

Creating the conditions for success



This session...

- A bit about creating the conditions for success...
- Workshop: 20 mins ish (playing with Lego!)

Everybody.....get up!



The logo for the band Five, featuring the word "FIVE" in a stylized, metallic, gold-colored font. A small red star is positioned above the letter "I".

EVERYBODY GET UP

Sit down if...

**You've never been
involved in or led
change before**

**You've got everything right,
every time**

**You've got it right but can't put
your finger on why**

**You've made some mistakes
along the way**

**"There is no such thing as failure, only
feedback."**

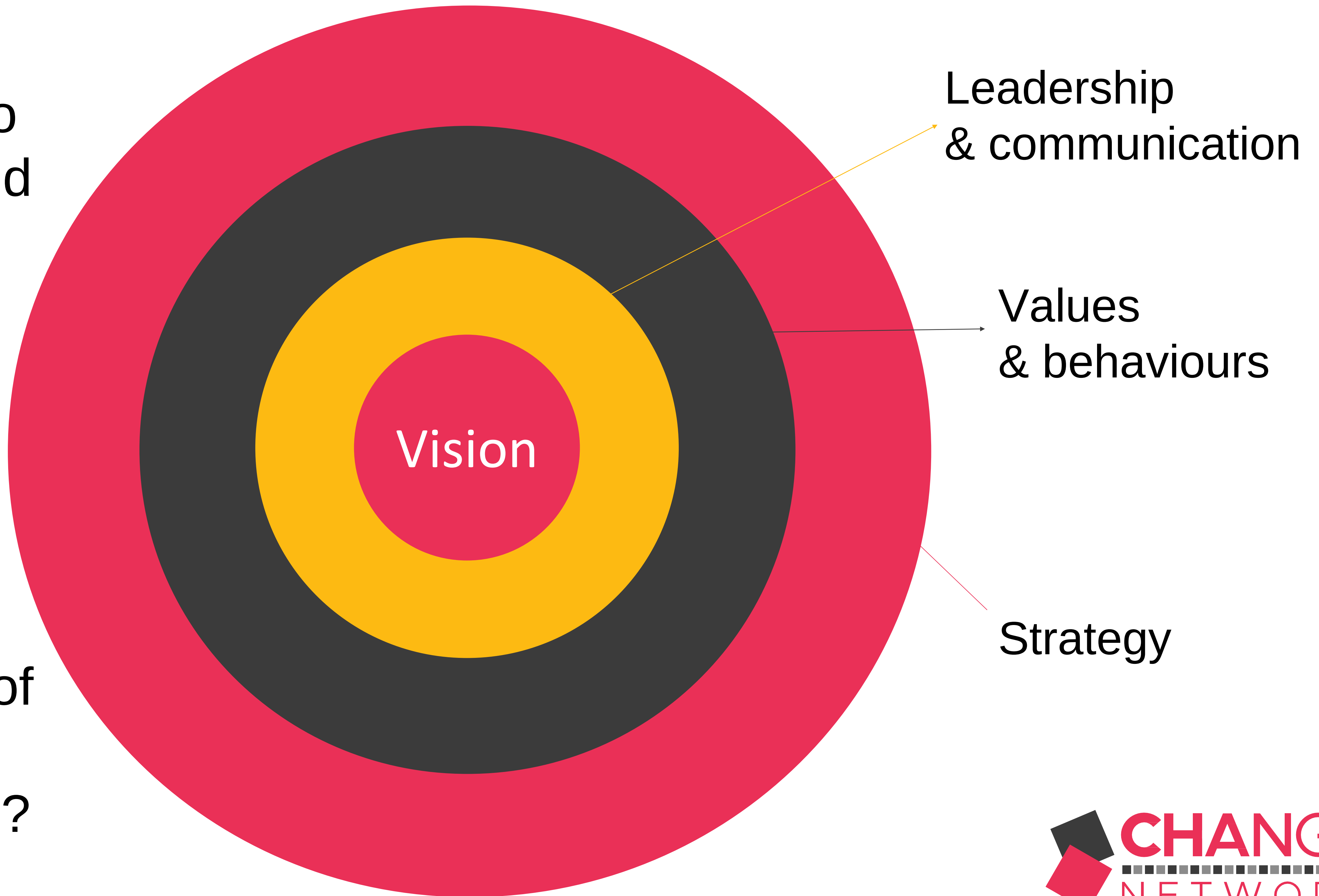
#failfast

Creating the cultural conditions for success.

Culture =
How we do
things round
here?

Or...

Alignment of
some key
ingredients?



Why do projects fail?

...or fail to deliver expected benefit?

The 7 Conditions for Success

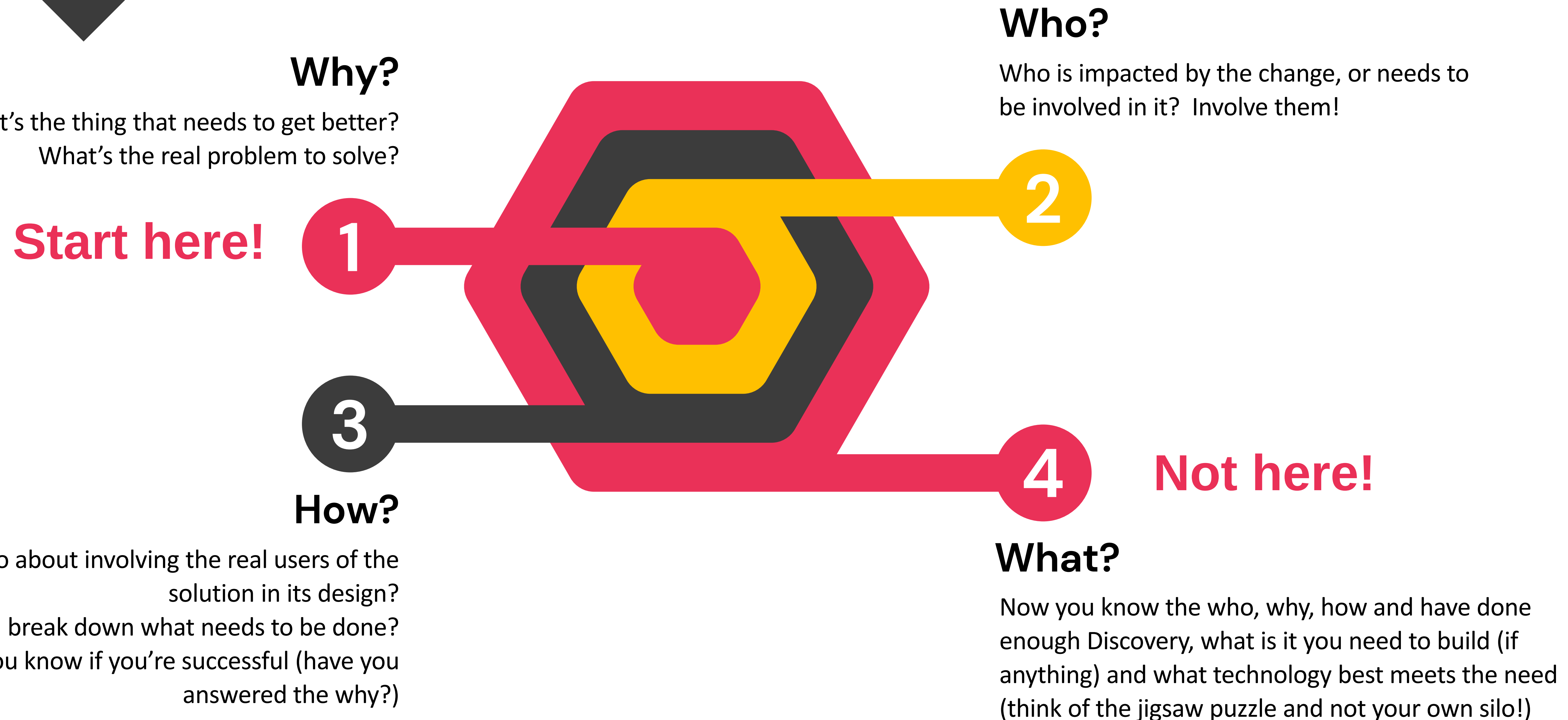


Start with why

The '5 Whys

Clarity

After WHY, Think WHO – before HOW, before WHAT



Collaboration

“.....search online for service design right now and you’ll find a seemingly endless array of ‘toolkits’ and ‘design processes’. Five circled grids. Double diamonds. Mental models.

You’d be forgiven for thinking it was about the process of design rather than **changing outcomes for users.**”

Lou Downe, author of *Good Services* and former Design Director, UK Government

Keep it real!

[Service Manual - GOV.UK \(www.gov.uk\)](http://www.gov.uk)



Bring your people with you

- Tell the story
- Explain the 'why'
- Two ears, one mouth
- Be visible
- Walk the walk
- Communicate 'til your teeth bleed!

**Consistency, frequency, recency
– and authenticity**

The bottom right corner of the slide features two overlapping triangles. The top triangle is red and contains the word "Commitment". The bottom triangle is yellow and is partially obscured by the red one.

Commitment

Capability

What ingredients do you need to deliver the outcome?

Leadership &
Strategy

Data

Service Design

Finance

Workforce
planning

Governance
and Control

Change
Management

Technology

Business
Analysis

Commercial
and Contracts



- Do you have the time to make it happen?
- Is there appropriate amount and type of resource allocated to the project?
- What else is going on in the organisation? Do you need to stop something else to start this? Which is most important?
- What is your change heatmap? Is there too much change in one part of the organisation, or impacting the same people?

Capacity

Governance, Governance, Governance.

Decorative geometric shapes in the bottom right corner, including a large red triangle and a smaller yellow triangle, both pointing upwards and to the right.

Control

- Are you ready?
- Have the other 6 c's been met?
- How open is the organisation to change?
- What is your current culture, do you know?
- What happened within the last project/programme of change, if it was not a success, why wasn't it?
- Who / what else do you need to influence (or to change) to achieve the outcome?

Questions? Thoughts?

....or shall we just play with the Lego?

Your mission...

You have 15 minutes.

You each have Lego on your table.

I want you to build me a pirate ship.

We must:

- Make use of existing solutions: Lego in the box.
- Only use internal resources: People in the room.

Go!



"I want you to build me a pirate ship."

Expectation v reality



How was it? Key learnings?

- Clarity
- Collaboration
- Commitment
- Capability
- Capacity
- Control
- Culture

How did we all do?

Decorative geometric shapes in the bottom right corner, including a large yellow triangle and a large red triangle with a white outline.

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