



Transport
for NSW



The SCARF Model

Talent catch-up | November 2018

November 2018

What will you get out of today?

Networking | Professional Development | Soft skill development

By the end of the session you will be able to:

- Understand how people move away from threats and toward rewards
- Identify common social threats and rewards in the workplace
- Implement strategies to minimise threats and maximise rewards for your stakeholders

Agenda

Time	Activity
9:10	Ice breaker
9:20	Introduction
9:25	Threat, reward and effect on cognitive functions
9:40	SCARF Model
10:30	Break
10:45	Avoiding the threat response
11:35	Using SCARF for stakeholder analysis
12:00	Wrap up
12:10	Q&A about TfNSW restructure

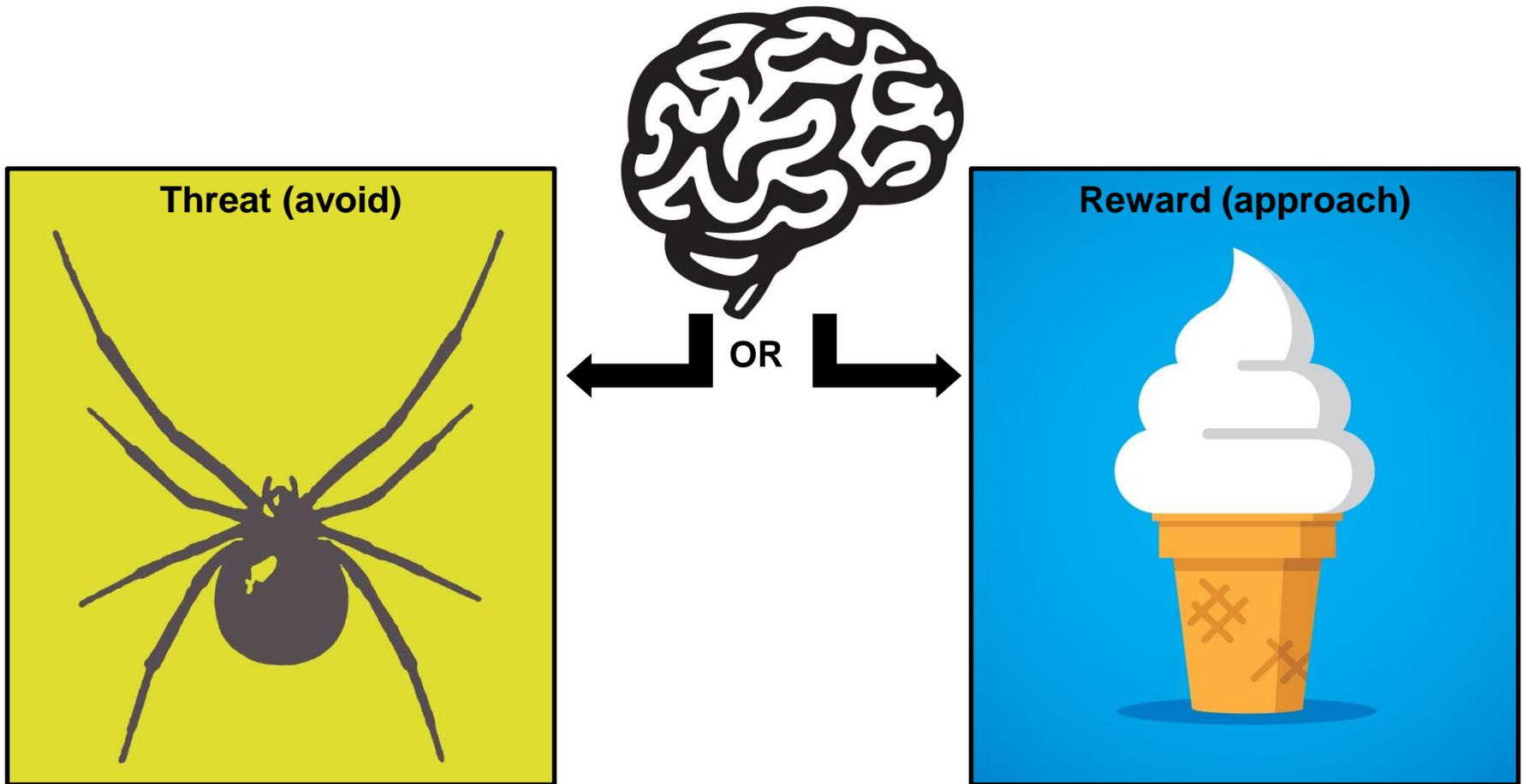
Ice breaker



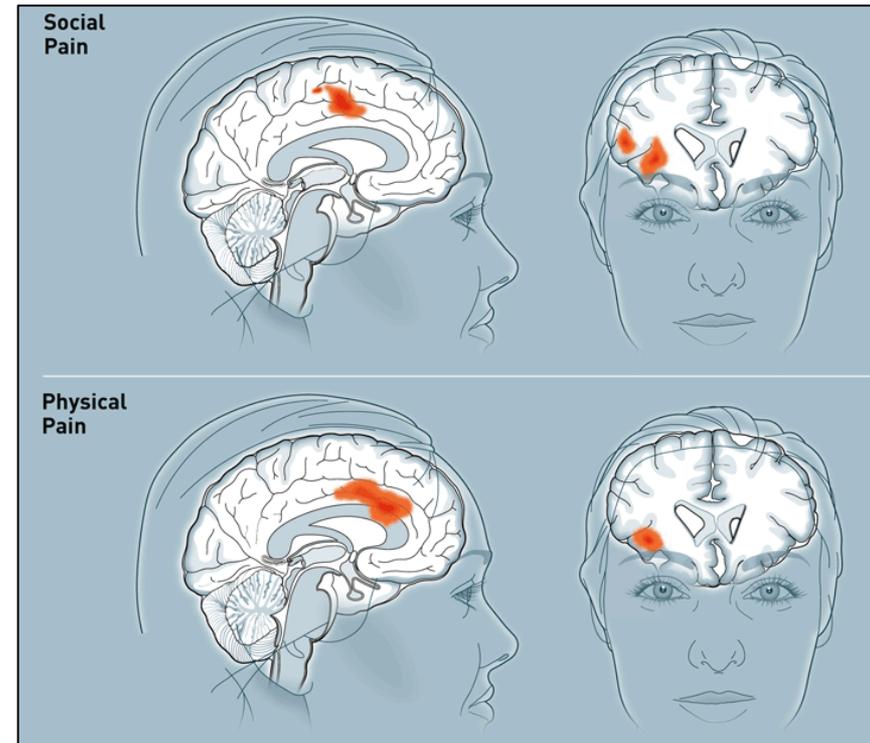
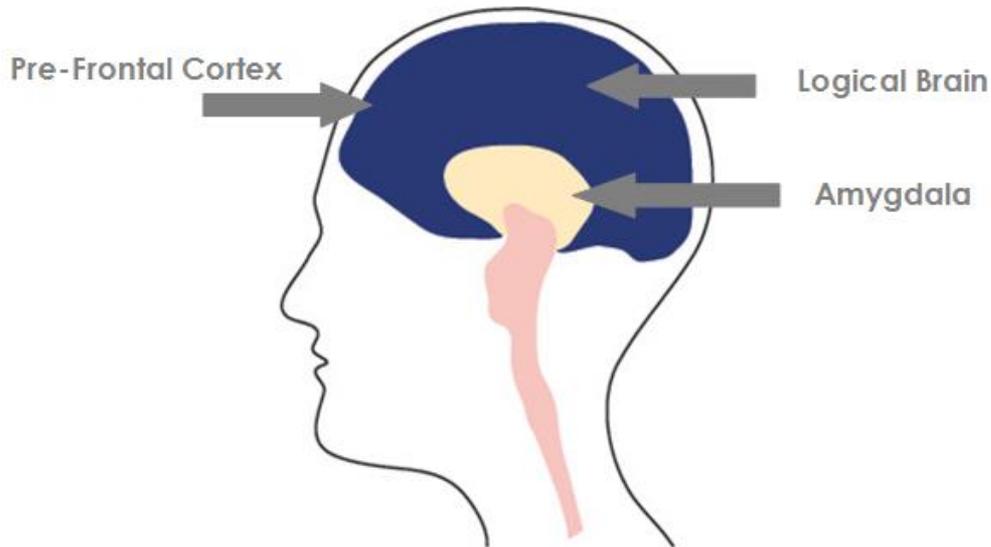
1. Introduce yourself to someone you don't know
2. Tell them where you're placed and give them a summary of what you're working on.
3. Find 5 things you share in common. These can't include:
 - Working at Transport
 - Being the same gender
 - Being on an Entry Level Talent Program



Threat and Reward



Why do we approach or avoid?



Effect on cognitive functions

Threat response



Brain releases **cortisol**

Reduces your capacity to:

- Solve problems
- Think innovatively
- Think creatively

Reward response



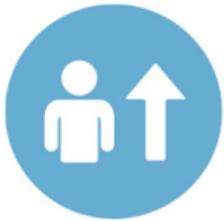
Brain releases **dopamine**

Increases your capacity to:

- Learn new things
- Communicate
- Collaborate

The SCARF Model

The SCARF® Model, developed by David Rock, is a brain-based framework designed to enhance self and social awareness and improve the quality of daily interactions. It helps us recognize the core concerns of others (which they may not even understand themselves) and guides our choice of words and actions.



Status



Certainty



Autonomy



Relatedness

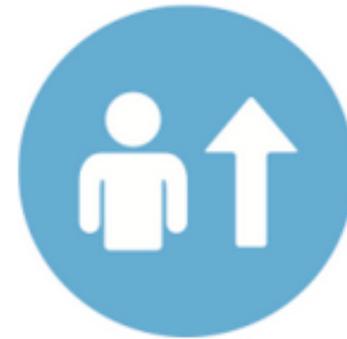


Fairness

SCARF - Social threats/rewards

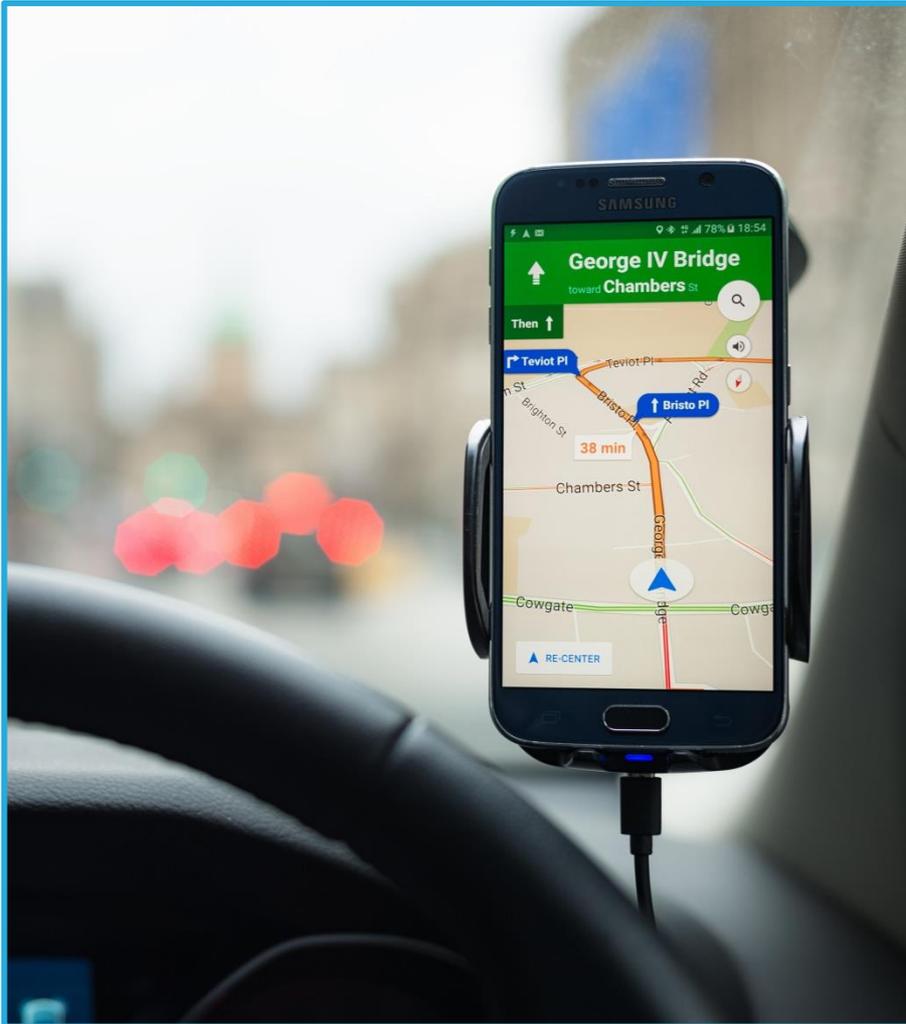


Status



An individual's perception of their relative importance to others.

SCARF - Social threats/rewards



Certainty

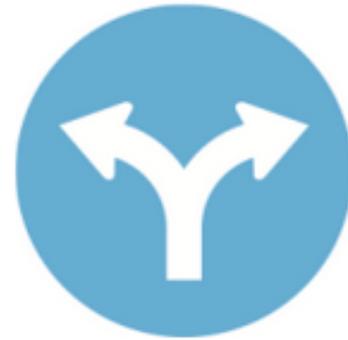


Feeling able to predict the future.

SCARF - Social threats/rewards

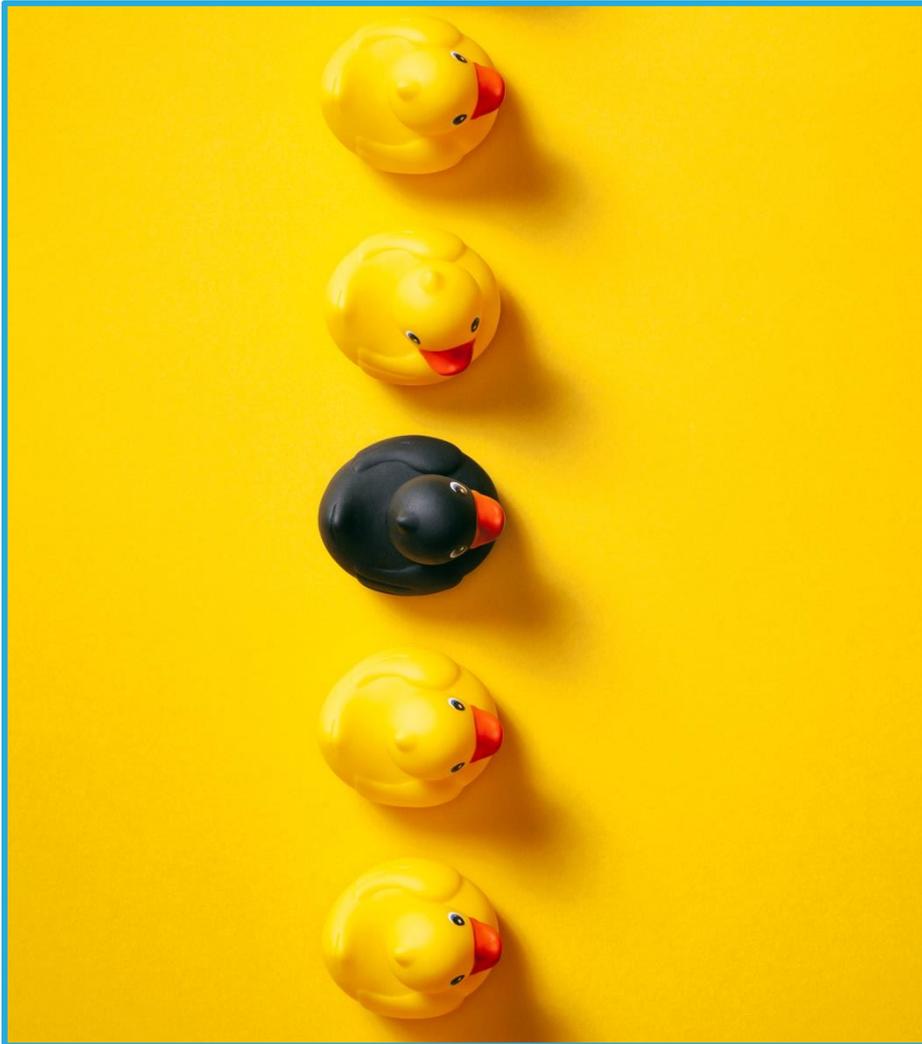


Autonomy

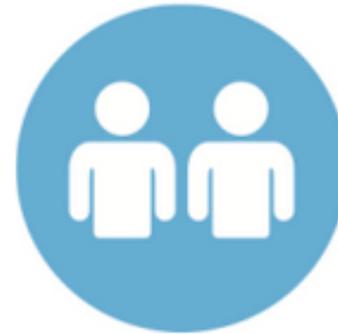


Feeling in control of events
– having choices.

SCARF - Social threats/rewards



Relatedness



A sense of safety with others – of friend rather than foe.

Social threats/rewards



Fairness



A perception of fair exchanges between people.

Avoiding the threat response

Creating the reward response

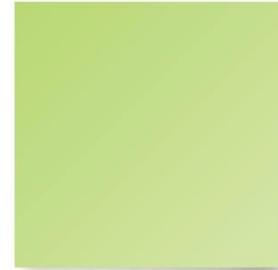
In your table groups:

Refer to your post-it notes

- List some ways that the threat response could have been avoided

OR

- List some ways that the reward response could have been created



Using SCARF to improve stakeholder management

- Refer to the project scenarios on your table
- Conduct a stakeholder analysis for each employee



The important thing

Three important ideas/things from the session today are _____,
_____, and _____, but the
most important thing I learned today is _____,

Announcement about ‘Evolving TfNSW’

A new **Customer Technology and Services** division

- Technology is critical to driving better outcomes for customers. Therefore we are bringing together the **Customer Services division** with transport services and **parts of integrated planning from the Infrastructure and Services division** to make the customer experience central to how we deliver our services.

A new **Infrastructure and Place** division

- The new Infrastructure and Place division reflects our need for more focus on building infrastructure that creates great places. This new division will bring together the **infrastructure teams from the Infrastructure and Services Division** and the corporate and project finance teams, group property and commercial strategy **teams from the Finance and Investment Division**.

A new **Corporate Services** division

- A single consolidated Corporate Services division, incorporating **group finance, strategic projects and People and Corporate Services**, will continue the journey underway of enabling the business to focus more on the customer.