Problem to Solution (s)

Change Agency

Competencies

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From Problem to Sustainable Solution

Problem

Change Agents

Solution

Loss of energy from use of Swing doors

Use Revolving doors
Enterprise Solutions - Monolithic ?

Problem
Solution Community

- End User
- Facilitator
- Policy Maker
- Senior Management (Resource Releasers)
Enterprise Solutions - Distributed

Problem

Disabilities Act Policy

Energy Buyer

End User

Aesthetics Manager

Signage
Enterprise Solutions - Distributed & centrally co-ordinated

Branding, resolving issues staying the course
Solution Approaches

- DRIVING from the Top
- GROWING from the Bottom
- WORKING in the Trenches
- CREATING VALUE with Prototypes & Pilots
- BLESSINGS from the Top
Motivation

What’s in it for the Solution Community?

- **Alignment** with SHORT term goals
- **Flexibility** to meet a variety of needs
- **Scalability**
- **Maintainability** (sustainability)
- **Limelight**
Competency- Organizational Awareness
The POLITICS OF IT ALL

- Know established policies and procedures
- Understand the culture
- Assess the impact of the solution
- Know how to use organization to achieve objectives
- Strategically position the solution in relation to enterprise goals
Competency- Communications

- Communicate tactfully yet candidly
- Clarify information as needed
- Interpret verbal and non-verbal messages
- Produce clear short reports
Competency - Influencing Others

- Ability to undertake *continual* adjustments with Solution Community (stakeholders) in a persuasive manner, to keep the solution on course by use of positive win/win negotiation
Competency - Building Relationships

- Build and use cross-functional relationships
- FRIENDS in high places
- PARTNER in the trenches
- ALLIES of your cause