

**Deloitte.**

## **Change Collaborative**

Developing leaders

Offering overview – Partnership



# About Change Collaborative



## We exist to help people become better leaders

The Change Collaborative exists to help individuals and teams be better leaders and managers, and better understand improvement science. It grew out of our consulting practice due to pull from leaders we were working with who wanted to be better versions of themselves, with toolkits to help them to implement and lead change.



## Bespoke programmes, designed to suit your needs

From emerging leaders and managers, to Chief Executives and Directors, our bespoke programmes ensure learning is tailored to the needs of our participants. Diverse points of view challenge each participant to combine theory with the real life demands of leadership roles to plan, lead, communicate and deal with change and conflict. As experienced consultants, we have first-hand of working alongside leaders through change. We bring our practical experience to develop leadership in the real context of implementing the organisation's purpose.



## Deep international experience

For the last 8 years the Change Collaborative has been working alongside public sector leaders as trusted advisers, strategists, coaches and improvement experts in Australia, New Zealand and the United Kingdom.

Recognised nationally by clinical leaders and their Colleges, and with more than 500 alumni in New Zealand the Change Collaborative is the preeminent provider of leadership capability building in the health sector.

# Collaborating for better leadership



## Helping people to help people

Our purpose is helping leaders and their colleagues to better meet the needs of the people they serve.

---



## An immersive experience

Expert adult learning design and blended cognitive, emotional and behavioural engagement creates powerful learning.

---



## Lead by being a better you

Self awareness, self insight, self care: the foundations for growing as a leader and growing a followership.

---



## Better leaders, better results

Better skilled, more resilient, more knowing leaders can deliver amazing results through the teams they lead.

---

## **Collaborating** Welcome to co-brand, co-deliver

Partnering with the Change Collaborative guarantees a bespoke programme centred around your aims of cultivating followership to a clear and coherent purpose; creating a culture of high performance and trust; and building employee capability, agility and pace. We bring content, style, a robust learning pedagogy and passion for making a difference.

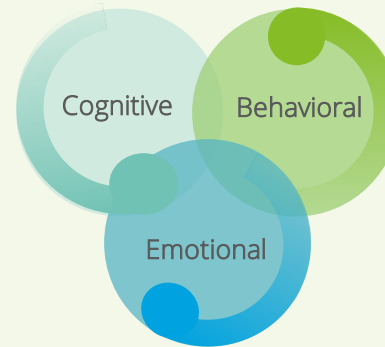
# Expert adult-learning based design

## Based in best practice



International awarding-winning advisors in adult learning design coupled with academic research of experiential learning based on the works of Chris Argyris, Donald Schön and Edgar Schein guides the design of Change Collaborative programmes.

## Blended Pedagogy



Central to the learning pedagogy are the use of real-life case studies enabling the design of a powerful learning environment: a blend of cognitive, behavioural and emotional learning. Learning set includes case study analysis, problem solving, and solution presentation to provide 'same day' behavioural integration of classroom theory.

## Enabling environment



Much thought is given to the creation of a safe learning environment, where guards come down, trust is built and senses stimulated through music and, for some courses, a graphical 'Wonderwall' that records the course participants' lessons, insights and learning journey.

# Our unique approach

## Flexible Adult Learning

A variety of approaches and real life case studies form the basis of daily behavioural integration of new learning

## Networking

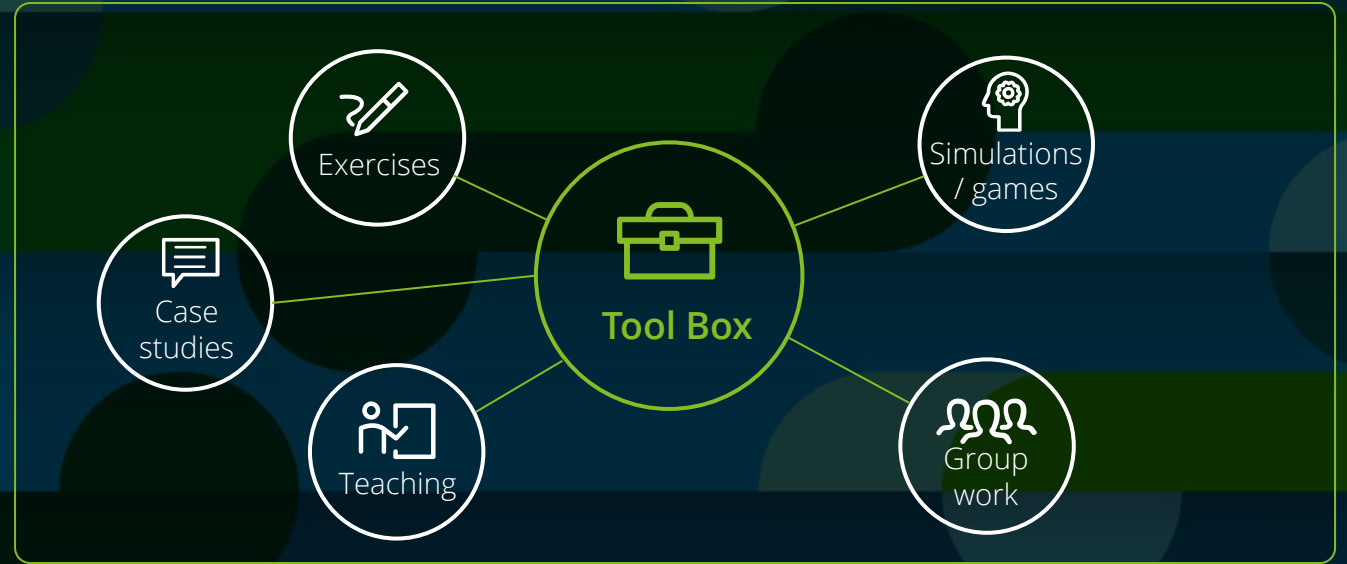
An immersive experience with opportunity to share vulnerabilities forms strong peer relationships and a shared commitment

## Profiling

We use the Team Management Profile and 360° Leadership Behaviours Profile to provide new insight

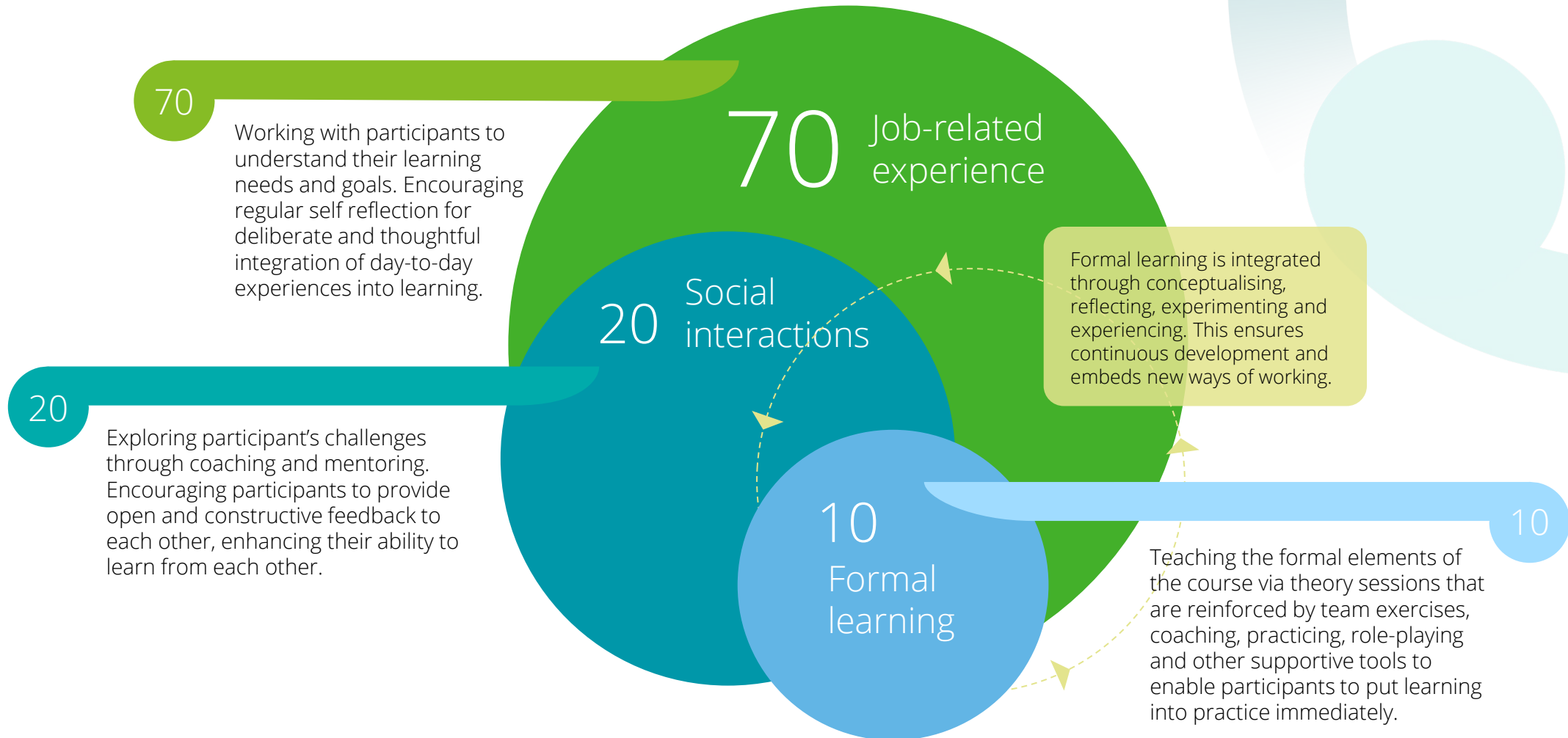
## Coaching

Expert coaching throughout the programme and beyond challenge participants to stretch and achieve their goals



# 70:20:10

Our methodology follows the 70:20:10 principle; using multiple learning experiences effectively



# Invigorate + grow

Our programmes range from foundation through to Executive level and can be coupled with coaching, action learning sets and reunions



# 700+

## Alumni

Across the Health  
and Disability sector



Primary Care



Secondary Care



Māori Leaders



Executives

# 90+

## Topics

To build capability



**Leadership**

Leading self, teams,  
systems



**Systems**

Navigating  
Complexity



**Collaborate**

Skills for productive  
impact



**Change**

Building change  
platforms



# Examples from Our Topic Library

Our four content areas accelerate personal impact



## Leadership

Leading self, teams, systems

- Introduction to Leadership
- Team work preferences: speaking the same language
- Models of leadership and supporting leadership behaviours
- Situational Leadership
- 360-degree Leadership Behaviours Profile
- The 'power of vulnerability'
- Using mBit (Multiple Brain Integration techniques) for wiser decision-making
- Crossing to the Dark side - personal journey
- Ladder of Inference
- Leading Teams / Projects
- Understanding and Influencing Your Organisation
- Paradoxical Leadership



## Systems

Navigating Complexity

- Application of Generative AI
- Demings' System of Profound Knowledge
- Statistical Process Control: Monitor, Control and Improve
- Rapid Cycle Testing
- System Dynamics: Understanding and influencing nonlinear complex adaptive systems
- Principles of balancing demand and resource
- De-mystifying data: what should the graphs be telling you
- Organisational Design
- Business and Financial Planning
- Cost Improvement Programme
- How do you build a service/team vision?



## Collaborate

Skills for productive impact

- Identifying and recruiting talent
- Working with Groups - Chairing meetings, Facilitation, Interviewing, Governance
- Giving and receiving feedback; Creating a feedback culture
- Collaboration without burnout, Self Care and Self Compassion
- The Art of the Conversation, Pace and Lead, Inquiry and Advocacy
- Body language and non-verbal communication
- What your executives want from you
- Complex complaints
- Performance management / what happens when things go wrong
- Empowerment and Delegation
- Conflict and Difficult Conversations
- Coping with the Media



## Change

Building change platforms

- Creating an environment for others to identify, experiment, and sustain change
- Re-imagining your model for change
- Gracious and conscious disruption
- Linking through story-telling
- Adoption Curve
- GROW
- Leaders' role with IT-related change
- Comfort Zones
- Disruption with information
- Leading Change
- Cynefin Framework and the Stacey Model

# What our alumni are saying...

## How previous participants rate our courses

- 100% I found the clinical directors course valuable
- 98% I will apply the concepts I learnt in my role as a leader
- 98% The course was well organised
- 98% I will recommend the course to my peers
- 97% The course helped me build positive relationships
- 93% I found the case studies helpful for my learning

*"Enlightening, informative and inspiring. Permission to think, be yourself, to try and to learn"*

*"A voyage of leadership discovery both personally, professionally and developmentally"*

*"Illuminating, demonstrating and teaching the intricate balance and skill of creativity, self and staff, behavioural management and success"*

*"The delivery and engagement techniques to deliver a great amount of information and education was very well balanced and responsive to the group. Bravo!"*

*"Empowering  
. Insightful.  
Entertaining.  
Challenging.  
Compelling"*

*"If you are fortunate enough to be selected to attend this course you will leave it as a better leader and a better person"*

*"Excellent programme with carefully curated content and delivery. Very applicable to everyday work as a leader"*

*"Enabled me to get a clearer view of where to take my directorate and has given me more tools to do so"*

*"If you are serious and committed to your role as a leader there is no question in my mind that you have to do this course"*

# Who to connect with in our team

If you would like to find out more about the Change Collaborative and how we can work with you, we would love to hear from you!



**Naila Naseem**  
**Deloitte Partner**

[nnaseem@deloitte.co.nz](mailto:nnaseem@deloitte.co.nz)  
021 203 4653

Executive and Inner Game Coach. Lead for Change Collaborative and Organisational Development Lead. 30 years experience in health and leadership.



**Stuart Francis**  
**Deloitte Partner**

[stuartfrancis@deloitte.co.nz](mailto:stuartfrancis@deloitte.co.nz)  
021 536 061

Change Strategist.  
Consulting Health Practice Lead. Fellow Australasian College of Health Service Management. Honorary NZ Editor Asia Pacific Journal of Health Management. 9 years as volunteer paramedic.



**Dr Josh Tabor**  
**Deloitte Associate Director**

[jtabor@deloitte.co.nz](mailto:jtabor@deloitte.co.nz)  
021 820 382

Organisational & Leadership Development.  
Former Chief Executive SCOUTS New Zealand. Previous roles include Director Organisational and Employee Development, New Zealand Police and Principal Advisor – Talent, State Services Commission.



Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited (“DTTL”), its global network of member firms, and their related entities (collectively, the “Deloitte organisation”). DTTL (also referred to as “Deloitte Global”) and each of its member firms and related entities are legally separate and independent entities, which cannot obligate or bind each other in respect of third parties. DTTL and each DTTL member firm and related entity is liable only for its own acts and omissions, and not those of each other. DTTL does not provide services to clients. Please see [www.deloitte.com/about](http://www.deloitte.com/about) to learn more.

Deloitte Asia Pacific Limited is a company limited by guarantee and a member firm of DTTL. Members of Deloitte Asia Pacific Limited and their related entities, each of which are separate and independent legal entities, provide services from more than 100 cities across the region, including Auckland, Bangkok, Beijing, Hanoi, Hong Kong, Jakarta, Kuala Lumpur, Manila, Melbourne, Osaka, Seoul, Shanghai, Singapore, Sydney, Taipei and Tokyo.

Deloitte provides industry-leading audit and assurance, tax and legal, consulting, financial advisory, and risk advisory services to nearly 90% of the Fortune Global 500® and thousands of private companies. Our professionals deliver measurable and lasting results that help reinforce public trust in capital markets, enable clients to transform and thrive, and lead the way toward a stronger economy, a more equitable society and a sustainable world. Building on its 175-plus year history, Deloitte spans more than 150 countries and territories. Learn how Deloitte’s more than 345,000 people worldwide make an impact that matters at [www.deloitte.com](http://www.deloitte.com).

Deloitte New Zealand brings together more than 1600 specialist professionals providing audit, tax, technology and systems, strategy and performance improvement, risk management, corporate finance, business recovery, forensic and accounting services. Our people are based in Auckland, Hamilton, Rotorua, Wellington, Christchurch, Queenstown and Dunedin, serving clients that range from New Zealand’s largest companies and public sector organisations to smaller businesses with ambition to grow. For more information about Deloitte in New Zealand, look to our website [www.deloitte.co.nz](http://www.deloitte.co.nz).

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited (“DTTL”), its global network of member firms or their related entities (collectively, the “Deloitte organisation”) is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser.

No representations, warranties or undertakings (express or implied) are given as to the accuracy or completeness of the information in this communication, and none of DTTL, its member firms, related entities, employees or agents shall be liable or responsible for any loss or damage whatsoever arising directly or indirectly in connection with any person relying on this communication. DTTL and each of its member firms, and their related entities, are legally separate and independent entities.