



Future proofing our organisations
by cultivating fresh thinking and
exploring new ways to perform



FORUM

NEW ZEALAND'S PREMIER
ORGANISATIONAL DEVELOPMENT
EVENT

OD Forum 2012 Programme

Embedding Innovation

8 November 2012
Rydgcs Hotel, Wellington

Plus **new** Post Forum Workshops
9 November 2012, Rydgcs Hotel, Wellington

GET IN TOUCH

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The Organisation Development (OD) Forum is the premier event where you can interact with practitioners and leaders and explore what's possible.

PURPOSE

The OD Forum provides an opportunity for leaders, organisational development and change management practitioners to engage in focused conversation and enquiry.

WHAT'S BEING PROVIDED THIS YEAR

Our theme for 2012 is 'Embedding Innovation', once again we've selected an exciting range of presenters who will share their experiences and leave you with food for thought and ideas for action. We have a keynote presentation, a series of workshops and for the first time, a panel discussion to finish. The programme has been designed to provide:

- Challenge – come prepared to have established management practice debunked
- Choice – of workshops, and the level of participation you'd like to have
- Opportunity – to learn, network and develop new skills
- Case studies – that demonstrate fresh thinking and practical application of innovation
- Dialogue – with practitioners and leaders

AND TWO NEW OPTIONS

We are including two post Forum half-day workshops to be held on Friday 9 November. Our selection has been influenced by the widespread organisational redesign currently taking place and by the need to tell a good story about why a change is needed.

Workshop One – It's not working, let's restructure - The purpose of this workshop is to provide participants with an introduction to organisation design, including the questions to ask and the practical tools to ensure the process has integrity and the outcome makes a difference.

Workshop Two – The power of stories - The purpose of this workshop is to open up the world of storytelling and to look at how this compelling communication form can be utilised to enhance leadership, reinforce culture, engage people and support organisational innovation and change.





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PROGRAMME

8 NOVEMBER 2012, RYDGES HOTEL, WELLINGTON

8.15	Coffee and tea on arrival
8.45	Forum Opening
9.15	Keynote Speaker – Leslie Tergas From angst to traction: making innovation stick Leslie Tergas Principal, ThinkPlace
10.15	Morning tea
10.45	WORKSHOP SERIES ONE
	 Workshop 1 Unifying effort for lasting change
	 Workshop 2 Mapping the polarities in innovation
	 Workshop 3 How would you move Aorangi Mt Cook?
	 Workshop 4 Will you still love me; will you still need me, when I'm 64?
12.15	Lunch
1.00	WORKSHOP SERIES TWO
	 Workshop 5 Transformation from the top
	 Workshop 6 Sowing the seeds of innovation one by one
	 Workshop 7 From audits and injury rates to cultural innovation
	 Workshop 8 Innovation: essential ingredient or just another fad...
2.30	Afternoon tea
3.00	Panel Discussion Working with pushback from the status quo Sandy Burgham, Duncan Scott, Pinky Agnew and Jonathan Kings
4.30	Wrap up, Karakia and Close



Big picture case study
Sit back, listen and reflect



Learning from others
Work together using a case study



Deep Dive
DIY deep exploration



Dialogue with a CEO
Small group intimate conversations



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KEYNOTE SPEAKER – LESLIE TERGAS

Principal, ThinkPlace – New Zealand

FROM ANGST TO TRACTION: MAKING INNOVATION STICK

How well do we understand what innovation is really about and what it takes to embed innovation successfully and sustainably in complex organisations? How deeply are we prepared to examine business-as-usual ways of operating to discover whether our institutional practices are truly enabling innovation?

In this keynote Leslie will examine some of the tensions and barriers at play in making innovation stick, and how leading organisations are grappling with them. At the Mayo Clinic Center for Innovation in the United States, for example, the approach was to set up an under-the-radar 'skunk-works' with the support of IDEO, a design innovation firm. This has now evolved into a fully-fledged innovation practice that is beginning to integrate into the clinic's mainstream operations, but not without growing pains!

Closer to home, Leslie and her colleagues have been helping Australian and New Zealand government organisations develop more integrated human-centred innovation and change capability. There is some clear learning from these examples, about barriers to embedding innovation; critical components of a robust innovation practice; and the relationship between innovation, human-centred design and the management of change.

Leslie Tergas is Principal of ThinkPlace New Zealand, Leadership Development Director for ThinkPlace Australia, and Development Director for ThinkPlace US. Prior to joining ThinkPlace, Leslie was Manager, Design Development and Innovation at the Inland Revenue Department NZ. She has recently returned to this country after four years in Washington DC.

PANEL DISCUSSION

Sandy Burgham, Duncan Scott, Pinky Agnew and Jonathan Kings

PUSHING BACK FROM THE STATUS QUO

Four astute observers of and participants in the dynamic work environment of today share their views on the challenges of OD and being innovative. Are we going backwards? Are we standing still? Or are we genuinely forging the new?

Let's not get too disheartened. Supposing that nothing and no one stood in the way – what kind of organisation might we produce?

Listen and question as a result of this lively, insightful and informative panel discussion.



“ The challenge is understanding that embedding innovation is not just about how individuals or even teams, think and work, but about how organisations develop and align their various change and governance functions to enable the nurturing of fledgling ideas, to support risk-taking and even failure, and to encourage action from a position of deep human understanding and empathy. ”



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CHOOSING YOUR WORKSHOP

When completing your online registration you will be asked to identify your workshop preferences.

SERIES ONE



WORKSHOP 1

Unifying effort for lasting change

Where do you start when you're given the goal to reduce re-offending by 25% by 2017? What needs to change and what role does innovation have? Learning and development have played their part in the shift from a 'follow the rules' culture to one where staff now believe the goal is achievable.

Richard Waggott
Kay Howard

Director Learning and Development, Department of Corrections
Team Leader Leadership Capability, Department of Corrections



WORKSHOP 2

Mapping the polarities in innovation

Enjoyed Russ Gaskin's polarities session at last year's Forum and want to deepen your understanding? Are you new to polarities mapping and want to know more? Join this practical deep dive to explore polarities in more depth. In this session we will utilise Leslie's keynote presentation to identify and map the polarities.

Trish Hall

Director, Thought Partners



WORKSHOP 3

How would you move Aorangi Mt Cook?

How much do you know about technology-driven transformation? What will a technology-enabled organisation really look like and how will it work? This session will challenge assumptions and outline ways to make innovation everyone's responsibility. Martijn brings the thinking and attitude of a successful entrepreneur to this workshop plus the experience of working in the Netherlands and NZ.

Martijn Verhoeven

Chief Executive, eDept



WORKSHOP 4

Will you still love me; will you still need me, when I'm 64?

Dialogue with two industry leaders about what OD and innovation means in one of New Zealand's fastest growing sectors. From imaginative start-up enterprise 25 years ago to meeting the needs of older people, the retirement villages sector has had to have managers and staff leading, changing and adapting in tune with rapid development.

John Collyns
Norah Barlow

Executive Director, Retirement Villages Association
Chief Executive, Summerset Group



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SERIES TWO



WORKSHOP 5

Transformation from the top

New Zealand Post Group is transforming itself. The infrastructure, the people, the culture and values that guide them in order to meet the changing needs of customers. Change on this scale has to begin at the top table and we will explore the origins and mechanics of the process the Chief Executive and his team at New Zealand Post have adopted as a way of remaining agile and commercially responsive. Welcome to 'The Sorting Room'.

Jake Porterhouse Business Improvement Leader, NZ Post



WORKSHOP 6

Sowing the seeds of innovation one by one

Do some of your people seem stuck? Is there low motivation to change, and little obvious ability to innovate? Coaching or mentoring sessions provide the ideal vehicle to assist others to think and act differently i.e. to embed an openness to innovation at an individual level. This deep dive has been designed to add to your current understanding of how to embed innovation and provide you with the opportunity to test several coaching tools.

Dr Dale Nelson Consultant, Thought Partners



WORKSHOP 7

From audits and injury rates to cultural innovation

Decreased productivity, inefficiency, absenteeism, staff turnover, accidents and litigation are an invisible turbulence that exacts a heavy toll. When organisations are looking for efficiencies, this area contains remarkable, but untapped, prospects for innovation. In this workshop opportunity will be provided to work with innovative tools used within the electricity industry.

Jon Everest Director, Orange Umbrella
Heidi Borner Director, Orange Umbrella



WORKSHOP 8

Innovation: essential ingredient or just another fad...

"Innovate!" has become an almost compulsory mantra for any organisation looking for success, but like all buzzwords the risk of fad and superficiality is high. This is true in the social service sector as anywhere else, where resources are constrained and helping people demands excellence but resists quick fixes. Explore these challenges in the context of a growing national organisation that offers help to people 24/7 at the time of crisis and beyond.

Tony Paine Chief Executive, Victim Support

FORUM FEES + REGISTRATION

Register before 31 August 2012 and receive the Early Bird rate of \$400 + GST
Individual Fee \$450 + GST
Group Fee (3 or more attendees) \$375 pp + GST

For more information and to register for the forum, visit www.thoughtpartners.co.nz/odforum



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POST FORUM WORKSHOPS – 9 NOVEMBER

It's not working, let's restructure

8.30AM – 12.00 NOON

Workshop Presenter: Landa van den Berg, Consultant, Thought Partners

"I need to re-structure my team(s) and I need your help". Sound familiar to you? Sometimes it's difficult to know where to start and how to respond. Attendance at this workshop will provide the questions and practical tools for organisation design, along with the building blocks to partner with managers to achieve change. At the end of the workshop you will:

- Understand the wider systems perspective for organisation design, be able to ask the right questions and understand how to use a practical tool to clarify role interdependencies.
- Have been introduced to a range of typical organisational structures, for example functional, business units and matrix, and be familiar with organisation design principles.

This workshop is for HR and OD professionals, Change Managers, and managers and leaders wanting to understand more about the topic.

The power of stories

1.00PM - 4.30PM

Workshop Presenter: Karen Martin-Bond, Consultant, Thought Partners

Now, more than ever it is important to be able to tell a compelling story about the future direction for your organisation and what it means for your people, services and customers. Storytelling is a craft that you can learn. At the end of this workshop you will:

- Understand the impact stories have on the brain and how they can be used as a tool for organisational transformation.
- Develop a strategy for your own storytelling and be able to select which stories to use to get your messages across.

This workshop is for leaders and managers who want to improve their ability to translate organisational information into stories that inspire and create followership. Or for individuals who have roles which involve influencing across organisations or sectors and/or want to improve their communication skills.

POST FORUM WORKSHOP FEES + REGISTRATION

One workshop: \$450 + GST

Two workshops: \$800 + GST

Register online via the OD Forum Registration Form at www.thoughtpartners.co.nz/odforum