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## **Public Service challenges for REAL Success**

IF we are going to achieve 2030 NDP, we need to radical new MINDSETS!

As the pressure increases on every level of business, even public service organizations are challenged to step up to a new level of performance in every area, from leadership, service delivery, staff and sustainable organisational effectiveness. Global High-Performance Organisation (HPO) public sector research reveals the following issues:

### **Primary Challenges for Public Service Leaders**

#### **1. Improve 'aura' of public managers (HPO characteristics 12, 17, 20, 27 and 34).**

As the HPO factor 'quality of management' is the most important to the public sector, it is of paramount importance that management of public sector organisations work on creating inspirational, credible and competent leadership.

#### **Public sector managers can obtain an 'aura of inspiration' by:**

- working on being exemplary role models for staff and for their peers;
- coaching their people to achieve extraordinary results and taking the lead themselves;
- letting their people make mistakes while experimenting & making mistakes themselves;
- being as effective as possible; and getting everybody, including themselves, to achieve outstanding results (Pate et al., 2007).

Public sector managers have to become high-performance managers (HPMs). People who are guided by principles of integrity, client focus, continuous improvement, competence and higher quality. Public sector organisations then must devote themselves to keep these HPMs as long as possible. **Staff engagement, Deliberate Development and talent retention is vital.**

#### **2. Strengthen Resoluteness of Management (HPO characteristics 18, 19 & 25).**

Part of the 'aura' of management is to being instills confidence in the For this to happen, management has to become decisive, action-orientated, competent, trusted and

Management also has to be decisive regarding non-by dealing with them, within boundaries, as quick and possible.

Public organizations to success, need to set-up a development program for management in which training-on-the-job, coaching-on-the-job, and high impact workshops, are the elements to become more resolute with the right mindset. **Non-performance kills any culture.**



“firm” so it employees.

more credible, effective.

more performers, legal best as

committed

### **3. Be More Innovative to Enable Better Service (HPO character 1, 7, 8 & 30).**

The organization has to develop a 'manifesto' explaining how the organisation will add more and more value to society. This can be done by developing a strategy which explains what makes the organisation unique and vital, in its services, and then continuously improve and renew the core competencies, products and services, so that civilians, and companies, are serviced as best as possible. A world-class service culture.

This will increase the social added-value that public sector organizations should have at all times.

### **4. Improve the Performance Management Process (HPO characteristics 5 and 6).**

The performance management reports need to include the critical success factors, and key performance indicators, that measure client dedication, and the important processes that increase the performance on client dedication. These reports then have to be distributed to everybody in the organisation so that all staff are aware of what, and why, it's important for the public sector organisation to excel. **Giving staff more meaning and insights for greater engagement.**

### **5. Improve Process Management Within the Organisation (HPO characteristics 3 and 4).**

Make sure that the processes are really improved, simplified and aligned, in order to be able to strengthen the organisation's client dedication. Set-up a coaching, trainings/workshops for this, and appoint a dedicated process manager to watch over the quality and progress of constant and never-ending improvement on all levels. **KAIZEN!**

### **6. Increase the quality of the workforce (HPO characteristics 10, 11 and 28).**

Public sector organizations have to concentrate on increasing the quality of staff by developing them to become more flexible, resilient, accountable and responsible... by urging staff to spend more time on communicating, exchanging knowledge and best practices, along with better attitudes, improved teamworking, and growth-oriented mindsets that deliver world-class service.

The recruitment process must be aimed at attracting and hiring employees that are willing to take and accept responsibility, and that want to take up the challenge, by management, to achieve extraordinary results. These employees have to be coached, developed and supported in such a way that they can eventually transfer to management level (Collins, 2008; Kim, 2010).

**Source: (hpocenter.com & Life Masters.co.za)**

### **Becoming a High-Performance Leader / Team / Organisation in South Africa**

**There are additional vital aspects that go into creating High-Performance Results that are relevant to South Africa that Tony has researched and created interventions to address.**

Tony Dovale of Life Masters will be hosting High-Performance team development and leadership action-learning master-classes, and a 4 day REVOLUTIONARY WORKPLACES Leadership Transformation retreats, for rapidly developing staff to support the achievement of the 2030 NDP.

**Are you ready to truly transform your people, teamwork, leadership, culture and service delivery by being Deliberately Developmental? TRUST us to deliver!**

For more information, Talks, coaching, Real Team Buildings and HPO leadership development information – Contact Tony Dovale on 083-447-6300 for your free REVOLUTIONARY WORKPLACE AND High Performance Organisation assessment.