

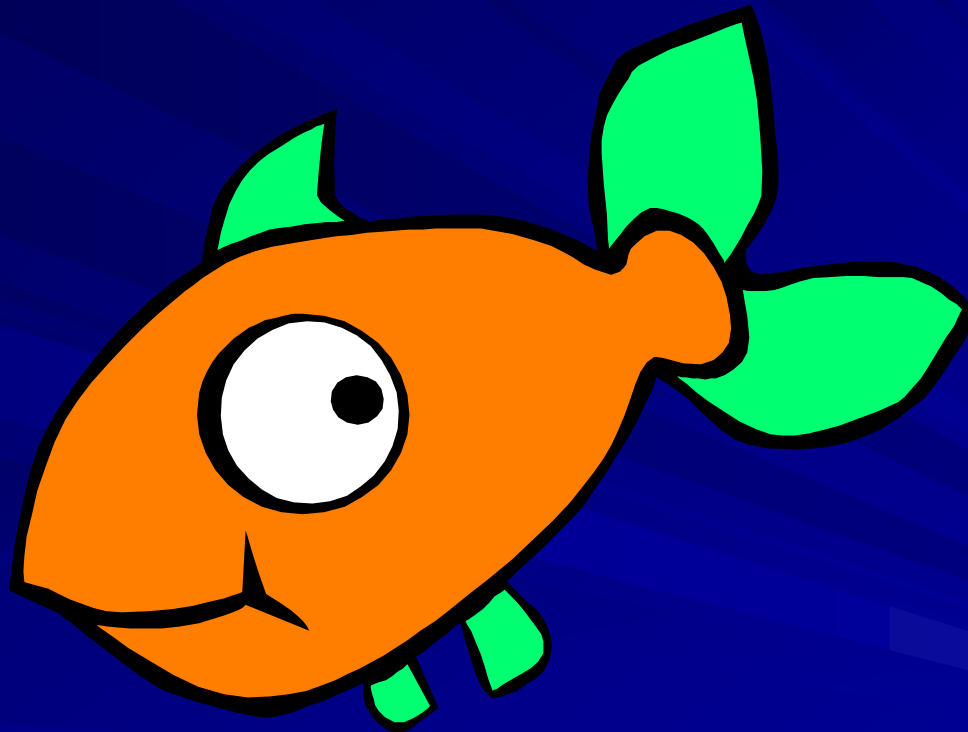
Gone Fishing



Change management straight from the
Fish's mouth.

Adelaide Hills Council

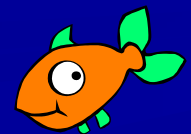
Why we went “Fishing”



Refocusing the Organisation

Values & Vision

- First Steps
 1. Strategic Management Plan
 2. Business Plans
 3. Policies & Delegations



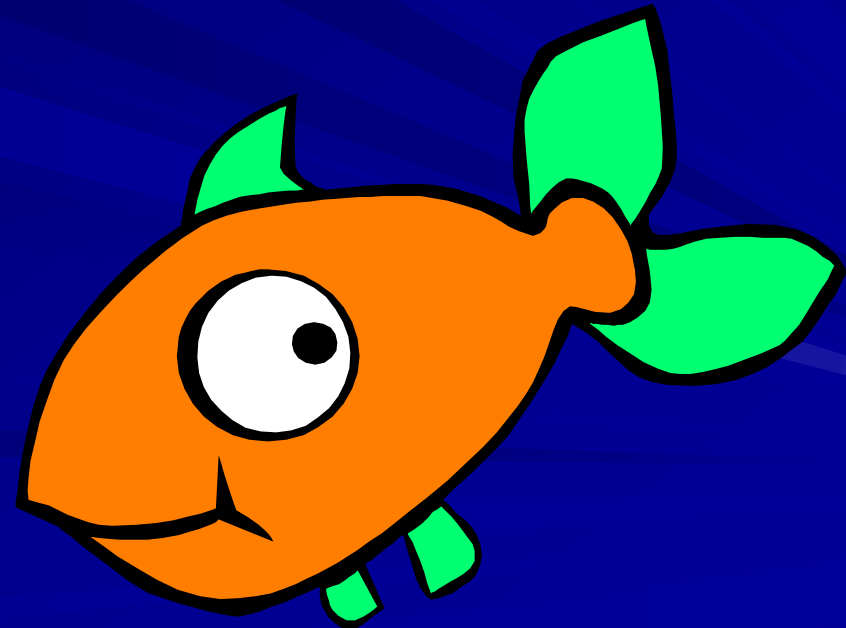


Five steps in refocusing Bureaucracies

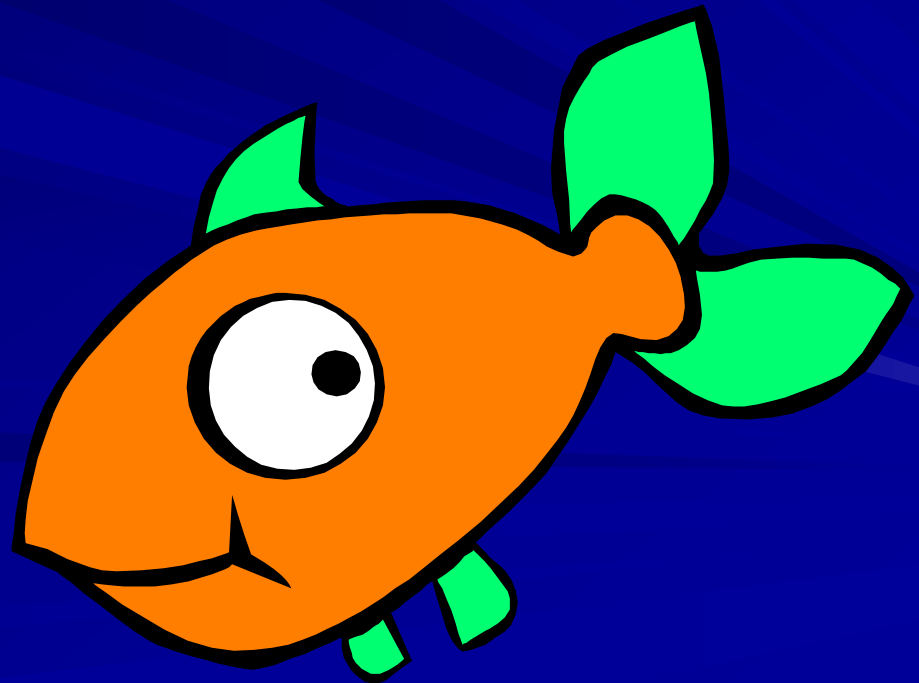
- Traditional Bureaucracies
- Refocused Bureaucracies
- Customer – Aligned Organisation
- Competitive Organisation
- Entrepreneurial Organisation

Productivity Improvement Process

- Staff Survey
- “Fish”



Fish is “a powerful parable that will help you love the work you do – even if you can’t always do the work you love”



It's this simple.....

Fish deals with four basic principles that everyone can apply in any working environment:

- Choosing your attitude (being positive)
- Making people's day (doing things for others)
- Being there (focussed in the minute)
- Play (having fun while doing your work)

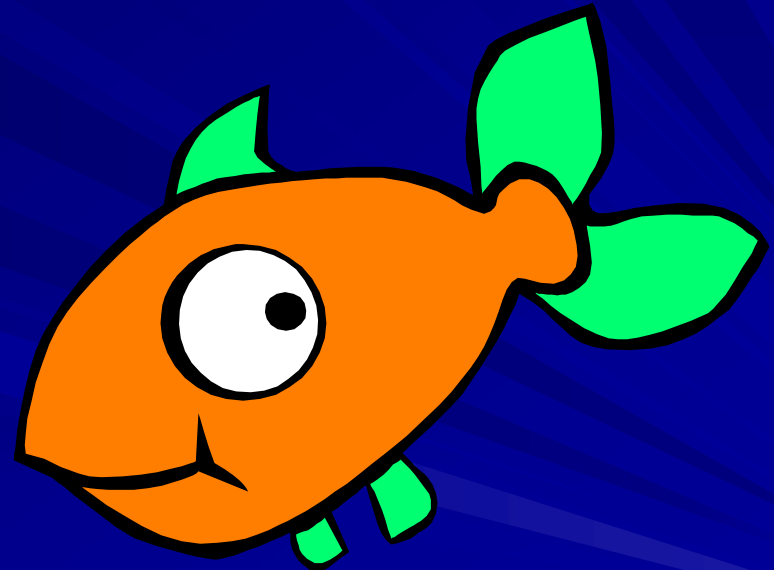
Our “Fun Staff Fish Shops”

- 160 Staff invited to participate – “Fish bait”
- Day themed with “Fish & Chips”, “Signage” and involved “Fish Talk”
- Structure of the day
- Morning session addressed both good and bad aspects of the Council, overcoming a “Fear of Change”
- Afternoon was an exercise in “Pass the Baton” looking at specific issues

It was how big ?

What we caught at the “Fish Shops”

- Staff buy in!
- Meeting structures, connectivity, communication tools “Fish Structure”
- Major symptoms
- Itches to scratch
- Aches and pains



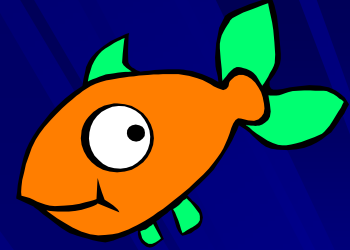
And lots of fun.....

Fish Tales – what has been happening in our pond.

- Meetings
- Internal service level agreements
- Reminders
- Attitude & behavioral changes
- Sense of teamwork, resulting from workshops
- Christmas “Fish Decorations competition”
- Comments like “There are definitely more smiles around here lately”, “Things are starting to change”
- Fun! – Fishy pool party, PA system, choosing your attitude talk, making someone’s day is happening, Library Thank you day, exchange day with outdoor team



Major Fish projects



Corporate process

1. Records management
2. IT
3. Purchasing/Procurement
4. Accommodation

BSR

1. Asset Management
2. Heavy fleet
3. Road Maintenance

And now Service Review Teams.



External Customers

- A-Z Information
- Service Standards 55% - 94%
- Compliments doubled complaints
 - Customer Contact Centre
 - Cultural change – Customer Focused (service standards)

Good luck on your “Fishing Trip”

