CHANGE MANAGEMENT (STAGE 1)

FACILITIES AND SERVICES

SAMPLE QUESTIONS & PROCESS FOR GROUP CONSULTATION MEETINGS

The below is a list of sample questions that may be asked at the consultation meetings conducted between 27 October – 12 November 2010. These questions vary depending on the session, audience and issues identified. The agenda for the meetings are the same. It will involve (a) introductions and meeting rules (b) a summary of the change process (c) questions to facilitate discussion and (d) closing remarks. All meetings are facilitated by Karen Hill, General Manager, Corporate Services and range from 1-1.5 hours. The purposes of the meetings are to provide you with the opportunity to be involved and obtain your feedback.

General
1. What do you value about the Facilities and Services Division?
2. What is missing from the Facilities and Services Division?
3. What are the strengths and weaknesses of the Division?
4. What do you want to change?
5. What encourages you about the Division?
6. What are we not doing that we could be doing?
7. How certain are we of our convictions about the vision and the values?
8. Is there different ways F&S could be organised?
9. What do the leadership of the Division need to be to create the organisation you want?
10. What are 1-2 things that would make your work environment more rewarding/enjoyable?

Creativity and Innovation
9. What taps your creativity? What inspires you?
10. What do you need to get creative thinking started?
11. What hinders creativity and innovation within the Division?
12. What behaviour would make the organisational more adaptable?
13. Does the culture tolerate mistakes?

Relationships
14. Who do you think our clients and customers are?
15. What do you think our customers think of us?
16. How solid are our relationships among ourselves?
17. How do you define quality customer service?
18. If you were the customer, what is one thing you would change about this organisation?
19. Suppose this organisation could chose just three things to do more or differently to dramatically enhance our customer’s experience – what would they be?

Process/Systems
20. What do you think are the impediments to best practice in Facilities and Services?

Training and Development
21. What do we need to do to improve our abilities to move the organisation forward?
22. What are our beliefs about how people ought to conduct the affairs of our organisation?
23. What were the most challenging and exciting career opportunities that you have experienced?

Other
24. What else do you want me to ask?
25. What do you not want to happen? What is the worst case scenario?
26. Are there other comments you would like to add?