

CHANGING NATURALLY

“As the need to change quickly becomes more critical, so does the capability and capacity of your team leaders to lead change in their teams.”



Leading Change Within Your Team

For middle managers and team leaders

Middle managers and team leaders have always been crucial to organisational performance. They have the most significant impact on the greatest number of people in direct contact with your customers. They determine:

- how each team member is encouraged to contribute their best to the organisation, and
- how effectively strategy is implemented, often requiring changing habits and mindsets.

As the need to change quickly becomes more critical, so does the capability and capacity of your team leaders to lead change in their teams.

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Dr Josie McLean

What could be holding your team leaders back?

In our experience, middle managers and team leaders are often stuck for a combination of three major reasons:

“I didn’t sign up for this! It’s too hard!”

They may not see leading change as part of their role, or as too challenging. Our discussions emphasise that it is now impossible to manage others without leading change, and that leading change is doable.

“I’ve told them a million times!”

Many don’t know how to lead change because they haven’t been taught effective methods. They might be frustrated from failed attempts at leading change or worried about hurting their relationship with team members. Our program develops both competence and confidence.

“I don’t know what to say!”

Team Leaders may support a clearly communicated change initiative from senior management, and yet they must respond to their team members’ responses. They may receive blunt feedback, silent resistance, or even an explosion of emotion. This can be incredibly challenging and stressful when team members highlight gaps or unanticipated consequences of a plan. We support team leaders with skills to have difficult conversations - up, down, and around.

Our Solution: Leading change within your team

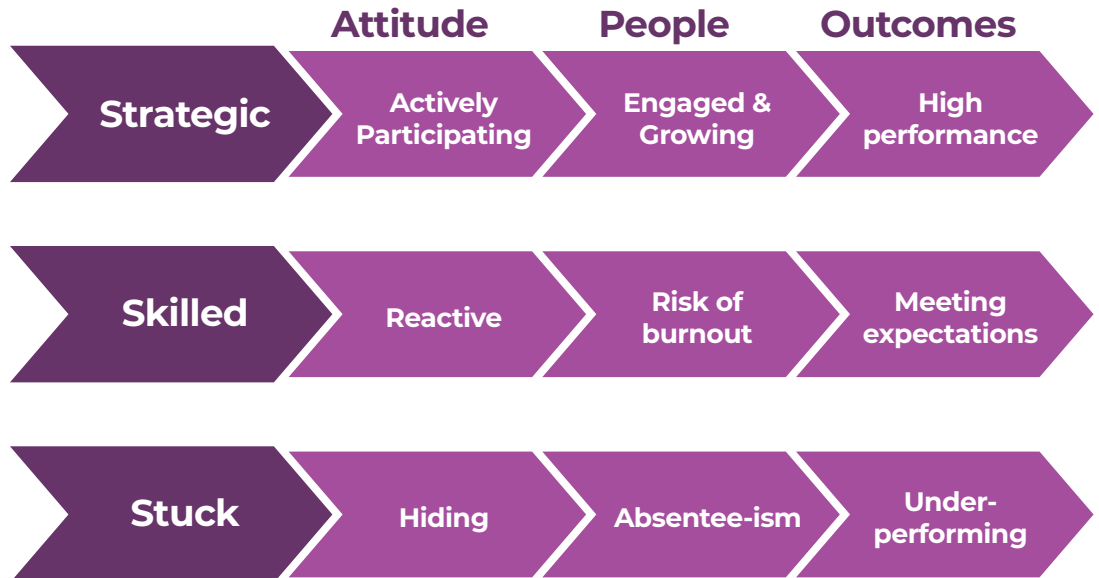
We offer a two-day program of activities developed from our deep understanding and practice of developing leadership for change.

Learning outcomes:

- Recognise existing beliefs about change and their role in change.
- Learn to understand what type of change your challenge requires and respond accordingly.
- Initiate difficult conversations up, down and around with confidence.
- Be strategic about messaging, and who to talk with when.
- Appreciate the different roles required in a functioning team.
- Identify and practice a process to recognise our learning edge when leading change.
- Explore and practice flexing their communication style to match that of others for better outcomes.
- Identify how to employ strengths, purpose and collaboration to generate performance, resilience and adaptability in your team.
- Develop simple team facilitation skills for team decision-making and commitment to action.
- Develop competence and confidence through practising in the workshop.

Our programs are accompanied by the pre-reading of short articles and pre-viewing of short videos so that our time together in the room is free for experiential learning and discussion.

Rationale: Developing a strategic approach



If a team leader is **stuck** in leading change, then their team will become irrelevant over time. The team will underperform, and may spend more time ruminating on frustrations than moving into action. These teams also drag on other teams around them and lead to dissatisfied clients.

A team leader **skilled** at leading change when a crisis emerges is better, but risks burnout of themselves and their team, as people are ill-prepared and need to overwork to catch up. These teams tend to meet expectations, though.

Better still is a team leader who works with their team to pre-empt changes where possible. They are **strategic** and confident in their approach – engaging their line manager and other groups around them early. They are proactive. These teams build solid relationships and tend to be more resilient and open to change.

About The Partnership

The Partnership Pty Ltd emerged from an executive coaching business founded by Dr Josie McLean in 1999. The Partnership has been serving clients in Australia nationally since then in the critical areas of leadership and organisational development, emphasising cultural change.

We are a uniquely qualified boutique consultancy with a sound track-record. Our uniqueness emerges from our academic research backgrounds, practice, and experience over long work lives. We access knowledge and wisdom.

We are committed to:

- Generating significant and enduring outcomes for our clients.
- Creativity and innovation – we are continually learning and refining what we do.
- Sound practice that is founded on solid research and principles.
- Embodying what we preach.

Examples of past and current clients

A sample list includes:

Adelaide Football Club, ABC (TV), Australian Institute of Landscape Architects, Bendigo Bank, BHP Billiton, Coles, ComBank, Court's Administration Authority, City of Adelaide, City of Marion, City of Port Phillip, Dept Main Roads (Qld), Flinders University, Guide Dogs, RAA, SAGE Automotive, SA Power Networks, Swinburne University, TAE Aerospace, Leaders Institute of South Australia, Maxima, Mighty Kingdom, NAB, NRM Mt Lofty Adelaide, University of Adelaide, University of Tasmania, Village Well, Your Place Housing, and Woolworths.

Significant projects include:

- City of Marion transformation (2009 - 2014) – National recognition by Human Synergistics .
- HomeStart Finance transformation (2014-2019) - National recognition by Human Synergistics.
- Flinders University - Development and delivery of CSE leadership and supervisory training programs (2020 - current).

The Partnership Team Profile

Dr Josie McLean **Founder and Principal Consultant.**

Internationally recognised as a pioneer of the Australian coaching industry and co-founder of the Climate Coaching Alliance in 2019. Josie is a thought leader in change for sustainability. She designs and oversees the delivery of all programs.



Ms Fiona Toy **Chief of Staff.**

Brings a comprehensive strategy and development experience in Australian and international organisations in both public and private sectors. She focuses on creating and maintaining an operational environment that supports the entire team to deliver their best to clients.



Dr Sam Wells **Senior Consultant.**

Rhodes Scholar, Past Director of the University of Adelaide MBA, and senior lecturer, Sam is a senior consultant who often co-designs and delivers with Josie.



Ms Carole Rogers **Instructional Designer.**

A qualified teacher at the forefront of online and blended learning. She is well experienced in developing online learning environments for adults. She also facilitates programs for team leaders.



Mr James McLean **Creative Content Producer.**

James has a flair for communicating engaging stories. He creates, edits and coordinates our social media content, videos and animated learning tools.



Contact Details

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