

Leading change

There are different types of change management processes that occur within the NSW public sector, some may be strategic decisions and others may be necessary based on machinery of government changes.

Senior leaders have a key role to play in the effectiveness of a change process. When going through a change process you need to be aware of the level of change maturity within your agency and what you can do to develop maturity in your agency. Your agency PMES scores are a good place to start to better understand the current perception of change processes within your agency.

All change processes need to be planned and managed strategically, and regularly monitored and evaluated. You will need to work closely with your HR business partners to manage any change process you participate in.

There are multiple policies and guidelines in place to help with organisation and role design. You need to ensure you are familiar with these policies when undergoing any organisational or role changes within your agency. Contact your internal HR team to find out which policies apply to the change process you are undertaking.

The **NSW Public Sector Capability Framework** describes the leadership behaviours you will need to demonstrate to successfully drive change. The 'Manage Reform and Change' section details how to support, promote and champion change, and help others engage with change.

Leading change requires good communication to ensure all stakeholders are aware of what is happening and when and it is likely to affect them. Broad consultation with key stakeholders is essential to successful change processes. Consult with your HR and communications teams on best practice communications tactics to manage and promote change in your agency.