



Australian Government
Department of Social Services

I see this tool as the missing piece for assisting implementation of change. We are already using it to speak a shared language and help us with our work and strategic planning

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Case Study Department of Social Services

Background

The Department of Social Services (DSS) is Australia's pre-eminent social policy agency. Their mission is to improve the lifetime wellbeing of people and families in Australia. They are a people-based organisation that encourages flexible working conditions and opportunities for promotion and development in a career where you can make a difference to your community. The Agency helps to support families and children through programs and services and benefits and payments. Programmes are offered to encourage women's safety, mental health, settlement and multicultural affairs, and aging and the aged care system...

Approach

The Change Management team completed individual Mindscious Motivational Maps prior to individual feedback sessions. The Team Map was presented to the Manager of the team and discussed in detail. The Manager was then going to use the Team Map to lead discussions and planning during the next twelve months.

Business goal

To increase self awareness particularly how they see themselves, how they are seen by others and how they had see themselves as a team. Using the Motivational Maps to build a common language and integrated this into a team building workshop that will assist the team improve their communication, motivation and performance.

Results

The team members learnt about themselves and their own motivational factors during the exercise. This became even more powerful when combining the results as a team to see how they were different. This enabled the team to understand each other in much more depth, seeing areas where they thought differently or had similar traits, as well as understanding what motivated each individual.

The team are now able to take into account each individuals motivation when interacting for work or on personal issues. This has resulted in more rounded solutions to problems as a group and better working relationships within the team along the way.

The ability to use a common language and clearly outlined report about each person's motivators has meant that training and career development opportunities can actually be planned to ensure success. This ensures that the tight budget can be implemented with the highest amount of success for both the individual and the Agency.

The maps can now provide a link to strategic planning with individual motivations so that the work plan can be achieved in a positive manner, but also be engaging and satisfying for the team members.

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