



ORGANISATIONAL DESIGN

Designing the optimal organisation
for Sunshine Coast Council

The Client

Sunshine Coast
Council

The Challenge

The rapidly-growing client needed to ensure it had the right organisation structure to enable it to meet an **ambitious strategic agenda**, as well as the needs of the current constituency, teamed with the **needs of an additional 200,000 residents in the next 10 years**.

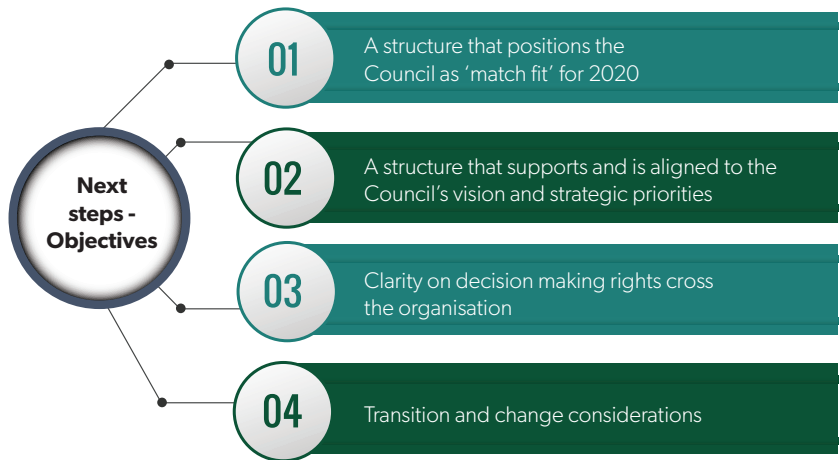
The Solution

We worked with the Elected and Management Arms of the Council (1,700 employees) to design a future-focused optimal organisation structure that meets the Council's strategic needs.

We deployed a contemporary, robust design methodology that could withstand a multi-layered, evolving and complex landscape. This explored aligning the organisation to the new vision and strategies, coupled with a continued focus on customer experience and service standards. The resulting design included a 'match fit' structure for 2020 and beyond, a leadership structure promoting a collaborative culture, streamlined decision making, transition pathway and recommendations on managing the change

The Impact

The design took into account **all the strategic needs** of the Council and when completed, the **recommended structure received unanimous support** from the Elected Arm.



Over a two month period the Next Steps process involved over 250 interactions across the various stakeholder groups



Bendelta conducted **over 250 interactions** with stakeholders and collected over 1,500 Next Steps related comments



79 submissions were received electronically **39%** of those were from Coordinator and Team level roles



Over 100 Sessions of formal and informal consultations across Councillors, Directors, Managers, Coordinators, Team Leaders, Operational Staff and external stakeholders



All requests from staff to speak to Bendelta were met either **face to face** or by **phone**



About Bendelta

OUR PURPOSE

Bendelta (from Latin bene meaning 'well' and the Greek delta signifying 'change') is founded on a belief in human potential and our desire to contribute to its realisation.

We have an aspirational long-term vision of '1 Million, 1 Billion' (1M1B) – we aim to positively transform the lives of one million people directly through our work, and through these one million people, to indirectly transform the lives of a further one billion people.

We achieve this through two primary types of solution: designing organisations, in terms of the strategy, structure, culture and engagement; and developing the capabilities of leaders and employees. We undertake both with an approach that blends pioneering scientific methods and insights with creativity, distinctiveness and flair.

Our success in delivering impact comes from our customised, innovative consulting solutions, supported by our client-focused and empowering culture. We avoid off-the-shelf solutions to tailor to each client's unique context.

WHAT DIFFERENTIATES US



The science and art of realising human potential

Applied in the context of organisations

Delivered at an individual and collective level

POTENTIALIOLOGY

POTENTIALIOLOGY™ is

- The science and art of realising human potential
- Applied in the context of organisations
- Delivered at an individual and collective level

Bendelta applies Potentialiology™ in two ways



1 Organisational level

We create the right strategy, structure, culture and engagement for human potential to flourish

The breakthrough

For the first time, organisational architecture is approached with an explicit and primary aim of optimising the human contribution to performance.



2 Developmental level

We unlock, realise and combine human potential in individuals, teams and organisations

The breakthrough

For the first time, development is undertaken with full commitment to scientific method.

The story behind Potentialiology™

The single greatest predictor of performance is the extent to which organisations unlock and combine the potential of their people.

In the field of commerce, the realisation of human potential has been the most over-looked source of value.

As organisations which are poor at realising human potential are increasingly out-performed by those which do much better, the case for change has become apparent.

But desire is not enough. The science is essential.

Over the past 15 years, our human potential experts have spent more than one million hours researching and developing this science. This has been intensified over the last two years, as we have designed, piloted and have refined the key principles of potentialiology.

The result is a calculus for driving performance in the cyber-physical age, by unlocking human potential at the individual and organisational level.

ORGANISATIONAL



Potentiology™ at the organisational level

Bendelta enables organisations to re-design themselves around the twin drivers of the cyber-physical age: harnessing exponential technologies and realising human potential. In doing so, we are able to transform the organisation capacity to obtain a competitive advantage and establishes a true culture of innovation.

Our organisational architecture services are based on an explicit and primary aim of optimising the human contribution to performance. They are underpinned by the science of Potentiology™ to:

- o Change the fundamental model of the business from industrial age to cyber-physical age
- o Create the environment for world-class performance by optimising the five key drivers for peak motivation
- o Foster collaboration to achieve the exponential effect of people combining their own potential with those of others
- o Embed development and growth drivers in business-as-usual activities so that every contributor is getting closer to their full potential every working day
- o Remove the barriers that are causing talented people to under-reach their potential
- o Resolve conflicting priorities, incentives and communications regarding the role of human potential in the organisation's success

By implementing these changes, you could gain a 30% increase in business performance impact through realisation of human potential which most organisations are missing out on. The result is an organisation with the levels of customer focus, engagement, collaboration and agility to out-perform in the cyber-physical age.

To make this a reality in your organisation, Bendelta offers solutions for:



Strategic planning



Structure design



Engagement and listening strategy



Culture change



Innovation



Employee experience



Performance management



Alignment of people systems and processes

DEVELOPMENTAL



Potentiology™ at the developmental level

Using the science of Potentiology™, Bendelta ensures your approach to development seizes the performance impact of human potential that everyone else is missing out on.

How do we do this? We combine the most effective development practices found within elite performance fields (and which are almost non-existent in the business world) with our deep insight into adult learning and behaviour change.

To maximise the value of the investment, our pioneering approach integrates the **nine most powerful drivers of sustained capability development** to:

- o Ensure you focus on the right capabilities for your organisation's performance
- o Create the development pathways that lead to world-class capability levels
- o Fully engage leaders in committed capability development
- o Gain the benefits of using objective data and new technologies in the development process
- o Ensure the capability uplift is translated into real-life application and superior business performance
- o Sustain the capability uplift over the long term
- o Prove the impact of the program and further increase its effectiveness

The result is a double-digit capability uplift for entire cohorts of executives. The impact this can have on business performance is phenomenal.

The domains in which we are transforming development through Potentiology™ include:



Leadership development



Talent programs



Executive performance coaching



360-degree assessment



Capability modelling



Women's leadership programs

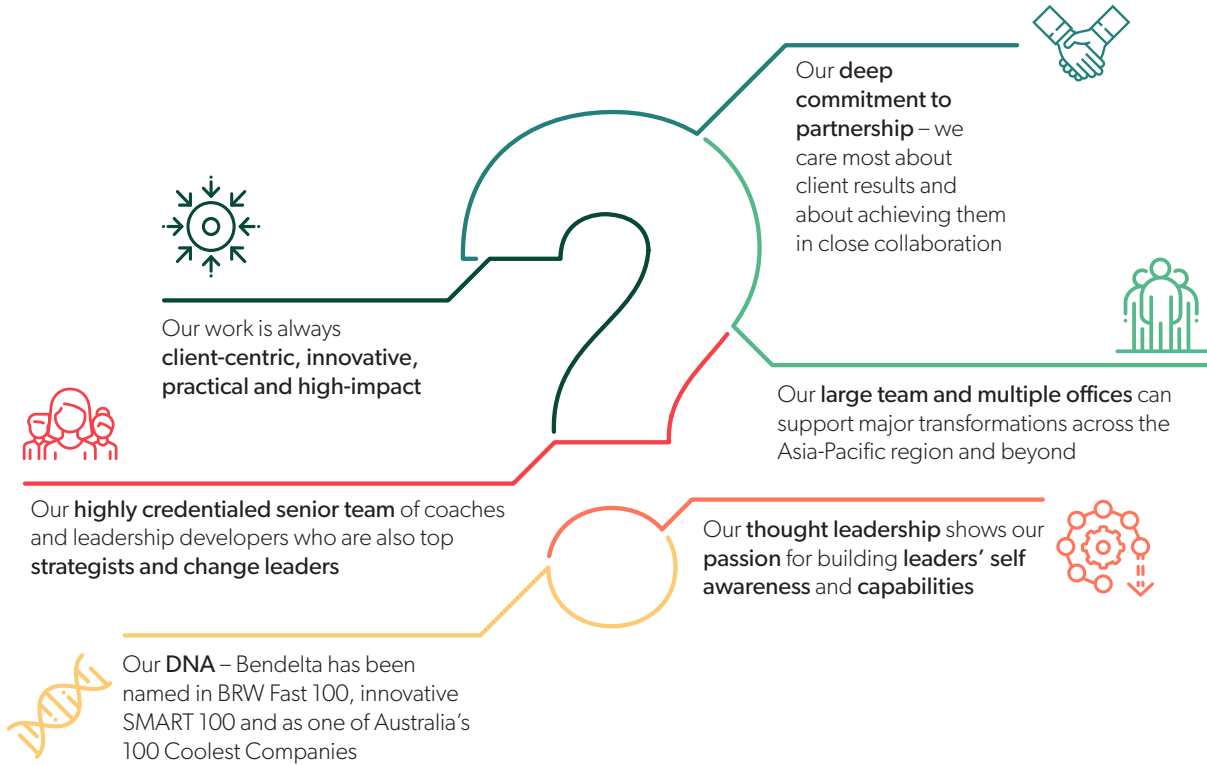


Program evaluation



Accelerator programs in resilience, empathy, agility, collaboration, creativity and decision-making

WHAT DIFFERENTIATES US



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