

# Public Sector Certificate in Strategy & Transformation

## TRAINING

Learning how to develop and implement strategies and understanding how business transformation is delivered



Facilitated by  
**ANDY CORBETT**  
CorbettPrice

Online → 5 & 7 December 2023



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Business transformation in Australian governments is necessary for government to continue to adapt to what is required, whether that be to meet the needs of citizens, improve efficiencies and reduce costs, enhance transparency and accountability, embrace digital technologies, or responding to regulatory changes – **then this course is for you!**

This course has been developed specifically for the Government environment. Graduates of the course will have a strong knowledge of how to develop and implement a strategy and understand how business transformation is delivered.

The course is built to be practical with skills that you can put into effect immediately. You won't simply learn frameworks, but how to apply them, with real-world Australian Public Sector examples.

Additionally, you'll be given gold class CorbettPrice templates which you can use on all future projects and work you do in your current role and beyond.

## Why Attend

- Understand the steps involved in transformation strategy development
- Analyse operating models and understand how to approach optimising them
- Map and analyse your processes to identify waste and improve productivity
- Use innovative and customer centric techniques to think strategically
- Consider key issues of delivery and ways to navigate them
- Determine the most appropriate method for project delivery and key tools to track progress
- Identify success measures and track performance

## Learning Outcomes

- Identify characteristics of a transformational strategy
- Evaluate business operating models
- Demonstrate simple operating model optimisation techniques
- Identify the core principles of customer experience design
- Construct a value proposition
- Decompose to level 3 an internal process using Lean Six Sigma methodologies
- Utilise best practice methodology to identify process waste
- Demonstrate innovative and customer centric techniques in strategic thinking
- Communicate deliverables and their dependencies
- Determine appropriate KPIs for transformation programs
- Identify project risks and develop mitigation plans
- Demonstrate project dependency mapping

## Who Should Attend

- **Managers**
- **Assistant Directors**
- **Advisors**
- **Officers**

## Meet Your Facilitator



**ANDY CORBETT**  
CorbettPrice

With over 20 years of global business transformation experience, Andy Corbett is a visionary leader who has spearheaded multimillion-dollar transformation programs across various industries. As a Lean Six Sigma Black Belt, he combines his extensive expertise with a relentless drive for excellence, guiding public sector organisations through large-scale transformation initiatives and the development of successful long-term strategies.

Andy's unique ability to explain complex ideas in easy-to-understand ways has made him a trusted advisor for numerous clients, enabling them to achieve remarkable results. Through his guidance, organisations have consistently experienced revenue growth, cost savings, improved employee engagement, and enhanced customer experiences.

Throughout his illustrious career, Andy has demonstrated an unwavering commitment to delivering tangible, lasting value for his clients. His innovative and strategic approach to business transformation has not only produced immediate results but has also paved the way for sustained success in an ever-evolving global landscape.

A natural mentor and coach, Andy is passionate about empowering the next generation of leaders. He actively shares his insights and experiences through workshops, conferences, and publications, inspiring others to embrace change and drive continuous improvement within their organisations.

## Preparation

**This course is highly interactive with group activities and discussions throughout. Come prepared current data governance and information management challenges you are facing in your organisation.**

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space

## Register Early & Save

Extra Early Bird	Early Bird	Standard Price
Register by 15 <sup>th</sup> Sept	Register by 13 <sup>th</sup> Oct	Register by 4 <sup>th</sup> Dec
\$1,195 + GST	\$1,395 + GST	\$1,595 + GST
Save \$400	Save \$200	-

**CLICK HERE TO REGISTER**



\*Group Discounts Available - Contact Registration at [registrations@publicsectornetwork.co](mailto:registrations@publicsectornetwork.co) or Call on **(02) 9057 9070**

## Explore the Agenda

### DAY 1 | Tuesday, 5 December 2023, 9:00am - 4:00pm AEDT

9:00am Housekeeping & Introductions

9:30am Overview of Transformation & Operating Models

10:30am Methodologies & Tools for Transformation

10:45am Break

#### PART 1: CUSTOMER

11:00am Customer Experience Concepts & Value Propositions

12:15pm Lunch

1:00pm Design Thinking: Defining the Problem

2:10pm Design Thinking: Customer Journey Mapping

4:00pm End of Day 1

### DAY 2 | Thursday, 7 December 2023, 9:00am - 4:00pm AEDT

9:00am Housekeeping & Day Overview

#### PART 2: PROCESS

9:10am Value Chains, Process Mapping & Lean Six Sigma

10:40am Break

11:00am SIPOC & Process Decomposition

12:30pm Lunch

#### PART 3: CONTROL

1:15pm Program Management Concepts & Dependencies

3:00pm Risk Management & Bringing it all together

4:00pm Closing Day 2

## CONNECTING GOVERNMENT WWW.PUBLICSECTORNETWORK.CO

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