



Strategy & Transformation Masterclass

TRAINING

Understand, develop and implement business transformation strategies



Facilitated by
LAUREN CHOWDRY
Associate Director & Head of Training
CorbettPrice

Online → 23 & 25 July 2024



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Business transformation in the Australian and New Zealand governments is necessary for the countries to continue to adapt to what is required – whether to meet the needs of the citizens, improve efficiencies and reduce costs, enhance transparency and accountability, embrace digital technologies, or respond to regulatory changes.

If you aim to develop strategies to enhance project delivery, then this course is for you! This course has been created specifically for the government environment. Graduates of the course will have a strong knowledge of how to formulate and implement a strategy and understand how business transformation is delivered.

This practical course intends to equip participants with skills they can utilise immediately. You will not only grasp frameworks, but also learn how to apply them with real-world Australian Public Sector examples. Additionally, you will receive gold-class CorbettPrice templates that you can use on all future work and projects for 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, Advisors, Officers, Coordinators, Leads , Project Managers:

- **Strategy**
- **Innovation**
- **Service Delivery**
- **Project Management Office**
- **Transformation**
- **Planning**
- **Development**
- **Process Improvement**

Meet Your Facilitator



LAUREN CHOWDRY

Associate Director & Head of Training
CorbettPrice

Lauren helps public sector leaders navigate the ever-changing government landscape.

She specialises in operating model redesign and optimisation, focusing on long-term resilience.

Before joining CorbettPrice, Lauren worked for a decade as a strategist in the NSW Public Sector and in risk advisory roles at the Commonwealth Bank of Australia. After a successful career helping organisations transform from within, Lauren can now provide a unique perspective.

Her solutions and advice utilise her working knowledge of the public sector, benefiting from visibility across agencies and a deep understanding of market trends to enable more considered and lasting change.

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 10 th May	Register by 7 th Jun	Register by 22 nd Jul
\$1195 + GST	\$1395 + GST	\$1,595 + GST
Save \$400	Save \$200	-

[CLICK HERE TO REGISTER](#)

*Group Discounts Available - Contact Registration at

registrations@publicsectornetwork.co or Call on **(02) 9057 9070**

Explore the Agenda

DAY 1 | Tuesday, 23 July 2024, 9:00am - 4:00pm AEST

9:00am Housekeeping & Introductions

9:30am Overview of Transformation and Operating Models

10:00am The BeHOLISTIC model for transformation

10:45am Break

PART 1: THE BUSINESS MODEL

11:00am Customer Experience Concepts & Design Thinking

12:00pm Lunch

12:30pm End to End Value Chains and Value Propositions

2:30pm Persona Development

PART 2: SUPPORTING SYSTEMS

3:15pm Understanding Human Capital

4:00pm End of Day 1

DAY 2 | Thursday, 25 July 2024, 9:00am - 4:00pm AEST

9:00am Human Capital: Employee journey mapping

10:00am Understanding data, structure and functions

10:45am Break

11:00am Exploring partnerships and culture

12:30pm Lunch

1:00pm Using process to improve operations (Lean Six Sigma)

PART 3: CHANGE

2:30pm Communicating your strategy

3:30pm Risk Management & Bringing it all together

4:00pm End of day 2



Get In Contact

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