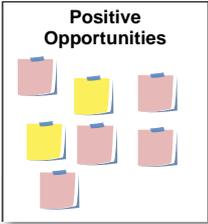


## IMPACT OF CHANGE – OPPORTUNITIES & CHALLENGES

<b>Purpose</b>	The purpose of this session is to identify the positive opportunities and potential challenges of this change, exploring opportunities to leverage as a team moving forward.								
<b>Outcomes</b>	<p>At the end of this session the team will:</p> <ul style="list-style-type: none"> <li>• Acknowledge the positive impact change can provide for the team and our customers</li> <li>• Identify opportunities to mitigate possible challenges for the team and our customers</li> </ul>								
<b>Session at a Glance</b>	<p>Designed to be a 60-90min session – note session plan timings are set up for a 60min session, adjust accordingly based on team size.</p> <ul style="list-style-type: none"> <li>○ <b>Set up:</b> Welcome team, provide context, purpose and session overview</li> <li>○ <b>Positive Impacts of Change:</b> Highlight the positive opportunities the change could provide</li> <li>○ <b>Resulting Challenges:</b> Identify the perceived and real challenges the team may face</li> <li>○ <b>Mitigating the Challenges:</b> Address each challenge with a mitigation strategy</li> <li>○ <b>Close Out:</b> Team take-outs and opportunities to revisit</li> </ul>								
<b>Support Tools</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Pre-prepped whiteboard / flipcharts             <ul style="list-style-type: none"> <li><input type="checkbox"/> Positive Opportunities</li> <li><input type="checkbox"/> Challenges &amp; Mitigation Plan</li> </ul> </li> <li><input type="checkbox"/> Sticky notes</li> <li><input type="checkbox"/> Pens / Markers</li> </ul>	<table border="1" style="width: 100%; height: 100%;"> <tr> <th style="text-align: center;">Positive Opportunities</th> </tr> <tr> <td style="height: 50px;"></td> </tr> </table>	Positive Opportunities		<table border="1" style="width: 100%; height: 100%;"> <thead> <tr> <th style="text-align: center;">Challenges</th> <th style="text-align: center;">Mitigation</th> </tr> </thead> <tbody> <tr> <td style="width: 50%; height: 50px;"></td> <td style="width: 50%; height: 50px;"></td> </tr> </tbody> </table>	Challenges	Mitigation		
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## SESSION GUIDE

Agenda	Details	Owner & Tools
<p><b>Intro / Set the scene</b></p> <p>3 mins</p>	<p>Address the current state of uncertainty given the Evolving Transport Transition.</p> <p>Explain that with change can come new opportunities as well as challenges. Acknowledging both of these aspects as a team is important. The intent is to help the team become more aware and prepared for what lies ahead and to be open to recognising the possibilities.</p> <p><i>'It's great to have everyone together today, welcome. I recognise that the announcement of RMS' amalgamation with Transport may have caused a level of uncertainty for some of you. Whilst change can typically offer new and exciting possibilities for us, it can also present us with some challenges that may impact more broadly to the customer experience.</i></p> <p><i>Today, we'll be exploring the positive outcomes that this change could provide for our team and customers, as well as any potential challenges that we may encounter. In exploring this we can then start to determine how we might be able to mitigate these impacts, for our team, and – where possible – our customers.'</i></p>	<p>Leader</p>

<p><b>Activity:</b> <b>Positive Impacts of Change</b></p> <p>15 mins</p>	<p>1. Give the team 5 mins to reflect on all the positive opportunities that may result from this change, writing each of their suggestions on separate post-it notes and placing on flipchart / whiteboard</p> <p><b>Note:</b> Encourage the team to primarily focus on the positive impacts for the team and our customers experience.</p> <p>2. Encouraging all members to participate, consolidate, theme and discuss the reflections, asking individuals to clarify and build upon suggestions as they go</p>		<p>All Pre-prepared: <b>Positive Opportunities flip chart</b></p>								
<p><b>Activity:</b> <b>Challenges</b></p> <p>15 min</p>	<p>1. Give the team 5 mins to reflect on all the possible challenges that may arise as a result of this change, writing on separate post-its and placing on flipchart / whiteboard</p> <p><b>Note:</b> Encourage the team to primarily focus on the impacts for the team and our customers experience.</p> <p>2. Encouraging all members to participate, consolidate, theme and discuss the reflections, asking individuals to clarify and build upon suggestions as they go</p>	<table border="1"> <thead> <tr> <th>Challenges</th> <th>Mitigation</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Challenges	Mitigation			<p>All Pre-prepared: <b>Challenges &amp; Mitigation Plan</b></p>				
Challenges	Mitigation										
											
<p><b>Activity:</b> <b>Mitigating against the Challenges</b></p> <p>15 min</p>	<p>1. Discuss ideas that will mitigate each of the identified challenges or themes, keeping action items practical and focussed on reducing impact</p> <p><b>Note:</b> When exploring your plan to mitigate the challenges (perceived or real) consider what practical things you can do as a team to outright <b>remove</b> or <b>eliminate</b> the challenge, what you can do to <b>reduce</b> to level of impact or challenge, what <b>contingency</b> you could put in place or whether it's completely outside of your control as a team and you can then choose to <b>park</b> for now to be reviewed later, or acknowledge and move to <b>abandon</b> all together.</p> <p>2. Capture action items, assign owners and timeframes for review where appropriate</p>	<table border="1"> <thead> <tr> <th>Challenges</th> <th>Mitigation</th> </tr> </thead> <tbody> <tr> <td></td> <td>Action 1</td> </tr> <tr> <td></td> <td>Action 2</td> </tr> <tr> <td></td> <td>Action 3</td> </tr> </tbody> </table>	Challenges	Mitigation		Action 1		Action 2		Action 3	
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	Action 2										
	Action 3										
<p><b>Check out</b></p> <p>2min</p>	<p>Thank the team for their participation and highlight the importance of creating an open and safe environment for these kinds of discussions. Ask the team how they are feeling after reviewing the potential opportunities and challenges that may arise and [time permitting] their biggest take outs from the reflection and feedback.</p> <p><i>'What was useful about exploring the potential opportunities and challenges for the team and customer? How has this session changed the way you were feeling about the current changes?'</i></p> <p>Recap on key take-outs and opportunities to continue to review challenges and ways of managing these as the operating model is implemented.</p>	<p>Leader</p>									