



Business Readiness in Human Service Delivery

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Ideas about Change: Getting the Team Ready for What's Next

- ▶ Business Readiness: next Change Management
- ▶ Share the landscape with staff at all levels
- ▶ Work with the Willing

▶ Cy Wakeman:

<http://www.realitybasedleadership.com/>

Ideas about Labour Relations

- ▶ Harness corporate support - HR, other municipal departments
- ▶ Explore Collective Agreement language
- ▶ Bundle all your changes (where possible)
- ▶ Connect authentically and regularly with union leadership
- ▶ Minimize job losses through attrition
- ▶ Reduce management positions
- ▶ Develop runway for staff displacement processes

Ideas about Staff Involvement

- ▶ “Change Champions” team
- ▶ Clear ownership of decisions
- ▶ Pilot/prototype and co-creation
- ▶ Communication meetings
- ▶ Design for involvement: name your position, pick your assignment
- ▶ Leaders: listen and use what you hear

Questions?