

DEPARTMENT OF PARLIAMENTARY SERVICES

How DPS in NSW creates a Human Centred Workplace

Presented by:

Kelly McFadyen

Executive Director,

Corporate Services

Juliet Burston

Manager,

Customer Experience & Insights

Welcome to our Human Centred Workplace Presentation

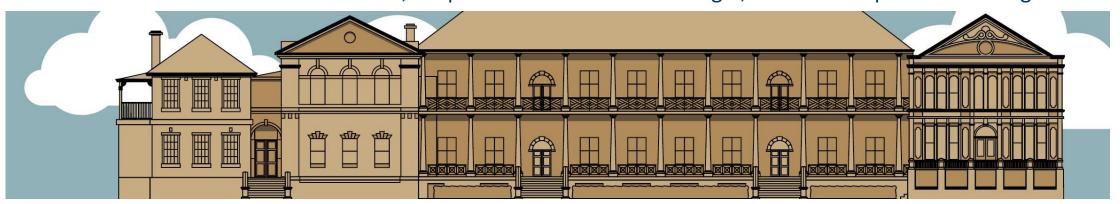


Kelly McFadyenExecutive Director, Corporate Services



Juliet Burston

Manager, Customer Experience & Insights





Using three word's, write down an answer to the following question ...

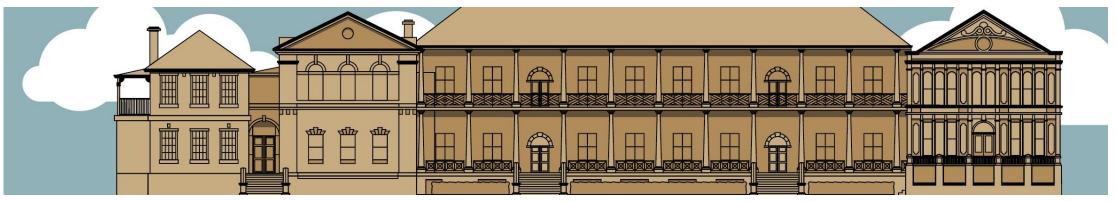
Why do you think a Human Centred Workplace could be beneficial?





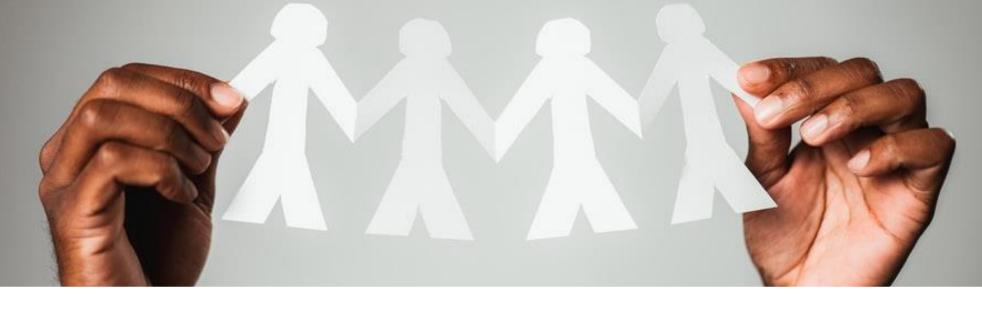
A good life is not lived in isolation or in the pursuit of independent goals. A good life is lived at the heart of a thriving community, among people we trust, and within an environment of mutual respect.'

Hugh Mackay, Social Researcher





Human Centred Workplaces make every single person feel that they belong and the good news is ...



MOST OF US ARE ALREADY DOING IT!



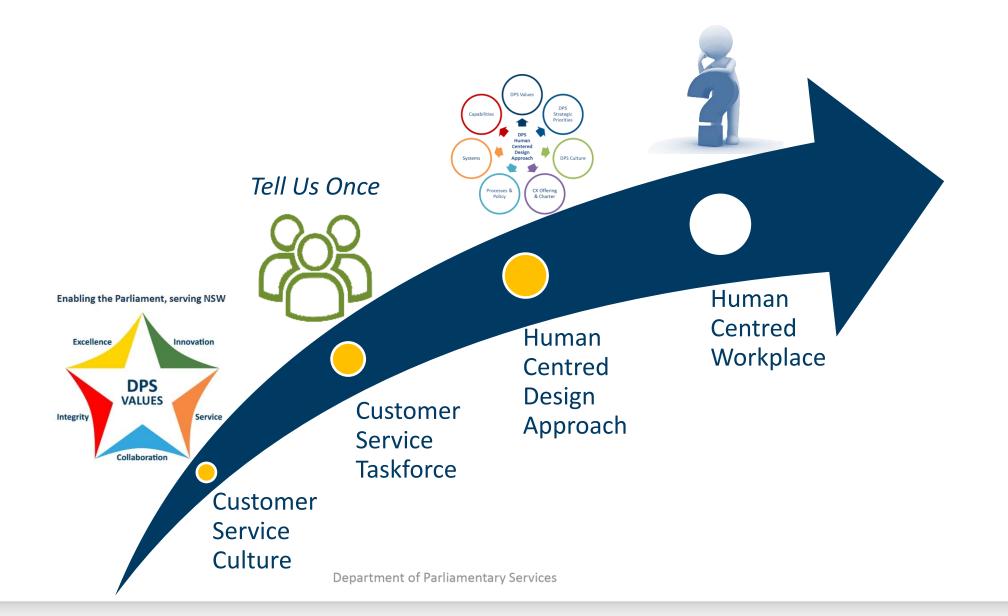




Human Centred
Workplaces want you to
show up as the most
genuine version of
yourself!

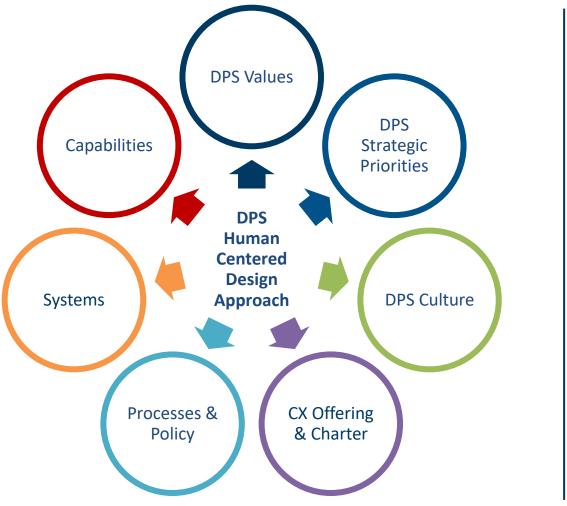


Our Journey – Department of Parliamentary Services, NSW



DPS Customer Service

DPS Human Centered Design Approach



Department of Parliamentary Services

DPS Customer Service Building Blocks





Human Centred Design for Service Excellence and Innovation Program Design Thinking Process – A Model for Design Thinking













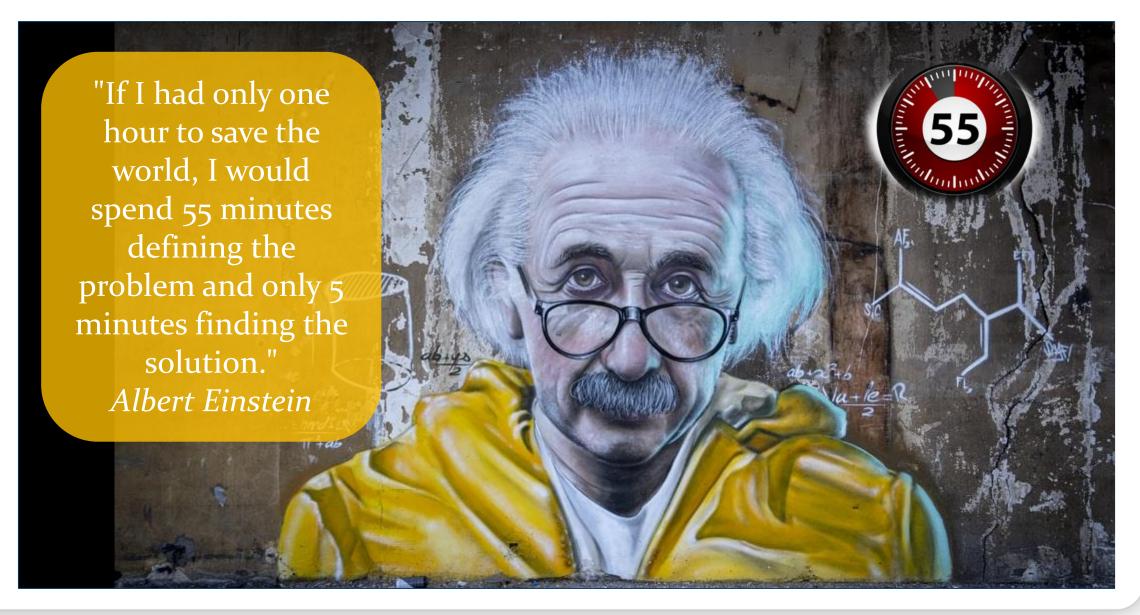
UNDERSTAND

EXPLORE

MATERIALISE

- Design thinking is often referred to as 'human-centred design'. The terms are interchangeable.
- Design thinking **enables us to see the bigger picture** when it comes to design by tapping into the needs, **desires and pain points of our stakeholders**, understanding their 'why', and offering realistic solutions that have been tested.
- This holistic focus on solutions is underpinned by a strong **research** ethos and a willingness to **engage** in the cyclic **process of prototyping and iterating**.
- Design thinking methodologies such as the development of stakeholder personas, empathy sketches, and stakeholder process snapshots help inform this process, presenting us with a rich canvas that helps us to understand our stakeholders.

Problem Solving





Design Thinking Process – The Purpose and Tools of Each Step









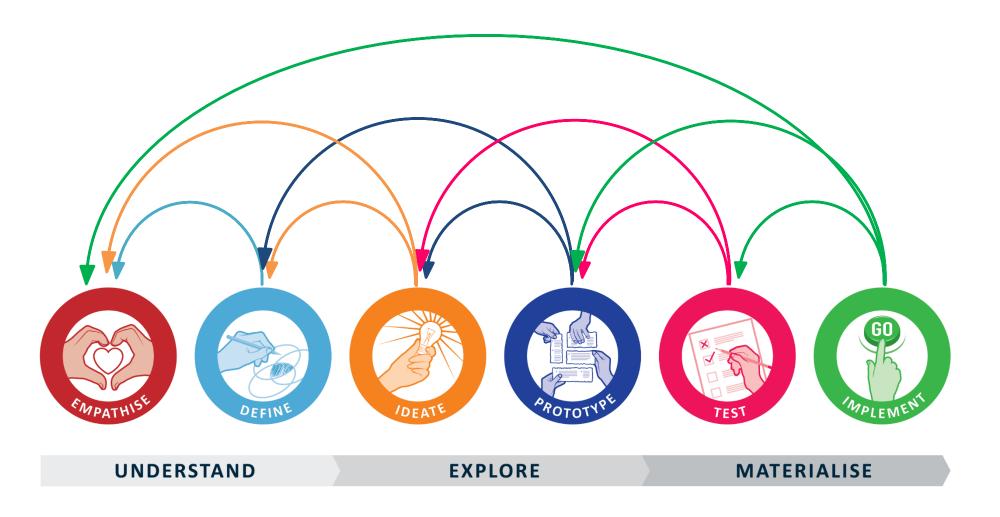




UNDERSTAND		EXPLORE		MATERIALISE	
OVERVIEW					
Develop a deep understanding of the challenge	Clearly articulate the problem you want to solve	Brainstorm potential solutions; select and develop your solution	Design a prototype (or series of prototypes) to test all or part of the solution	Engage in a continuous short-cycle innovation process to continually improve your design	Implement the selected design and track the benefits it generates
TOOLS/TASKS					
Conduct interviewsShadow stakeholdersUncover emotionsSeek stories	 Re-frame and create human-centric problem statements Identify meaningful surprises and tensions Infer insights 	 Brainstorm radical ideas Build on others' ideas Suspend judgment 	 Create objects and/or experiences Create role plays or storyboards Quickly build to think and learn 	 Test with customers to refine solution and gather data Request and receive feedback Gain deeper empathy Embrace failure and 	 Develop a project plan Seek approvals and investment to implement Go Live Program evaluation



Design Thinking Process – It's Not A Linear Process!





What have we learnt so far?

OUR TEAM ARE COMMITTED TO CUSTOMER SERVICE

UNTAPPED EXCELLENCE AND

BRILLIANCE RESILIENT AND COURAGEOUS POOL OF DIVERSE THOUGHT

SUPPORTIVE OF

THEIR TEAM MEMBERS DEVELOPED COMMUNICATION, INFLUENCING AND NEGOTIATION SKILLS

ENJOY WORKING COLLABORATIVELY

DEVELOPED STRONG

UNDERSTAND THE IMPORTANCE OF EMPATHISING WITH OUR STAKEHOLDERS

IDEATE AND SOLVE PROBLEMS DEVELOP INNOVATIVE SOLUTIONS

NOT AFRAID TO FAIL

OPTIMISE BUSINESS PROJECT MANAGEMENT

EXECUTIVE LEADERSHIP TEAM CAN RELY ON OUR TEAM TO PROBLEM SOLVE



What have we learnt so far?

Examples of the Problems Solved









Internal Critical Communication

Food & Beverage Outlet
Venue Optimisation

Library Customer Satisfaction

Organic Forums for DPS
Staff Collaboration









Increasing Student Visitation Numbers

Evolving Documentation to be User Friendly

Disability Discrimination Act EO Accessibility

Flexible Working Environments



What have we learnt so far?

This is what our Human Centred Design for Service Excellence and Innovation Program participants told us ...

The program allowed staff from across DPS to come together, brainstorm, ideate, innovate, test and collaborate to achieve a viable solution for their problem statement thus building strong bonds and team cohesiveness.

There are some amazing ideas, that will help solve some real time concerns within our organisation.

The workshop was interesting and engaging. It has forced me to start thinking from the client's perspective ...

I see how the tools can be really conducive in building rapport with stakeholders.

The workshop was very illustrative of what tools to utilise to commence the next steps and I felt that it was supportive, informative and quite exciting!

I really liked everyone's presentations and learning about all of your work in DPS, and feel happy I was involved - and I definitely learned a lot.

The Human-Centered Design approach forces me to rethink how to better improve customer service. With the customer at the center of our problem, we are more focused and can produce valuable results for them and our business.



Why would your DPS want to become a Human Centred Workplace?

Alignment to the Capability Framework

NSW Public Sector Capability framework

The NSW Public Sector Capability Framework describes 16 capabilities across four core groups: Personal Attributes, Relationships, Results and Business Enablers. A further four capabilities within the People Management group are for employees who manage people.

The capability groups work together to provide an understanding of the knowledge, skills and abilities required by public sector employees.



Display Resilience and Courage

Be open and honest prepared to express your views, and willing to accept and commit to change

Act with Integrity

Be ethical and professional. and uphold and promote the public sector values

Show drive and motivation, an ability to self-reflect and a commitment to learning

Value Diversity and Inclusion

Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives



Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

Commit to

Customer Service Provide customer-focused services in line with public sector and organisational objectives

Work Collaboratively

Collaborate with others and value their contribution

Influence and Negotiate

Gain consensus and commitment from others, and resolve issues and conflicts

\square

Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

Think and Solve Problems Think, analyse and consider the broader context to

develop practical solutions **Demonstrate Accountability** Be proactive and responsible

for own actions, and adhere to legislation, policy and guidelines



Finance

Understand and apply financial processes to achieve value for money and minimise financial risk

Technology

Understand and use available technologies to maximise efficiencies and effectiveness

Procurement and

Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance

Project Management

Understand and apply effective planning coordination and control methods



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others

Inspire Direction and Purpose

Communicate goals priorities and vision, and recognise achievements

Optimise Business Outcomes

Manage people and resources effectively to achieve public value

Manage Reform and Change

Support, promote and champion change, and assist others to engage with change



Public Service Commission

Occupation-specific capability sets describe specialised capabilities for professional, technical or trade-related roles These can be used to complement the Capability Framework where roles require specialised capabilities.

Could this approach support you to achieve your teams **Capability** Framework?

Dotted white line separates mandatory capability groups applicable to all roles (left) and optional capability groups (right)



Let's revisit the words you wrote down ...

Why do you think a
Human Centred
Workplace could be
beneficial?



Contact Us!



Kelly McFadyen

Executive Director, Corporate Services

E: Kelly.McFadyen@parliament.nsw.gov.au E: Juliet.Burston@parliament.nsw.gov.au

M: 0447 901 665



Juliet Burston

Manager, Customer Experience & Insights

M: 0400 332 576



Q&A