Annual Lis Research Symposium
2008: Transformation and Employment
04 July 2008

PRACTICAL REALITIES OF SUCCESSFUL TRANSFORMATION

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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
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

Vision

Staff
Free up to do great work

Source: Rick Luce

Processes
How do you change what you don’t know
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

But 20% can drive 80% of improvement

43% Buy-in if no risk, norm creates change pressure

38% Show me, want to be winners

13% active resistance

7% early adoptors

6% change agents

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