



Five Minutes with... Ann Turudic

My name is Ann Turudic and I am an Organisational Change Manager with the Department of Immigration and Citizenship.

I am a Prosci Certified Change Professional with extensive Learning & Development and sales experience. I have worked in the Pharmaceutical, Telecommunications, Finance industries and this current role is my first foray into the public sector. The focus of my work has been to develop and implement change management strategies including legislative changes, business process changes, role changes and system changes. My approach has been to engage a variety of stakeholders in the development and implementation of these change initiatives, ensuring that the corporate knowledge is retained once I have left.

2. How did you come to perform in a change management related role? What attracted you?

As a Learning & Development Professional, the scope of my role was extensive and allowed me to work on an individual, team, divisional and national level. My focus was to work on skills and behaviours to support the changing brand and people strategies. When the opportunity came to leave this role, I looked for areas that would build on my skills. Change management is an area that is strategic, dynamic and results driven and the ability to bring people along with changes and make a difference is what drives me.

3. Why is good change management so critical to the way businesses perform today?

As the old adage goes "the only constant is change" and organizations that embrace change have the "agility" to meet their changing strategic and performance objectives. Change management practices ensure that people understand what the change initiative means to them and how it will help them and their organisation meet their strategic and performance objectives. One of the most critical aspects is to have change leaders" at all levels to support initiatives and to act as a feedback channel for staff concerns.

4. What makes a great change management practitioner?

A great change management practitioner is one who enables others to facilitate the change process. In allowing others to be involved in the "what" and "how" of change, the ownership and skills live on (even after you have left that organisation). This is about "making a difference" and providing value. There are three core skills that I regard as key to achieving success. These include active listening, being positive and being diplomatic. It has been the practice of



diplomacy that has helped me to gain "traction" on certain issues by recognizing what has been done to date and by involving the "owners" of these issues in developing new approaches.

5. What would you say to anyone thinking of starting/developing a career in change management?

Change management allows you to work in different sectors/industries that all have similar issues when it comes to people. Strategic, business and technological changes need someone to help and guide them through the change process. One of the most frustrating things will be the misguided belief that the solution to change is communications and training. This is where a change manager's influencing skills and experience will help organisations to take a broader approach to change.

6. What is your idea of a great change management challenge?

A great change management challenge for me is generic – helping organisations to make "change" intrinsic from their vision to how they implement change.