Somebody once said, “The Times, They are a Changin’…”

By Eric Milligan

Yeah? So what else is new?

Governments have been engaged in a constant, continuous process of innovation and change for decades. Actually, for centuries. Anybody who thinks otherwise hasn’t been paying attention.

Arguably, this dynamic has been picking up steam as technology has allowed governments to find more efficient ways of engaging with, and providing services to, citizens and stakeholders. This has opened up opportunities for fundamental changes in the day-to-day relationships that fuel the interactions between governments and the “governed.”

But, with those opportunities, come significant challenges. Some limitations arise from constitutional and legislative frameworks. Some are economic. Some are cultural. Many, however, are inherent in the structures, organizational cultures, and practices of the government institutions themselves. And that’s where Delsys comes in. We eat challenges for breakfast. (read more on our blog, www.delsys.ca)

Some key points are important areas to keep in mind when finding or honing your own leadership style:

1. Lead by example – Never be afraid to get your hands dirty. It is important that you don’t ask anything of your folks that you wouldn’t do yourself.

2. Support your team by mentoring and coaching – When you show your team that you value their professional development, they will invest in the organization. When they succeed, you and the organization succeed.

3. Motivate with praise as often as you can – A kind word and positive feedback go a long way. Even the small things matter!

4. Small organizations leave little space between leaders and the team – Ensure you empathize with your staff, understand the why’s of where they’re coming from. Value their opinion. Know your stuff, but don’t be afraid to admit when you don’t.

5. Make your staff feel safe – Leading is not just about having staff follow orders, it is important to foster an environment where people feel safe to express their ideas and opinions.

6. Keep things fun – Colleagues spend a lot of time together – it is a shame to spend that time without having fun or enjoying what you are doing.

The soft side of leadership is the truth side, the heart side, the conscious side, the love side. How many people do you know who admit that professional and technical skills are a lot easier to master than personal and human skills?

The soft side of leadership takes energy and creative ideas which need to be replenished and nurtured. The following 4 suggestions will allow you to replenish and manifest the kind of leader you want to be:

• Feast on feedback – Most people are afraid to tell the truth to their superiors. Find ways to insist on hearing from people and make sure that you take feedback seriously, don’t ask if you’re not prepared to change.

• Hire a coach or a mentor – You need coaching and mentoring! It’s true in sports, and it’s true in leadership. Engage a coach who you trust to talk straight to you, one who gets the importance of “who you are” vs. “what you do.”

• Be quiet – A person can’t grow being in reactive, firefighting mode all the time. Your inside shrivels if you never get quiet. Pray. Meditate. Walk slowly in the park. Sit alone. Figure out what will work for you.

• Find a friend or two – Someone your trust that is safely away from work. Find like-minded people you can let your spiritual hair down with. Tell them the truth. Laugh with them. Admit where you’re hurting. Even a leader needs someone to hold them to the higher pathway in life.

I hope that a few of the nuggets that I have shared have resonated with you or do so as well.

When I sit at my desk in the morning, I am greeted with a cup of coffee and the charming sound of my Mac starting up… along with a large metal cup of bright coloured pencils next to a sketchbook. Past my monitor into the concept-office area are two sketched-up clear boards filled with client notes and drawings – they look very much like the ones you would see in CS! New York. And through the plexiglass walls I can see, on the glass table in the centre of our common area, a Scrabble board, Play-Oh and Silly Putty. There is often an ongoing scrabble game and several little sculpted creatures often share the table.

I work in a creative and innovative environment. At Delsys we embrace digital tools. We are cutting edge around here, and we telecommute, teleconference, Smartboard and e-collaborate with the best of them. We are fast and experienced Mac jockeys, and all Delsys employees carry iPads, and use them – a lot.

But we never forget where we came from, or what we really do. We tell stories – visual stories. Let’s face it, the best tools in the shop are the tools you actually use, and technology is only as good as the story you tell.

This is why the combination of technology and “old-school” techniques that provide us engagement so engaging. We not only merge the new with the old, we encourage our clients to do so as well.

Although it can be tempting to run a computer and polish a sketch up into sleek lines immediately, my first go-to is a stack of grid paper and a Sarasa Zebra jet-black ink pen. I can feel my fingers twitch with anticipation before pen touches paper, and shapes come to me as I listen to the back and forth in a client session. I doodle in every session, and I am always encouraged to colour outside the lines. Visually, I am the storyteller.

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The Softer Side of Leadership

Issue 1
September 2015
Quarterly
Priceless

The Sotter Side of Leadership

Natalia Popowych

Navigating to Excellence

Craig Marchand

Somebody once said, “The Times, They are a Changin’…”

By Eric Milligan

The Softer Side of Leadership

By Natalia Popowych

The Creative & Innovative Environment

By Katie Cassidy @KcCassidy

The Softer Side of Leadership

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Minor ailments…

…major impact.

| 500,000 | 364 |

It was so nice to be able to speak to the Strut Your Stuff theme of Leadership, Breakfast Mix and Mingle. In keeping with the Strut Your Stuff theme of Leadership, it was so nice to be able to speak to the softer side of Leadership, an area of Leadership that is often overlooked in literature. Although I am not a certified coach, I have found that the following key points are important areas to keep in mind when finding or honing your own leadership style:

1. Lead by example – Never be afraid to get your hands dirty. It is important that you don’t ask anything of your folks that you wouldn’t do yourself.

2. Support your team by mentoring and coaching – When you show your team that you value their professional development, they will invest in the...
The Road to Excellence is always under construction.

By Craig Marchand | @craigmarchand

The road to excellence is a continuous reach for innovation and performance. In today's rapidly evolving business environment, organizations must stay ahead of client needs and expectations.

Average isn't enough.

So how does an organization excel? You need to take one step ahead of your clients. You should deliver better service than they're expecting, and do it faster.

What will striving for organizational excellence really do to help?

Ultimately, excellence is about constantly improving how your organization works, not just focusing on what you do from day to day. It's about empowering your people and pushing them to innovate ways of working smarter.

At Delays, we set down a path to excellence using a common sense model that we call the QMPAS™ - Quality Management and Program Administration System. Everyone wants to work better. QMPAS shows you a path to deliver on that innovation and improvement.

We work together with our clients to create powerful tools that support each of the following ten QMPAS elements of organizational excellence. By working through the QMPAS approach, organizations can find better ways of working together. QMPAS works by having your team collaborate in developing and maintaining these ten elements:

1. Environment
2. Strategy
3. Planning
4. Operations
5. Process
6. Performance
7. Innovation
8. Change
9. Culture
10. Strategic Resources

The Creative & Innovative Environment

Our tools and toys aren’t the only things that help get the creative juices flowing.

The staff at Delays have the most amazing hobbies: we design jewellery and pottery, we garden and feng shui with crystals, we write mystery novels and knitting, we shred the slopes and ride motorcycles, we sing karaoke and square dance, we have a secret life as a music producer. Each member of this group leaves to a rich and fulfilling life, because that is what we crave.

Working in teams, we brainstorm together. Both designers and the research team sketch out ideas; no light bulb is left off in this place. It’s sort of a mini-crowdsourcing. The best ideas are brought forward, and the design team regularly has internal competition on design briefs to give each product a unique look and feel.

Our project workflow and processes are organic and iterative, and we draw from the differences in creative thought and disciplines of each team member. A paragraph written by one of our analysts may shape the look of a piece, and the reverse often happens when graphic form lends inspiration for a clearer analogy in the narrative.

The way we interact, that energy we have among ourselves, and the encouragement to pass along cool things we’ve seen or hobbies we do... the Delays atmosphere is charged with innovation and bursting with ideas, and clients know it when they walk in. It is our culture.

We recognize the place that creativity has in the process of getting a client to their destination. It is a fundamental component of the whole. Without its moorings — rigour, attention to detail, engagement and excellence — creative thinking can dissipate into nothing. This is why our research is thorough, our disciplines are well-grounded, and our relationships with clients are so vital.

(Although nothing stretches the imagination so much as trying to make a Scrabble play using one X, three Ns and a J.)
Leadership style: coach, I have found that the following Leadership that is often overlooked in the Strut Your Stuff theme of Leadership, Breakfast Mix and Mingle. In keeping with I was recently thrilled to be invited to speak to manage their who see the doctor…

Lead by example you wouldn't do yourself. you don't ask anything of your folks that get your hands dirty. It is important that their own minor ailments More than of Canadians have thousand Canadians practiced self-care instead…

The Softer Side of Leadership

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I hope that a few of the nuggets that I have shared have resonated with you or allowed you to reconnect with some ideas that may have strayed from your practice. These practices have served me well in my 16 years of leadership and I welcome you to share and pass along any other suggestions that you have found work for you.

The Creative & Innovative Environment

By Katie Cassidy @KraciCassidy

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