Communication Through Change – Part 4

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This video is part 4 of a series of 4.

# Part 4 – Being Brave

## Kate:

Everybody kind of wants to know “Well how's it going to happen, what will it look like?” and I think, some of that we just didn’t know and there’s still some of it we don’t know. So we kind of, what don’t know what that will look like.

But kind of sticking with the “why are we doing it?” I think was really important with all the Comms and Engagement stuff. But we were talking about this the other day that when you look back on it, I think I think we did this well - but yeah I could be deluded - but I think we did it well that really trying to say: “this is up to you”. Because to force the change and say, “This is going to happen and you need to get on the bus and you need to be here” is kind of completely the opposite of what it is we’re trying to achieve which is freedom and autonomy. So if this is not for you, that’s okay.

And I think this journey has really challenged the whole notion of leadership for me around actually I don't know what this will look like cause what we’re trying to do is something very very different. It isn’t just creating self-managing teams, it's creating a community or an entity or an environment that is really, fundamentally is changing the way that we as human beings relate to each other.

And I think one of the things that required of us was to say “I don't know what that looks like”. And to stand up in front of your organisation and say, “I don't know but I reckon that we can all figure it that was together” was incredibly vulnerable.

And I have had people - colleagues - say to me it's not good enough for a leader to stand at the front of the room and say they don't know. And you know I would drive home thinking, “Oh my god, oh my god maybe I should just go back to pretending I **do**know what I'm doing”. But you know that kind of sense of - it it's just so alien and I'm not talking just about me - I think to all of us to actually really say “I don't know how to do this but I reckon if we keep looking at it and keep thinking about it we’ll get there”. But I honestly can say from a personal point of view that takes a bit of doing and a bit of practice.

## Nat:

To get anything to change well and to stick you know it does take time so it really is that acceptance and the ability to sit in the tolerable discomfort. So where it feels kind of awkward most days but you learn how to move with it and to just keep putting one foot in front of the other.

Those types of things around how we help people feel more comfortable and trust more. And you know we've had our events like our “Cock-up Friday” where we invited people to come and quite literally share mistakes. And you know one of the events we held at one of the pubs nearby and it was the first one, there wasn’t a heap of people there, but it was a scream. And it went for a couple of hours, it was good fun you know. And it meant that that group of people were prepared to be vulnerable, which allows you to connect better, which allows you ultimately in work to do your job better.

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