

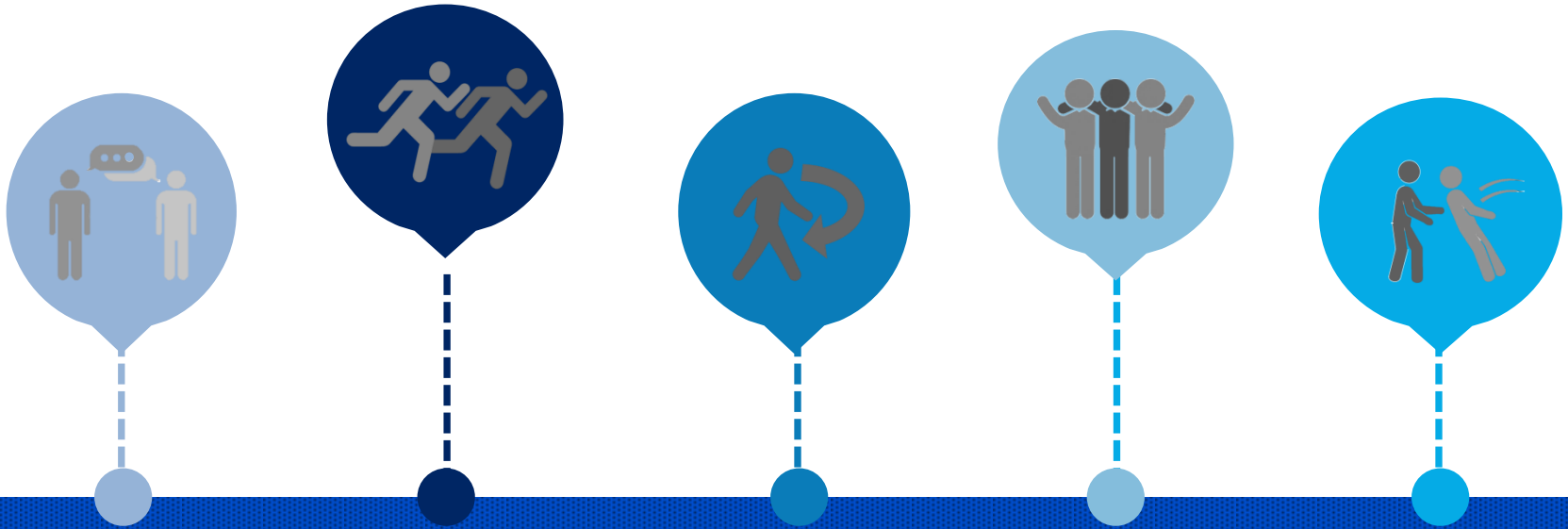


# Leading Through Change

Evolving Transport Leaders Guide

July 2019

# The five roles of a leader during times of change



**INFORM**

**GUIDE**

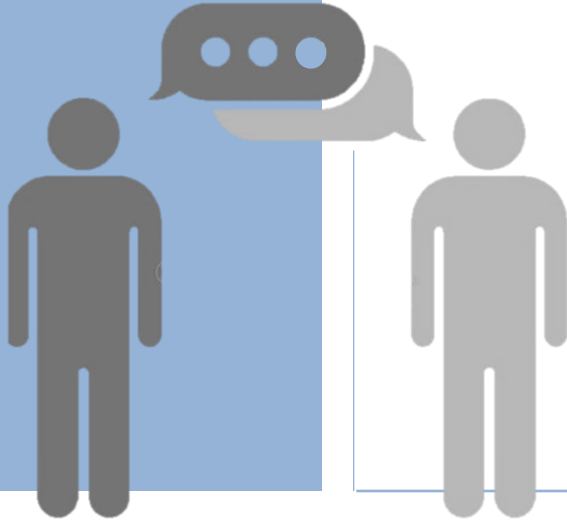
**ROLE MODEL**

**ENGAGE**

**SUPPORT**

# INFORM

By providing timely, accurate information on; what is happening, what impact the change will have, what the options are, and what needs to be done



Communicate / check in regularly



Ensure that change and transition updates are a standard agenda item in your team meetings

Deliver consistent messaging

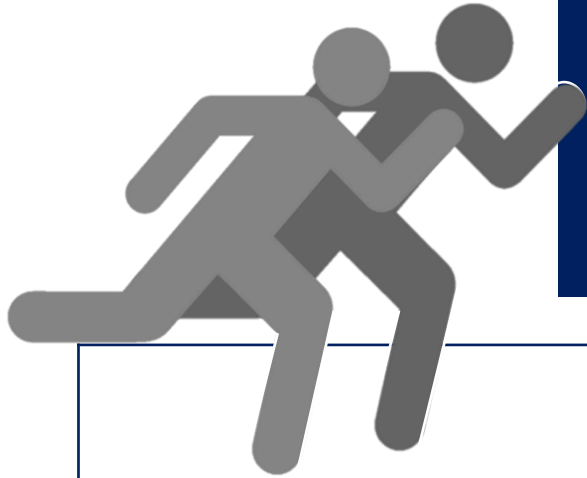


Encourage all team members to subscribe to the Evolving Transport updates

Empower your team



Assign one member of the team to read the Evolving Transport weekly update and share with team



# Guide

By providing sensible, considered advice  
and direction to your team and peers

Be open and genuine



Share with your team the ways  
you manage yourself during  
times of change

Support professional  
development opportunities



Encourage your team to think  
about opportunities and support  
these where possible

Promote support channels



Refer individuals to the  
support currently available:

- Stay Well Hub
- EAP
- Change and resilience sessions

# Role Model

Walking the talk – remaining calm and positive, actively exploring options, planning ahead, and managing emotions effectively



Present a positive attitude



Where you can, exhibit strength, calm and perseverance even during times of change, this will instil the same in your employees

Lead and inspire



Inspire your team to reach their full potential. Don't be afraid to audit your own skills and habits

Exhibit integrity



Make decisions for the betterment of your team/business and give credit where credit is due

# ENGAGE

By providing opportunities for your team to discuss issues, concerns and options both individually and as a group



Acknowledge your team's efforts



Reinforce the positive attributes of the team and their work by facilitating a positive affirmation activity

Seek constructive feedback



Engage your team by seeking their feedback to further develop and shape your leadership abilities

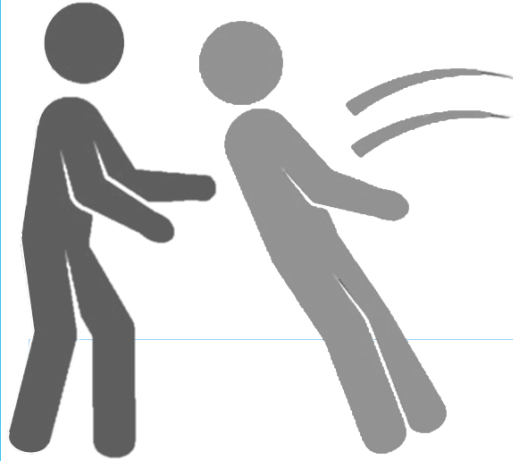
Continue to set goals and challenges



Keep your team actively engaged in meaningful work. Set short term goals around the known

# Support

Having your teams backs, listening to them and taking action – ensuring they have the opportunity to express their worries, concerns and sources of stress



Learn about your employees as individuals



Encourage your team to regularly take time for lunch together, getting to know each other better in the process

Make time for your employees questions or concerns



Allocate a 30 minute window in your calendar each week where your team knows you have an open door for anything they wish to discuss

Be decisive and confident



When making a decision make it firmly, individuals look to their leaders even more so during times of change for clarity and reassurance

# Reflection time...

What role are you playing in Informing, Guiding, Role modelling, Engaging and Supporting during this change

What one or two roles could I improve?

How could I involve my team in the improvement of this skill?

*What one or two roles do I see as my biggest strengths?*

*How can I share my strengths/learnings with my peers?*



# Support available to you



## Evolving Transport Intranet site

- ❑ Subscribe to the Evolving Transport intranet page via [www.stayinformed.com.au](http://www.stayinformed.com.au) for regular updates on changes as we transition to our new operating model as one organisation
- ❑ Send in your questions, ideas and feedback via [EvolvingTransport@transport.nsw.gov.au](mailto:EvolvingTransport@transport.nsw.gov.au)



## Change Support

- ❑ Read about the change support available for you and your team via <https://www.stayinformed.com.au/evolving-transport-support>
- ❑ Support available includes:
  - Access to the staying well hub
  - Individual and people leader coaching and materials including face-to-face training sessions and team meeting guides



## EAP

- ❑ The Benestar Employee and Manager Assistance Program can support you manage your health and wellbeing. Examples of coaching may include: financial, health, relationship and people management advice.
- ❑ Access the service by:
  - Participating in face-to-face sessions
  - Calling the hotline via **1300 360 364**
  - Communicating via live chat