SENIOR MANAGERS MEETING

MINUTES

Minutes of the meeting held on 2 April to discuss change management

Present
Angus Smissen, Norta Diessen, Sophia Ksyu, George Van Heusen, Geoff Ryder, Elena Richards, Geoff Murphy

Topic: Change Management

Two key areas were identified for managing change in the future:

1. Two-way communication with staff, and subcontractors when appropriate, about upcoming changes.

   Strategies for improving communication included:
   - regular updates at staff and team meetings
   - having a regular ‘open door’ time each week when staff are welcome and encouraged to call in on, or contact the General Manager and Managers to discuss change issues
   - suggestion boxes
   - a ‘change’ section added to the newsletter, Valley reView, which should be sent to subcontractors as well as employees
   - development of an email bulletin board.

2. Training

   Strategies included:
   - a series of workshops for team leaders on how to bring all members of the team along in the change process
   - training in the new technologies to be provided well before they are introduced.

Action: At the next Senior Managers Meeting, each manager is to make a presentation outlining how the communication strategies will be implemented in their area of responsibility. This presentation should include:
   - priorities and timelines
   - budgets
• suggestions for ensuring the ‘open door’ time is spent on change issues rather than day-to-day distractions.

Norta Diessen to put forward an action plan for introducing change management training with associated costs, priorities and timelines.

Next Meeting: Thursday 13 April at 7.30 am in the conference room.