



Change Management Support Programs

Whether amalgamating or not, we appreciate most Local Councils are going through rapid and often relentless change and upheaval. Staff are almost universally inundated with the amount and pace of change, and managers and execs alike are often also doing it tough.

“Southern Cross Coaching & Development provides positive learning based on how we think as individuals and work as a community. Your learning and teaching should be celebrated!” (HR Business Partner, Campbelltown City Council)

We operate all over NSW, and already partner with several councils to help their Change Management strategy, delivering several of our neuroscience-based programs, including:

- **Coping with and Resilience to Change with the brain in mind**
- **Neuroscience-based Leading and Managing Change**
- **Supporting Executive Coaching - ad-hoc laser coaching sessions as required, ongoing Executive Coaching programs, post-training coaching, etc**
- **Job Application & Interview Skills training**
- **Brain-based Coaching Conversations for Managers**
- **Neuroscience of Leadership**



“It gave me a new perspective and tools on how to deal with change, not just in a professional sense, but also in a personal sense which I have found very beneficial” (Staff member, Campbelltown City Council)

An example program we've recently delivered:

All staff (399)	Coping with & Resilience to Change
Managers and Execs	Brain-based Coaching Conversations
	Supporting ad-hoc Executive Coaching



“A very useful course which provided great practical tools to not only manage my team through workplace change but also my own thoughts and feelings” (Senior Manager, Campbelltown City Council)

2016 Local Government 'Stronger Councils' Amalgamations Supplier Panel

Southern Cross Coaching & Development (SCC&D) are recognised Local Government specialists and were quickly appointed by the Office of Local Government (through NSW Department of Premier and Cabinet) to the 2016 Local Government 'Stronger Councils' Amalgamations Supplier Panel.

Panel Registration Number: LGR-05-165

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Neuroscience-based: **EXECUTIVE COACHING TRAINING FACILITATION TEAM BUILDING 360° ASSESSMENTS**

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We're also recognised experts across all levels of Government, particularly Local and State Government, and have **Full Qualification Status on the NSW Government Prequalification Scheme: Performance and Management Services.**

Completely tailored to each Council's specific needs

SCC&D will liaise and partner closely with your Change/HR/L+D/Executive team to tailor the program to the council's specific needs, local culture and organisational dynamics.

We've delivered tiered programs specific for each level of staff, managers and executives, as well as programs applicable to everyone across the organisation.

We also have a tailored session specifically for (senior) managers, which has an increased amount of leading change elements, introducing brain-based Coaching skills.

We also facilitate Executive Strategy and Planning sessions.

"It was pitched perfectly at all levels, just what we needed".
(NSW FACS, Business Manager, Organisational Improvement and HR)

**To arrange a meeting or simply to have a chat about your required outcomes, call us on:
02 7901 5618, or email: getresults@southerncrosscoaching.com.au**

We look forward hearing from you and supporting you in your progressive growth and development.

Our Expert Team of 29 Coaches, Trainers and Consultants

Our continually growing team of 29+ deeply expert trainers and coaches have worked in Organisational Development, Human Resources and Change management projects across a wide variety of Local and State Government entities, at all levels. Many have Director, GM or Senior Leadership level experience across government and private Sector. Our team also includes the ICF Australia Coach of the Year 2013, Organisational Psychologists, a Doctor of Psychology and an ex-Reserve Bank of Australia member.

All trainers involved in delivery of any Change training will be experts in their field with in-depth Change Management experience. This means trainers will be able to customise the program to each individual group (while still delivering common models, skills and language across all groups).

SCC&D has also been awarded in the NSW Business Chamber Excellence Awards as Regional Finalists for Excellence in Business Ethics for the past 4 consecutive years (2016, 2015, 2014, 2013), so you can be certain that we act ethically and with integrity in everything we do.



Key Deliverables and Learning Outcomes: Leading, Managing, Coping with, and Resilience to Change

Our neuroscience-based employee Change Management and Resilience program gives people an easy to comprehend, brain-based understanding of change with proven neuroscience-based tools to help get through difficult times, raise the performance bar and increase the chances of a successful change implementation.

This interactive learning program enables and empowers staff with tools and an action plan to cope better with intense change even in unknown situations.

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The program will also give managers tools and an action plan to lead teams through times of change, including the lead up to that change when there is a high level of uncertainty.

Some of the results our Neuroscience-based Change programs have achieved:

- A common language across all staff, so they can better understand how to support each other through difficult times
- Improved communications up, down and across the organisation
- Staff and Managers are much more likely to support the Change rather than resist it
- Vastly improved resilience to change and improved ability to cope with even extreme change
- Hugely improved leadership and change management Skills
- The organisation functioning at a more effective level than it would have previously
- Demonstrated concern and care of the organisation towards its employees, which results in less resistance
- Employees being ready for change and having the knowledge and practical tools to handle the often adverse effects of change
- Positive action plans for employees to implement as soon as they leave the training

Our Coping and Resilience program uses applied neuroscience to provide staff at all levels in the organisation with practical, evidence-based strategies to significantly improve their resilience to, and ability to deal with change. It is particularly useful in understanding change and developing capabilities in leading people and yourself through change. It improves decision making and creates better resilience to change. This all will lead to better change management outcomes for the people and the organisation.

The program's learning outcomes include, but are not limited to:

- A practical, neuroscience-based, understanding of the brain and how this knowledge can be applied to be more resilient, and lead more effectively in situations of change.
- A suite of practical, neuroscience-based tools to enable and support staff through periods of even intense Change
- A thorough understanding of how change affects a workforce, and practical tools to cope with it.
- Practical techniques to deal with staff, peers and self, plus improved communication and listening skills
- An introduction to the neuroscience and brain-based GROW-WISE Coaching model to improve communication, leadership, resilience, and coping skills, and to get staff ready to take action (full/2-day day Brain-based Coaching Conversations for Leaders program only).
- An understanding of the importance of emotional factors upon yourself and others
- Practical coping skills and a personal action plan to take back to the workplace.

Some additional services we offer that can support you and your Council through change:

- **Strategic planning and organisational development**
- Brain-based Coaching Conversations for Managers training
- **Gamified, smart-phone app-based team building programs**
- Career coaching
- **Job Application & Interview Skills training and supporting coaching**

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- Giving and Receiving Feedback and Meaningful Conversations for Leaders
- **Team development and team building**
- Neuroscience of Leadership programs (one-day to programs over 12 months)
- **Integrating values into the fabric of the organisation** - defining real world, on-the-ground behaviours that underpin values
- Practical executive coaching and supporting coaching for GMs, leaders and managers
- **Leading, Managing & Resilience to/Coping with Change**
- How to manage up to counsellors and senior leaders
- **A very wide range of bespoke and specifically customised leadership development, training, team building, executive coaching, team coaching and facilitation programs**

About SCC&D

SCC&D has a continually growing deeply expert, highly qualified team of 29 coaches, trainers and consultants, including the international Coach Federation Australia Coach of the Year 2013.

Operating across the Public, Private and Not-for-Profit Sectors, SCC&D has delivered an extremely wide range of Executive Development Programs from Chief Executive/Secretary level, across senior executives through to Grade 11/12 managers to new and aspiring managers.

We have been working with NSW Government (including the NSW Public Service Commission, NSW FACS, NSW Department of Premier and Cabinet, NSW Parliament, NSW OEH, NSW Justice, plus many others) for nearly 10 years, and all of our coaches and consultants have been previously employed at a management or executive level in the Public and/or Private Sectors.

We also work with other levels of Government (Federal and Local), as well as Private Sector corporations (large private, ASX Listed and International corporations, i.e. Software AG, Qantas, CBA, Westpac/BT Financial, Chubb Insurance, Boeing, etc). We additionally assist not-for-profit organisations i.e. Choice, Specialist Homelessness Services, Mission Australia, Twenty10, etc.

We operate right across Sydney and other metropolitan areas, as well as extensively across NSW regional areas, including Broken Hill, Wagga Wagga, Dubbo, Orange, Dorrigo, Tweed Heads, Coffs Harbour, Lismore, Goulburn, Bega, etc. We also operate inter-state, nationally and overseas.

Our experience spans almost every area of Leadership Development, Strategic Advisory, Team Building, Team Development, Career Development and stepping up into a new role, Leading and Resilience to Change, Time Management, Organisational Change, Design and Restructure, Conflict Management and Mediation, Job Application and Interview Skills, Career Change, etc.

Since 2006 we've designed and delivered a vast array of expert solutions ranging from a single training or coaching program to large, multi-site, geographically disparate, multi-team, multi-level programs.

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