I’ve got you under my skin: people, culture & change

I#2015 Conference, Perth 09/11/2015
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My Synopsis

“Public service is all about people”

If it is to successfully reform and transform then people need to be at the heart of that reformation and transformation agenda.

From beginning to “business as usual”.

Public Service Reform

People
Partnership
Prevention
Performance

http://www.gov.scot/Topics/Government/PublicServiceReform
Open Data Principles

- Open Data by Default
- **Quality** and Quantity
- **Usable** by All
- Releasing Data for improved **Governance**
- Releasing Data for improved **Innovation**
People
When they are not at the heart of change

Digital DIScontinuity
Inaccessibility
Smarter Stupider Working

Lies, damned lies and statistics (and just not very good quality data)

Digital DIScontinuity
DISempowerment
Scottish Public Sector
Reform & Transformation

Delivery Challenges Requirements
Delivering National Policy at Local Level

- National
- Public Sectoral
- Organisational
- Services & Teams
- Individual
General Data Protection Regulation
Different Sectors and Culture
The Information Landscape We Face

In a vacuum of consistent, standardised and workable policy, systems, guidance and support people will revert to:

– what they did in their last job
– their information personality

I have a few people I would like you to meet ...
Information Personalities

• Claire Chaotic
• Colin Clear-out
• Sarah Squirrel
• Tommy Top-secret
• Fred Free-for-all
• Oliver Organised
... and when presented with change they will adopt an information change attitude ....
Information Change Attitudes

Individuals
• Bertha Bored-out-of-her-head
• Ivan Irrelevant
• Scarlet Awfy-scared
• Cyd Cynical
• Edward Enthusiastic

Teams
• We’re special and different
• We’re too busy
“Uncomfortable change becomes punishing, and rational people don't continue activities that are more painful than they are rewarding”

http://www.psychologytoday.com/articles/200210/the-10-rules-change

A stitch in time saves nine
The “Template” Approach

• One size doesn’t fit all
• Ownership
  – no pain no gain
• Lessons learnt
  – gonnae learn those lessons
Trust

- Listen
- Manage expectations
- Communicate
- Empathise
- Negotiate
- Local champions
Create Moments

I want to be able to access the info I need to do my job

I can understand my naming conventions

It’s a pain in the neck to fill in metadata

I don’t see why others need to see the information my team holds

I can’t understand other people’s naming conventions

I send emails all the time – and fill in metadata to do so even if I don’t realise it

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Training & Support

- Role-based
- Floor walking
- Trainers who are users
- At the right time
- Humour
- Agree targets to measure success of training
- Follow up training
- Power-users
Improve the street cred of change

Why are we doing this????

“It’s the way [you] tell them”
“Former residents ... are responding to a basic human need to search for family and to better understand what happened during their childhood. They live in a society of people who grew up in family homes, knowing their siblings, parents and extended family. Their lack of such knowledge can make them feel isolated, so records can help them trace their own family connections and develop a common sense of belonging...”

Tom Shaw
Privacy By design

People by design
And finally ... a song

“I’ve got change under my skin”

sung to the tune of “I’ve got you under my skin”

I’ve got change under my skin
I’ve got change deep in the heart of me
So deep in my heart that it’s almost a part of me
I’ve got change under my skin
I’ve got you under my skin: people, culture & change

Thank You!

Any (time for) questions?

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