

# Action Focussed Innovation in Government

## Action Focussed Innovation in Government Forum

Registrations are now open for the third annual Innovation in Government forum.

This popular event has in past years been held in major cities and attended by major agencies and departments in the public sector.

### BOOKINGS

#### Online:

<http://www.acig.com.au/home-3/action-focussed-innovation/>

#### More information:

[www.acig.com.au](http://www.acig.com.au)

[info@acig.com.au](mailto:info@acig.com.au)

### What previous participants said:

*A really full and interesting day. Lots of interesting concepts to consider. Very worthwhile" - Manager, Department of the Premier and Cabinet, SA.*

*"Excellent seminar. It raised my level of thinking and gave me some creative approaches to try." Manager, Department of Water, Environment and Resources, SA.*



### The sharpest cuts

Premier Ted Ballieu has stated that *"The Victorian Coalition Government is committed to delivering an efficient, responsive and sustainable public service for the benefit of all Victorians"*.

So far this has meant cuts to staff and cuts to budgets. The flow-on effects are enormous and yet the quality of frontline service delivery remains a pressing priority.

### The old approaches are not delivering

Working harder, tweaking processes - none of it delivers real change. In fact standardisation and reductionist approaches may have adverse consequences.

### Innovation paradigm

Government needs a new approach to service delivery, one which addresses the complex challenges the public service now faces.

This seminar will introduce innovative thinking and a new paradigm for service delivery. Using practical case studies, ACIG's experts will:

- Present a descriptive roadmap structuring service improvement for meaningful and practical outcomes
- Discuss how complexity thinking informs a systems approach to improvement
- Show how LEAN concepts of value and waste can apply to government services
- Highlight leadership tasks for the improvement paradigm to flourish

20th November :: Full day session

Cliftons Melbourne  
Level 1, 440 Collins Street

### Practical outcomes

The focus of this seminar is on action - yours. We outline an innovative approach to service delivery that will reduce cost and risk while improving performance.

Consider the following questions:

- Do you systematically capture and utilise improvement ideas?
- Do you manage services to their full potential?
- Are your people successfully navigating the new complexities currently facing Government?

### Coaching and follow up included with seminar

All participants are eligible for a complementary consulting hour with one of our course directors. This unique offer allows you to follow up the seminar with a private discussion of your own circumstances and challenges.

### Who should attend?

This course is designed for Public Service Directors, Program Managers, Project Officers and Co-ordinators involved in:

- Building internal capabilities
- Frontline service delivery
- Efficiency gains programs
- Organisational change

# Seminar and Training Program

The *Action Focussed Innovation in Government* seminar introduces innovative and best of breed approaches to Service Delivery. Our course directors draw their progressive insights from years of work within and for a wide range of government agencies.

We will discuss how **purposeful** service delivery is central to organisations' efforts. It offers a direct, clear and focused approach to creating effectiveness and value in professional and administrative environments such as the Public Service.

Attending the *Action Focussed Innovation in Government* seminar will provide you with the tools to:

IMPLEMENT a consistent and repeatable framework for innovation and improvement of service delivery

UNDERSTAND the requirements of culture and leadership and how you can make a substantial contribution to success

DEVELOP an action focussed innovation plan

CHANGE your functions to become service-centric and innovative

## Morning Sessions

### **Government is not a factory (introduction)**

Government business is complex. We will explore the merits and limitations of applying a reductionist manufacturing narrative to public services and pave the way for a different approach to do more with less

### **"Briefing the Minister" - hands-on simulation**

"Briefing the Minister" is a realistic and relevant adult learning tool that simulates service delivery in a government organisation. The simulation teaches, in a very hands-on way, the positive impact of a repeatable process framework for continuous improvement on quality and performance of the briefing process.

In the "Briefing the Minister" simulation, participants take roles in a fictitious (but close to heart) agency to deliver accurate Ministerial briefings in time and to the Minister's satisfaction.

### **Complexity and Innovation**

We will introduce the concepts complexity, Action Focussed Innovation and performance improvement in the context of the public sector.

We will then discuss the impact of complexity on organisations and how they can respond.

## Afternoon Sessions

The Afternoon sessions will provide new insights and methods for immediate application to current pressing issues as well as means of gaining traction on the issues that won't go away

### **Service-centric operations and Action Focussed Innovation**

We will discuss an innovative systems thinking approach that puts service quality and performance squarely at the centre of effort through focussing on purpose.

In progressive sessions participants will practice with applying this approach to service delivery.


Participants will be introduced to important concepts such as lean, value, waste and systems thinking from a perspective of complexity and innovation.

### **Culture: Leadership tasks to drive**

Culture has been strongly linked to financial performance, customer and employee satisfaction and innovation. In practice it seems hard to instil the culture you want to drive success

This session focuses on the leadership, team and individual tasks to breed a culture in which Action Focussed Innovation and performance thrive.

ACIG's Innovating Service Delivery in Public Service seminar will provide you with powerful new insights and practical tools to progress improvement initiatives in your organisation.



## About Your Course Directors

### Frank Connolly

Frank works across all industry sectors providing leading edge thinking and strategy. He has been acknowledged by Edward de Bono as one of the world's foremost lateral thinkers and believes strongly that if we can improve the way we think, the actions that follow also improve.

Frank facilitates and trains a range of thinking methods to clients such as Exxon-Mobil across Asia and has wide experience in successfully applying the methods to pressing real world issues.



### Martijn Schroder

Martijn has worked in Continuous Improvement, Transformation and Business Change for over 20 years. He is particularly known for his human based change management.

Martijn has extensive experience across sectors and has assisted many organisations with strategy, service based governance and sourcing, process improvement and coaching of executives.

He applies innovative thinking in and achieves out of the box solutions and improvements.



## Bookings

### ONLINE:

<http://www.acig.com.au/home-3/action-focussed-innovation/>

### PRICE

\$495 excl GST for the full seminar

### FOR MORE INFORMATION SEE:

[www.acig.com.au](http://www.acig.com.au)

### OR SEND AN EMAIL TO:

[info@acig.com.au](mailto:info@acig.com.au)

*Lunch and refreshments will be provided.*