

Annual Lis Research Symposium 2008: Transformation and Employment

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**PRACTICAL REALITIES OF
SUCCESSFUL
TRANSFORMATION**



Robert Moropa
Director
Department of Library Services
UNIVERSITY OF PRETORIA



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

Denkleiers • Leading Minds • Dikgopolo tša Dihalefi

OUTLINE

- Definition of concepts
- The reality and impact of change
- The Leaders' Perspective and role
- The Staff Members' Perspective and role
- Conclusion

TRANSFORMATION = (POSITIVE) CHANGE



Transformation

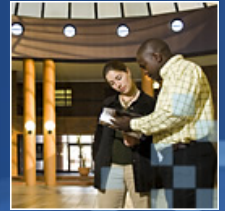


The Reality of Change

- Politics and the legal framework
- Demographic changes
- Globalisation
- Stakeholder demands for accountability and
- Revolutionary advances in technology

The Complexity of Change





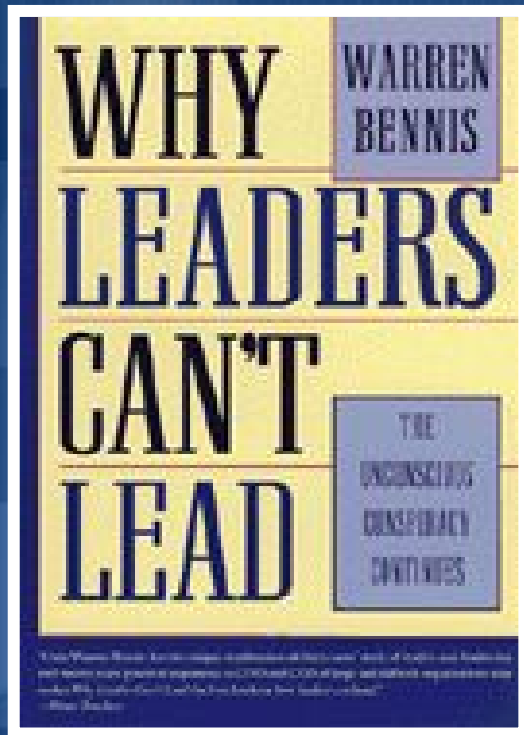
Leadership Perspective

Integrity and Honesty



The Unconscious Conspiracy

Consumed by the Routine!



Source: Brian Hawkins

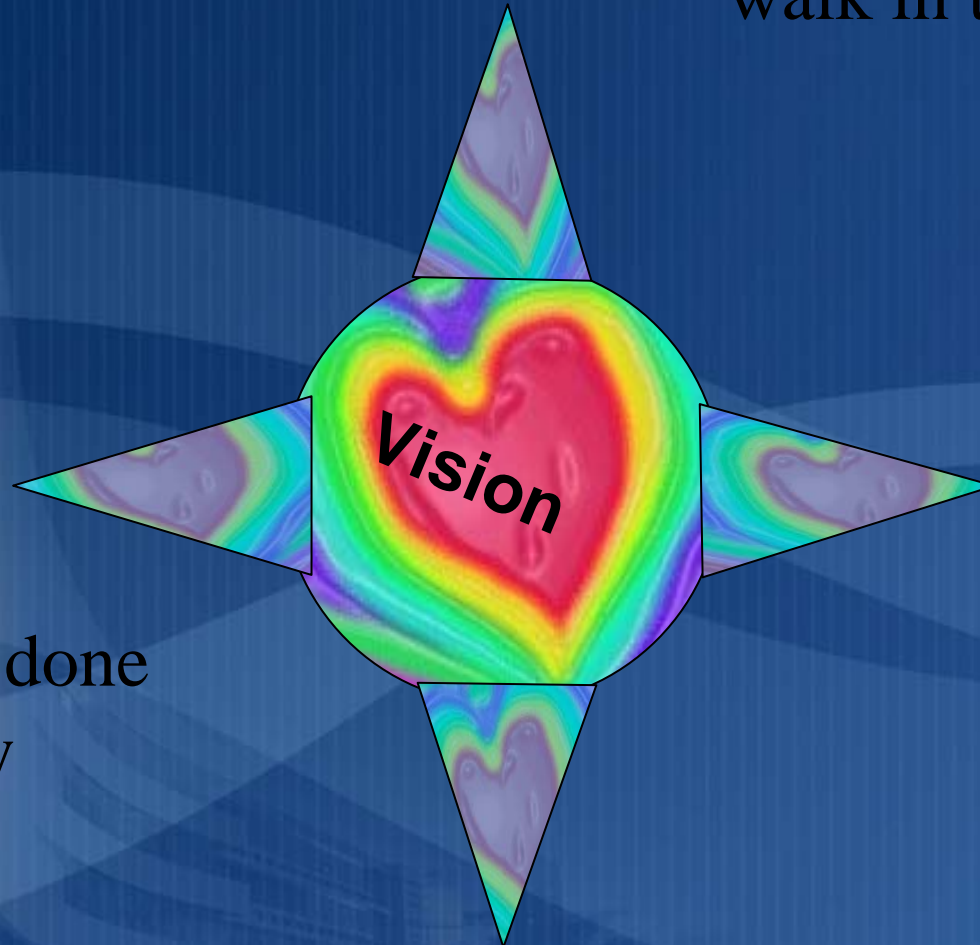
Leadership Compass

Customers

walk in their shoes

Sponsors
Executive
management

what have we done
for them today



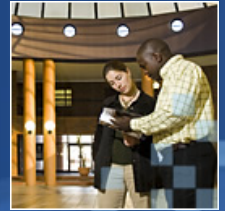
Staff

Free up to do
great work

Processes

How do you change what you don't know

Source: Rick Luce



Staff Members' Perspective

Employee buy-in = 2-6-2

Even in the best companies:

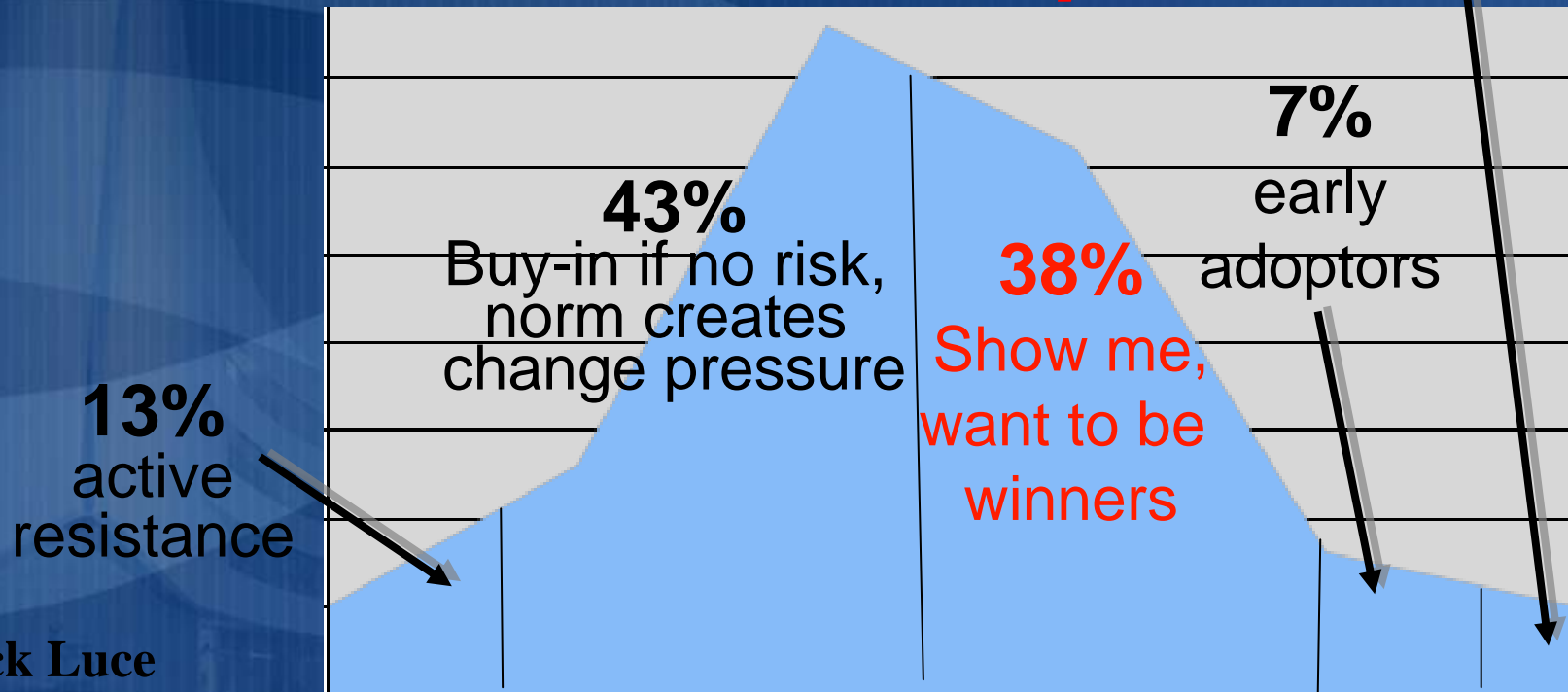
2 are fired up

6 go along

2 never get on board

6%
change
agents

But 20% can drive 80% of improvement



Source: Rick Luce

Job/Role Description



Conclusion

- One thing that we can be certain of is change
- Leaders have a major role to play
- You will always have “*resi-stars*”. Are you one of these “stars” who excel in opposing change?
- Know your change agents and create space for them

Thank you

