

AGENDA

**C&AG's Advisory Group Meeting
Thursday 24th April 2015 at 1.30pm
Conference Room 2nd Floor**

SECTION 1 – PRELIMINARY/ADMINISTRATION

1. Apologies
2. Declaration of conflicts of interest
3. Minutes of meeting held 5th February 2015 and matters arising

SECTION 2 – UPDATES

1. Minutes from NIAO Executive Team meetings;
 - 15 January 2015
 - 26 February 2015
 - 3 March 2015
 - 19 March 2015

SECTION 3 – BUSINESS IMPROVEMENT PROJECT

1. Organisational Culture and change

SECTION 4 –AOB

MINUTES OF C&AG'S ADVISORY GROUP MEETING THURSDAY 24th April 2015

Present Kieran Donnelly (Comptroller & Auditor General - Chair)
Mary Halton (Non Executive Member)
Paul Douglas (Non Executive Member)
Áine Gallagher (Non Executive Member)
Janet Sides (AAG Division A)
Eddie Bradley (AAG Division V)
Brandon McMaster (Director Corporate Services)
Louise Mason (AAG Division F)

In Attendance Bill Roy (BRC Consultant)
Joe Campbell (Secretary)

1. Preliminary/Administration

Declaration of Conflicts of Interest - There were no issues declared by members which would be in conflict with the agenda for the meeting.

Minutes of meeting held 5 February 2015 – Noted

2. Minutes of Executive Team Minutes

The minutes of the Executive team meetings of:

- 15 January 2015
- 26 February 2015
- 3 March 2015
- 19 March 2015

were noted by the Group.

3. Business Restructuring

Bill Roy delivered a presentation to the group on “Culture: Change: Communication” in the change management process. He outlined the concept of the “Cultural Web”; how it is formed and the factors that influence it in an organisation. Once the culture has been identified, the change strategy needs to match the culture, both its strengths and weaknesses, if the strategy is to be embraced by staff.

Applying the Kotter Model of Change Management, he outlined the key principles “Prepare; Implement; Manage”, which any Change Management Strategy needed to have at its foundation. He emphasized the importance of open and timely communication throughout

the process and once decisions are taken, those at the top must take collective responsibility to ensure implementation.

He also highlighted the need for management to recognise that it was human nature to fear such changes and that there would be reticence and resistance. However, this could be counter-acted by developing an incremental culture-based strategy which embraced, good communication (two way), appropriate and timely training and recognition of ongoing achievements.

5. AOB

The date of the next Advisory Group meeting and its agenda will be agreed and communicated by the Secretariat.