



4 Tips

for a successful restructure



Tip 1

Consider whether a restructure is the right choice. Refer to the operating model to help you decide. Alternatives include



- ✓ Minor adjustments to the agency structure
- ✓ Performance management, capability uplift, or culture change
- ✓ Assigning responsibilities to the right teams
- ✓ Improving the flow of work between teams

Tip 2

Set up for a successful restructure

Form a change team that includes the right people:

- ✓ Finance
- ✓ Communications
- ✓ Legal
- ✓ Other employees who have led change before

Build executive level agreement on:

- ✓ Priorities for change
- ✓ What success looks like

Get started:

- ✓ Gather resources
- ✓ Review systems
- ✓ Tidy Human Resources records



Tip 3

Engage with stakeholders and communicate effectively to maximise the benefits of the change



Develop a communication strategy right at the start

Identify what each stakeholder group needs to know

- ✓ The rationale and benefits of change
- ✓ What the change means for them
- ✓ What they will be expected to do differently

Choose the right engagement strategy, at the right time, for the right stakeholder



Inform



Involve



Consult



Collaborate

Give leaders and managers the tools, information and development they need so they can

- ✓ Communicate what is happening, why, and what success looks like
- ✓ Offer practical and emotional support to their team
- ✓ Set expectations and celebrate success

Tip 4

Keep monitoring and evaluating outcomes



Successful change is 4 x more likely if key performance measures, such as performance management, training and capabilities, are monitored during and after implementation

- ✓ Are we staying on track?
- ✓ How are the levels of wellbeing?
- ✓ Are people engaged?
- ✓ Are outcomes being achieved?

Seek and respond to feedback from stakeholders at all levels

Readjust your approach to make the change stick

You can find further tools and information about managing restructures on our website at

psc.nsw.gov.au