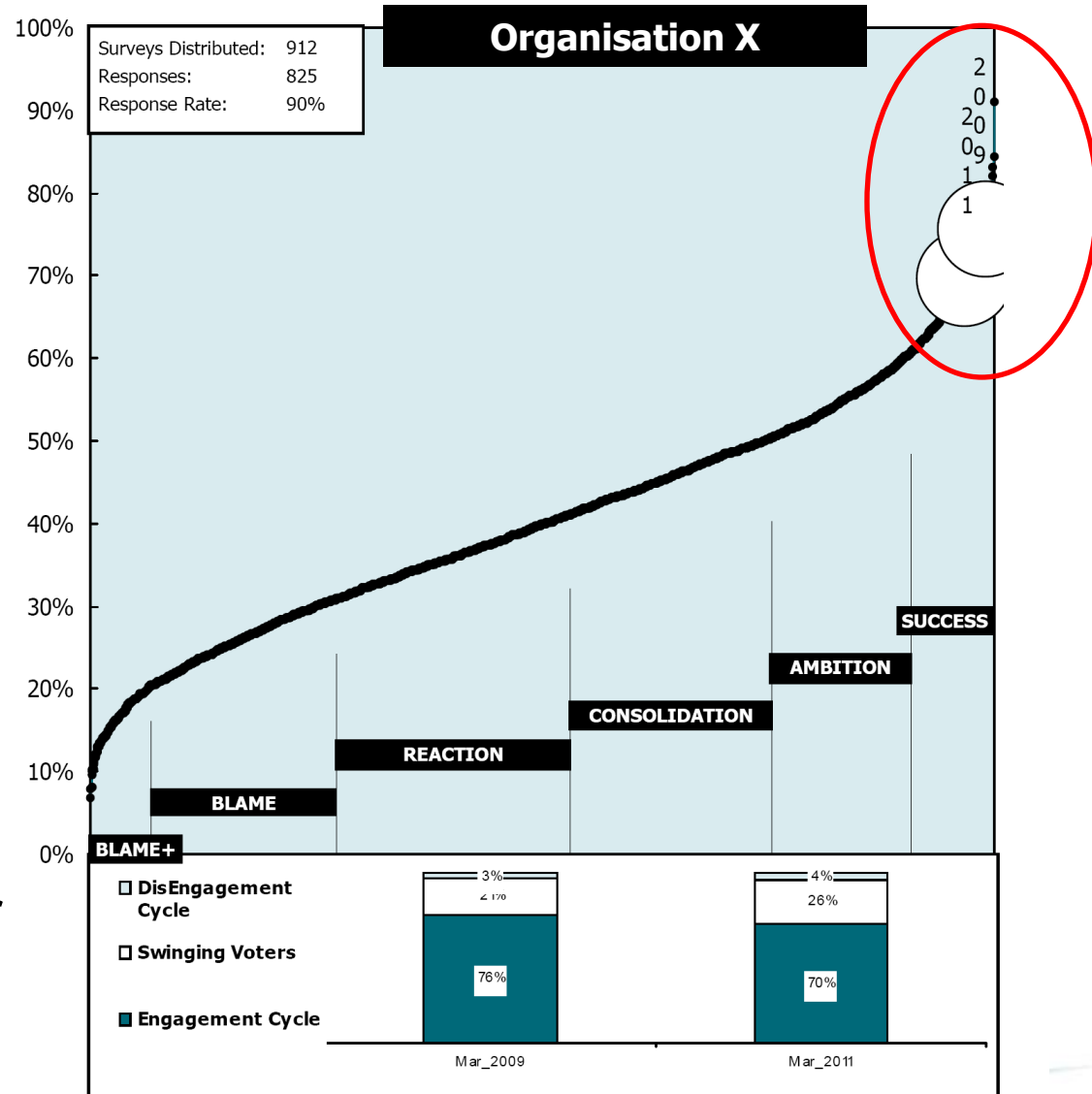


A couple of strategies for you ...

The Power of Values

1. Very successful retail company.
2. Values Driven – its Values are a source of competitive advantage.
3. Its Values are the reason that:
 - Attracts employees to work there
 - Attracts customers to shop there.

Does your Division's Values set you apart?



Management Priorities

- Management Priorities are the priorities that managers at all levels are communicating to their staff.
- Priorities tend to be habitual and something that each manager does without really thinking about it.
- However, if managers aren't regularly stating their expectations (priorities), then their employees will simply *'make them up'*.
- **That's what makes Management Priorities so hard to change.**
- Management Priorities are in effect the organisation's real **values** being put into practice each and every day.



The need for **Communication** ...

- In times of turbulent external change, employees have a high need for information.
- The best way to feed this need is to make 'communication' one your management priorities.



For the Medicare Locals that have been formed through a merger of Divisions

- Need to identify from your people, the strengths of each culture that need to be preserved and maintained in the merged entity.
- Come at it from a strength-based approach.





This year we see the more medium to long term challenge of Divisions and Medicare Locals is Engaging your stakeholders:

- Engage your people
- Engage your members
- Engage your funders
- It's the capability we see as a must have for Medicare Locals going forward and for Divisions yet to become a Medicare Local.

My final point ... Transforming a Culture is not just about having happy staff

