The 4th Public Sector Director and Executive Level Leadership Forum 2016

A blueprint to reinforce effective leadership for executive level leaders, directors and senior managers in a changing environment

Liquid Learning is delighted to present the 4th Public Sector, Director and Executive Level Leadership Forum 2016. Featuring stories of success and expert leadership advice on how to deal with the challenges of senior leadership and to perform as a strategic decision maker. This premier event is tailored to emerging leaders and managers including EL1 / EL2 levels and State government equivalents, providing a platform for SES leadership advancement.

FEATURED SPEAKERS

Leanne Close Deputy Secretary, Criminal Justice Group
Attorney-General’s Department

Allan McKinnon Deputy Secretary, National Security
Department of the Prime Minister and Cabinet

Dean Knudson Deputy Secretary, Environment Protection
Department of the Environment

Margaret Staib Director, Former Chief Executive Officer
Commonwealth Superannuation Corporation, Australian
Strategic Policy Institute, Air services Australia

Sarah Storey Assistant Secretary, Consular Operations Branch
Department of Foreign Affairs and Trade

Maureen Sheehan Executive Director, Service Strategy and Community Building
Community Services Directorate

Tom Rogers Electoral Commissioner
Australian Electoral Commission

Kruno Kukoc Former First Assistant Secretary, Refugee and Humanitarian Visa Management
Department of Immigration and Border Protection

Vicky Kanellopoulos Deputy General Counsel, Employment and Litigation
Australian Federal Police

Colin Neave Australian Commonwealth Ombudsman
Commonwealth Ombudsman

Greg Hammond Assistant Secretary, Project Management Branch
Department of Foreign Affairs and Trade

Kim Vella Executive Coach
Kim Vella Coaching

Sharyn Csanki Leadership and Development Coach
Plus+Coaching Agency

Mark Butz Principal
Futures by Design

Chris Edwards Leadership Coach
Chris Edwards Consulting

2016 Theme: ‘Initiate, Innovate, Inspire’

Pre-Summit Workshop
12 September 2016

Summit
13 & 14 September 2016

Post-Summit Workshop
15 September 2016

National Convention Centre, Canberra

EXPLORE

- The need for transformational leadership in a constantly evolving sector
- Leading strategic reform, organisational change and implementing new policy
- Leadership effectiveness across large-scale departments and organisations
- Practical strategies for influencing culture and aligning teams and departments around a common vision

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Preparing for the Journey – Transformational and Resilient Leadership in Changing Times

Leadership begins with proper preparation to transform visions into successes as well as initiating change through inspiration, execution, and resilience. By continuously improving and finding solutions to complex problems, leaders are able to create successful transformations. The core of transformational leadership begins with the leaders own abilities to remain resilient recognising that they are the rock to the foundation, no matter what challenges may arise. When the rock falls, so too can the rest of the foundation.

In the Public Sector resilience is an important construct involving the ability to bounce back stronger than ever. Personal resilience however, in today’s world of unrelenting constant change, goes beyond returning to a stable state. Leaders must be able to transform processes and become adaptive to the new environment. Government restructures are constantly evolving and changing and therefore, it is vital for the leader to transform along with it.

This workshop will help participants prepare for their journey towards SES leadership and build a solid foundation for transformational leadership and resilience during changing times. Chris has extensive experience helping clients in large federal government environments navigate a multitude of change management situations. He will share proven strategies and interactive exercises for participants to take their leadership to the next level through transformational initiatives.

Building the base – Preparing for the transformation
- Identifying the need for transformation
- Key components of transformational leadership
- Becoming aware of yourself and the world around you

Creating an inspiring vision of the future
- Developing and implementing an inspiring vision of the organisation’s future
- Aligning your vision with that of the organisation
- Guiding and facilitating change and transformation through inspiration

Executing successful transformations
- Strategic planning initiatives
- Translating strategy into execution
- Adapting to the changing nature of the organisation

Remaining resilient during adversity
- Effectively bouncing back from adversity by driving change
- The role of resilience for a compelling and engaging leader
- Practical advice and strategies for becoming an adaptable leader

Expert Facilitator: Chris Edwards Leadership Coach
Chris Edwards Consulting
After 20 years of national and international corporate experience, Chris moved to Canberra in 1997 to work with the ATO on developing communication initiatives surrounding the introduction of GST and later the launch of a number of IT systems that affected displacement and/or re-skilling of staff.

Since 2007, he has worked as a Leadership Coach providing professional development and personal performance coaching with a strong focus on improving cost efficiency through more effective interpersonal communication and more effectual internal and external communication strategy.

His clients have had significant responsibilities in corporate and federal government environments where he has helped them navigate a variety of complex change management situations. He has additionally helped many clients in middle management to take control under challenging personal and workplace circumstances.

Chris is best known as a motivational strategist – and he ‘walks his talk’. As a 17 year old, he set himself a goal of running in the Sydney City2Surf ‘50 consecutive times in under 100 minutes’ – today he has completed the event 45 consecutive times and (hopefully) will have finished his 46th by the time of this workshop.
Day One 13 September 2016

2016 Theme: ‘Initiate, Innovate, Inspire’

The Australian Public Sector is set on a course of change, of increased competition and disruption. As the strive for government to become more efficient, leaner and more responsive redefines the scope and reach of roles across the Public Sector, the leaders of today and tomorrow must be prepared to challenge the traditional structures and embody these new opportunities. Successful change leadership calls for ambition, resolve and an interrupt mindset, ready to rethink the picture and stay ahead of the curve. We have invited some of the most influential and inspirational leaders from across the country to reflect on what it takes to be a change leader, to re-imagine success, and step up as a driver of innovation in the Australian Public Sector.

8.30 - 8.55 Registration and Morning Coffee
8.55 - 9.00 Official Welcome and Opening Remarks from the Chair
9.00 - 9.40 OPENING KEYNOTE CASE STUDY
Leadership through adversity
The ability to remain confident, especially during times of adversity, is an essential skill for any leader. A confident leader is able to empower others, as well as make them feel self-assured in their own abilities. Tom Rogers displayed his confidence during his leadership journey and is now the Electoral Commissioner at the Australian Electoral Commission. He will explore:
- Advice for maintaining confidence in your own abilities and others
- How confidence empowers team members to excel
- Tips for building your self-assurance in uncertain times
Tom Rogers Electoral Commissioner Australian Electoral Commission

9.40 - 9.50 Questions and Discussion
9.50 - 10.30 CASE STUDY
Positioning yourself for effective stakeholder engagement and service delivery
Some leaders in the Public Sector can find the service part of ‘Public Service’ challenging, but creating an effective stakeholder engagement strategy is vital for your agency’s effectiveness. Looking at the model of delivering consular services to Australians in difficulty overseas, Sarah will explore:
- Identifying an appropriate service delivery strategy
- Strategies for identifying relevant stakeholders and strengthening relationships with them
- Communicating with clients and stakeholders and helping them communicate with you
- Developing and implementing a formal client and stakeholder engagement strategy internally and externally
Sarah Storey Assistant Secretary, Consular Operations Branch
Department of Foreign Affairs and Trade

10.30 - 10.40 Questions and Discussion
10.40 - 10.55 Morning Tea
10.55 - 11.35 CASE STUDY
The Ombudsman’s perspective on leadership in the Public Sector
Today’s most successful leaders didn’t get to where they are by accident. Senior level leadership takes motivation, dedication and determination. As the Commonwealth Ombudsman, Colin has successfully taken charge of his career. Consequently, he has held senior management positions in the Public Sector and was appointed a Member of the Order of Australia in June 2005. In this session, he will cover:
- Advice on becoming a senior executive in the Australian Public Service
- Achieving a rewarding career from an Ombudsman viewpoint
- His own personal leadership journey and successes
Colin Neave Australian Commonwealth Ombudsman
Commonwealth Ombudsman

11.35 - 11.45 Questions and Discussion
11.45 - 12.25 CASE STUDY
Strategic directions and decision making in a constantly evolving environment
The consistently changing nature of the Public Sector requires leaders to develop new ways of thinking and acting. Nevertheless, many leaders still fall into old habits when strategically planning and when making tough decisions. This session will explore:
- The strategic directions of the Public Sector
- Effective and valuable tools for strategic thinking during turbulent times
- Valuable strategic leadership advice from a successful executive
Alan McKinnon Deputy Secretary, National Security
Department of the Prime Minister and Cabinet

12.25 - 1.35 Questions and Discussion
12.35 - 1.35 Networking Lunch
1.35 - 2.35 INTERACTIVE PANEL DISCUSSION
Creating a sustainable balance between your professional and personal life
Balancing career and personal life can present many challenges due to the extensive demands of the Public Sector. Many leaders often make the assumption that you can’t satisfy both career and personal goals. This intriguing panel will explore how to manage careers and personal commitments, and the important balance between them. Discuss:
- The value of setting boundaries between work and personal life
- Tips for setting priorities and maintaining a strong focus on what you do
- Managing more efficiently and effectively with less resources
Vicky Kanellopoulos Deputy General Counsel, Employment and Litigation, Australian Federal Police
Dean Knudson Deputy Secretary, National Security
Department of the Environment
Sarah Storey Assistant Secretary, Consular Operations Branch
Department of Foreign Affairs and Trade
Greg Hammond Assistant Secretary, Project Management Branch
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2.35 - 3.15 CASE STUDY
Driving Strategic Reform
The Public Sector is a fast-paced environment, where change is often the only constant. As a result, leaders must have the willingness to initiate organisational and operational improvement and master the ability to execute it successfully. In her role at the NDIS, Maureen has 13 years experience in reforming government services in public housing and homelessness. She will draw on her experience and explore:
• Focusing on driving and delivering the vision of an organisation
• Delving into the techniques behind accomplishing a successful change or transition
• Identifying when change is necessary
• Essential communication strategies to unite teams around a shared vision

Maureen Sheehan Executive Director,
Service Strategy and Community Building
Community Services Directorate

3.15 - 3.25 Questions and Discussion

3.25 - 3.40 Afternoon Tea

3.40 - 4.20 EXPERT COMMENTARY
Managing change and communicating with clarity in a complex environment
To maximise opportunities in the Public Sector’s complex and competitive environment, leaders must be equipped with the right skills to communicate effectively, especially during times of change. With the many layers of leadership and the constant changes to the structures, there is no question that the Public Sector is becoming more complex. During these changes, words can easily get lost in translation, which can lead to misunderstanding and frustration. This session will cover:
• Enhancing the ability to communicate change initiatives in complex environments
• Reinforcing a healthy and stable work environment during times of change
• Creative problem solving in complex environments

Chris Edwards Leadership Coach
Chris Edwards Consulting

4.20 - 4.30 Questions and Discussion

4.30 Concluding Remarks from the Chair

4.30 - 5.30 Networking Reception

Day Two 14 September 2016

8.30 - 8.55 Morning Coffee

8.55 - 9.00 Opening Remarks from the Chair

9.00 - 9.45 OPENING CASE STUDY
Becoming an agent of change in the Public Sector
Every leader must become a change agent in order to be successful, especially with the changing nature of the government, leadership capabilities will be challenged, but can potentially become defining moments in one’s journey towards senior level leadership. Leanne was the first female Australian Federal Police Deputy Commissioner and was a key agent of change throughout her career. She will cover:
• Strategies for becoming an agent of change
• Skills of a successful change agent
• Creating an action plan

Leanne Close Deputy Secretary,
Criminal Justice Group
Attorney-General’s Department

9.45 - 10.00 Questions and Discussion

10.00 - 10.45 CASE STUDY
Building Resilience: Thriving and surviving during times of change
Change in an organisation is inescapable and is actually pivotal to an organisation’s success. Leaders must be equipped with proper tools and techniques during these phases of change. This session will explore how resilience is the core of thriving and surviving during times of change. She will cover:
• How resilience creates security in a constantly changing world
• Techniques for boosting resilience during adversity
• Maximising the ability to bounce back

Kim Vella Executive Coach
Kim Vella Coaching

10.45 - 11.00 Questions and Discussion

11.00 - 11.15 Morning Tea

11.15 - 12.00 EXPERT COMMENTARY
Acting and reacting to change
The way in which a leader approaches change is an important determinant of their leadership success. We are preconditioned to react when change occurs because the brain is set up to automatically respond and react quickly. Leaders who mindfully engage in these reactions at the individual and organisational level will be able to act upon them with impact and clarity. This thought-provoking session will explore:
• Mindfulness of our actions and reactions to change
• The preconceptions of change
• Navigating and evolving change responses in organisations

Sharyn Csanki Leadership and Development Coach
Plus+Coaching Agency

12.00 - 12.15 Questions and Discussion

12.15 - 1.15 Networking Lunch

NETWORKING RECEPTION
4:30 - 5:30
Make the most of your experience, join us to network over complimentary canapés and drinks
ABOUT THE EVENT
During times of change and transformation, leaders are confronted with complex challenges and need to be equipped with the appropriate tools and strategies to overcome them. The Forum will explore the changing nature of leadership in the Public Sector and most importantly, the skills and competencies demanded by leaders and senior management to perform and deliver results. Leaders must learn to be resilient, adaptive and results-focused in order to satisfy the changing demands of the Australian electorate. Strong and effective leadership lies at the heart of quality service delivery.

The 4th Public Sector Director and Executive Level Leadership Forum 2016 will offer participants the opportunity to refine strategies and tools to lead high performance and operate through times of change. It will explore the core attributes of leading change in uncertain times and delve into the practical strategies and tools for helping leaders learn to lead in the face of uncertainty, transformation and challenging times.

WHO WILL ATTEND
Executive Level Senior Management in the Public Sector including:

- Executive Banded Officers (APS6, EL1, EL2)
- Director
- Assistant Director
- Manager
- Assistant Manager
- Branch / Section Manager
- Division Manager / Director
- Business Manager
- Program Manager
- Project Manager

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Recap and Reflect - Leading High Performance within Yourself, the Team and the Department

The demands faced by leaders today require a balance of attributes and skills which need to be developed and honed continually and adaptively. With the constantly changing nature of the government, leaders must be able to drive high performance within themselves, their teams and their department, especially during these uncertain times.

Teams drive departmental progress, yet forming and leading high performing teams is one of the most difficult challenges that a leader can face. If a leader is to be trusted, respected, and endured, they must first be able to drive performance within themselves in order to inspire and drive the performance of others. With the constant implementation of changes across the Public Sector, leaders are required to do more with less. Consequently they know how maximising performance in the face of many challenges is critical to departmental survival.

In this workshop, participants will discover the essential capabilities of leaders who wish to be effective performers and drive performance in their teams and organisations. Participants will leave with strategies and practical tools to implement immediately in their workplaces. The workshop places executives in experimental situations and will build upon real-life examples of situations shared by participants. The full day workshop is suitable for any middle manager and emerging executives aiming to build their leadership capabilities and reach that next step in their career.

Discovering fundamental leadership capabilities
- Capabilities, attributes, and skills of an influential leader
- Developing personal worth, power, and responsibility
- Embracing complexity, uncertainty and diversity

Enhancing leadership effectiveness and influence
- Harnessing conscious communication for structured enquiry and feedback
- Addressing dysfunction and boosting performance
- Personal planning to design and embrace changes - A conscious development path

Developing trust, respect and influence
- Ways of leading to engage others, to influence with integrity, and to empower
- Building trust and respect in oneself and in teams
- Developing a culture of honesty and shared values

Increasing wellbeing, energy and resilience
- Heightened emotional intelligence, based in self-awareness and respectful relationships
- Enhanced effectiveness through mindful practice (anywhere-any time) and values-based action
- Reflective practice and self-care

Expert Facilitator: Mark Butz
Principal
Futures by Design

Mark has diverse work experience which includes more than 20 years in senior positions in government agencies, complemented by voluntary participation in community sector governance and, since 2002, as a consultant, facilitator, trainer and coach. Through these roles he has developed sound perspectives on respectful and productive relationships, functioning as a cultural translator to bridge gaps of understanding between people from different political, administrative, technical, scientific and community spheres. He has found this approach to be fundamental to unlocking the potential of teamwork and collaboration, to averting detrimental aspects of conflicts in values, styles, and ways of thinking, and to building resilience.

Mark has been training others in communication, facilitation, leadership, and conflict transformation through 20 years, across all States and Territories of Australia, and in New Zealand, India and Nauru. His work draws on principles learned as a practitioner of Tai Chi and mindfulness, and from deep and enduring interest in ecology, social history and mythology.

WORKSHOP SCHEDULE

- 8.30 - 9.00 Registration
- 9.00 - 10.40 Session One
- 10.40 - 11.00 Morning Tea
- 11.00 - 12.30 Session Two
- 12.30 - 1.30 Lunch
- 1.30 - 3.00 Session Three
- 3.00 - 3.20 Afternoon Tea
- 3.20 - 4.30 Session Four
- 4.30 Close of Workshop

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