Problem to Solution (s)

Change Agency
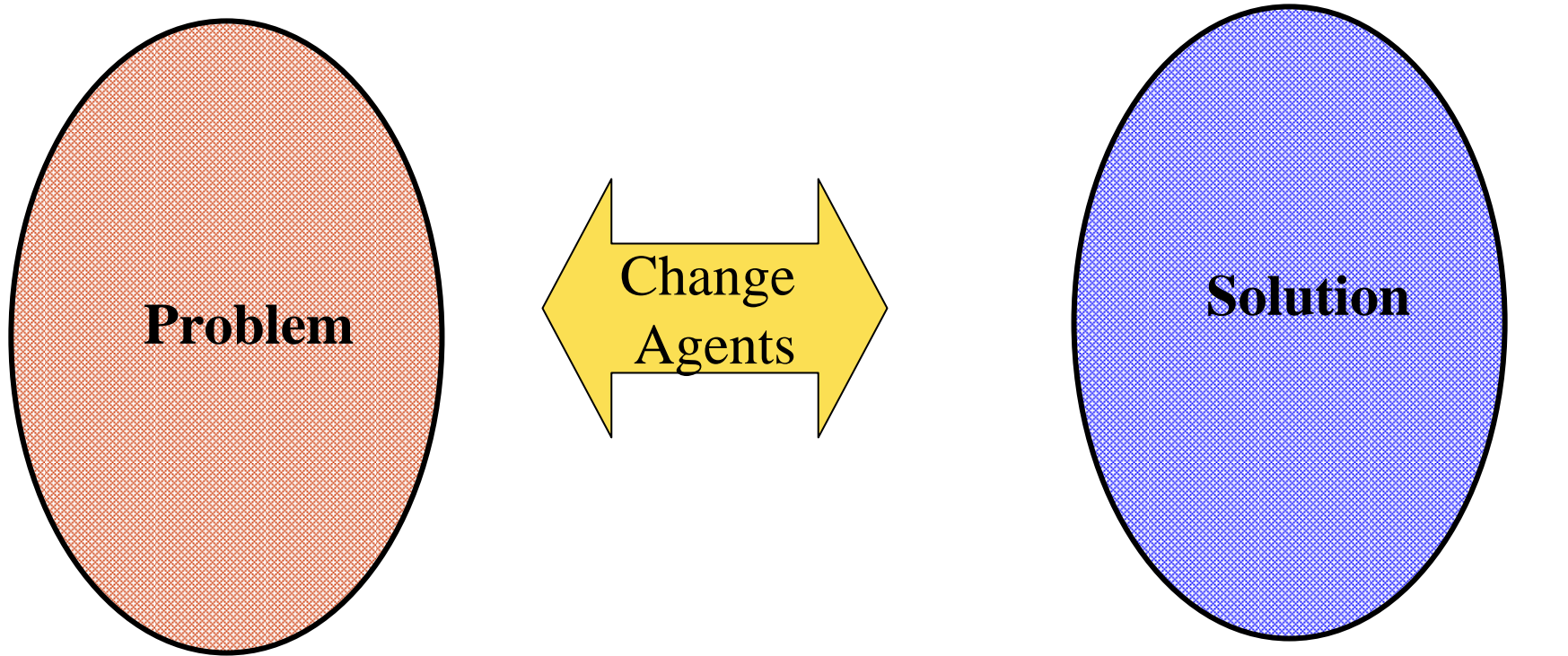
Competencies

Laxmi Rao
Planning for Sustainable Development
April 12, 2006
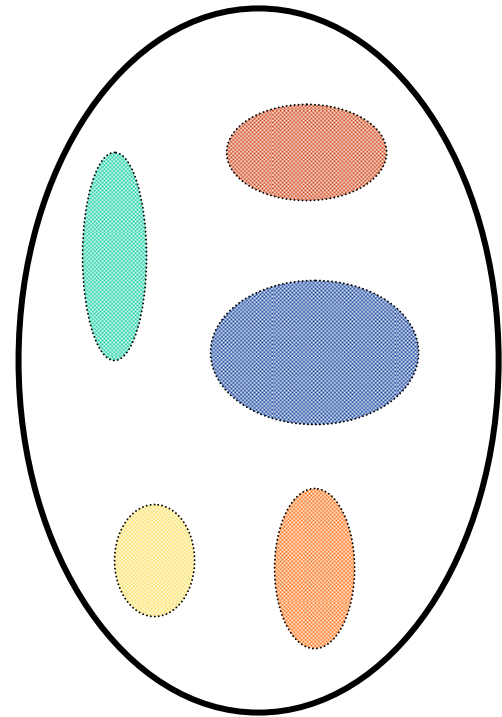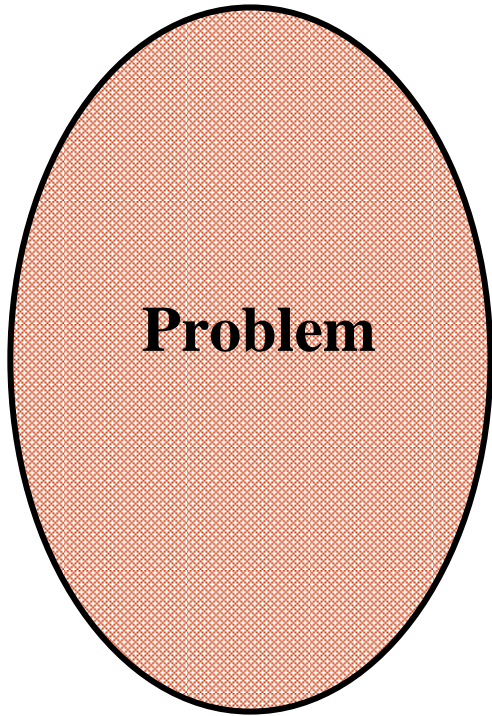
From Problem to Sustainable Solution

Problem

Change Agents

Solution

Loss of energy from use of Swing doors
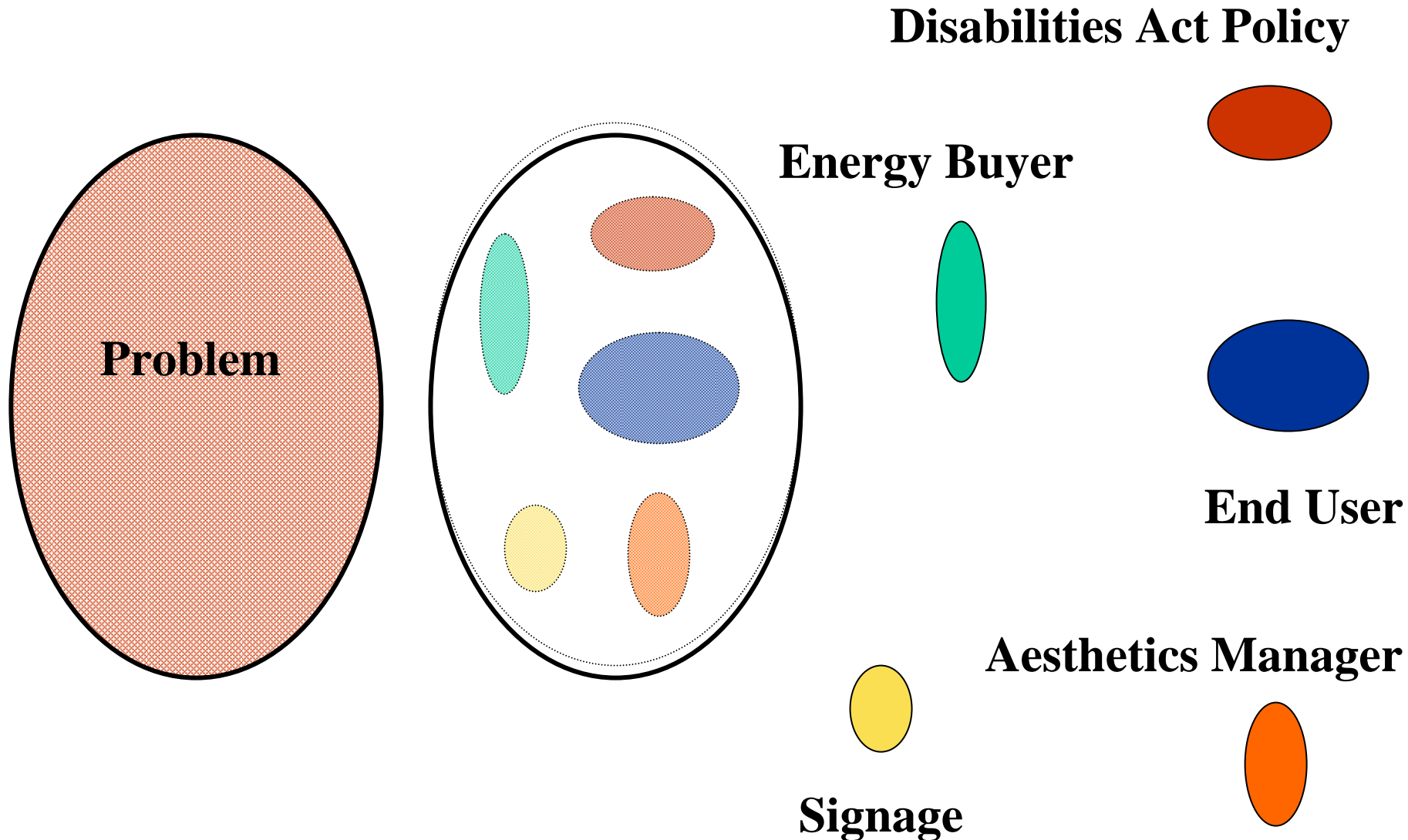
Use Revolving doors
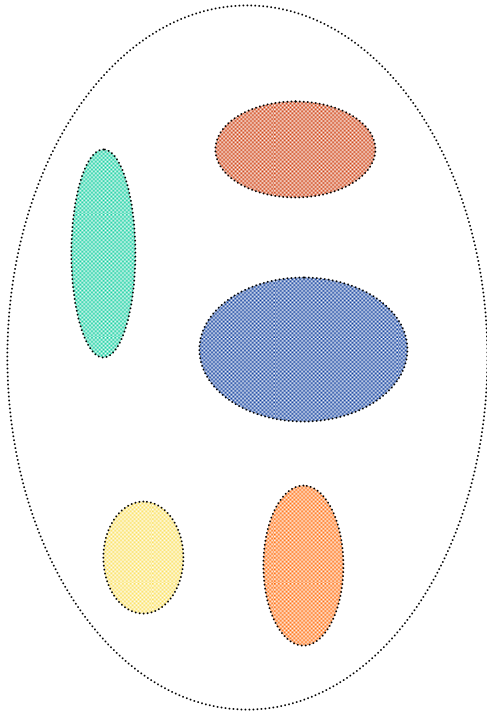
Enterprise Solutions - Monolithic ?

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

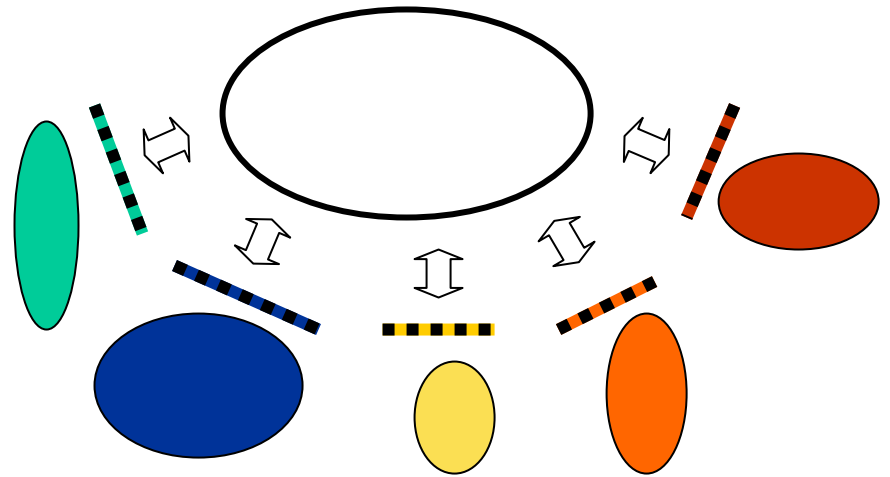**Signage**

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

- Asess 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