

Problem to Solution (s)

Change Agency

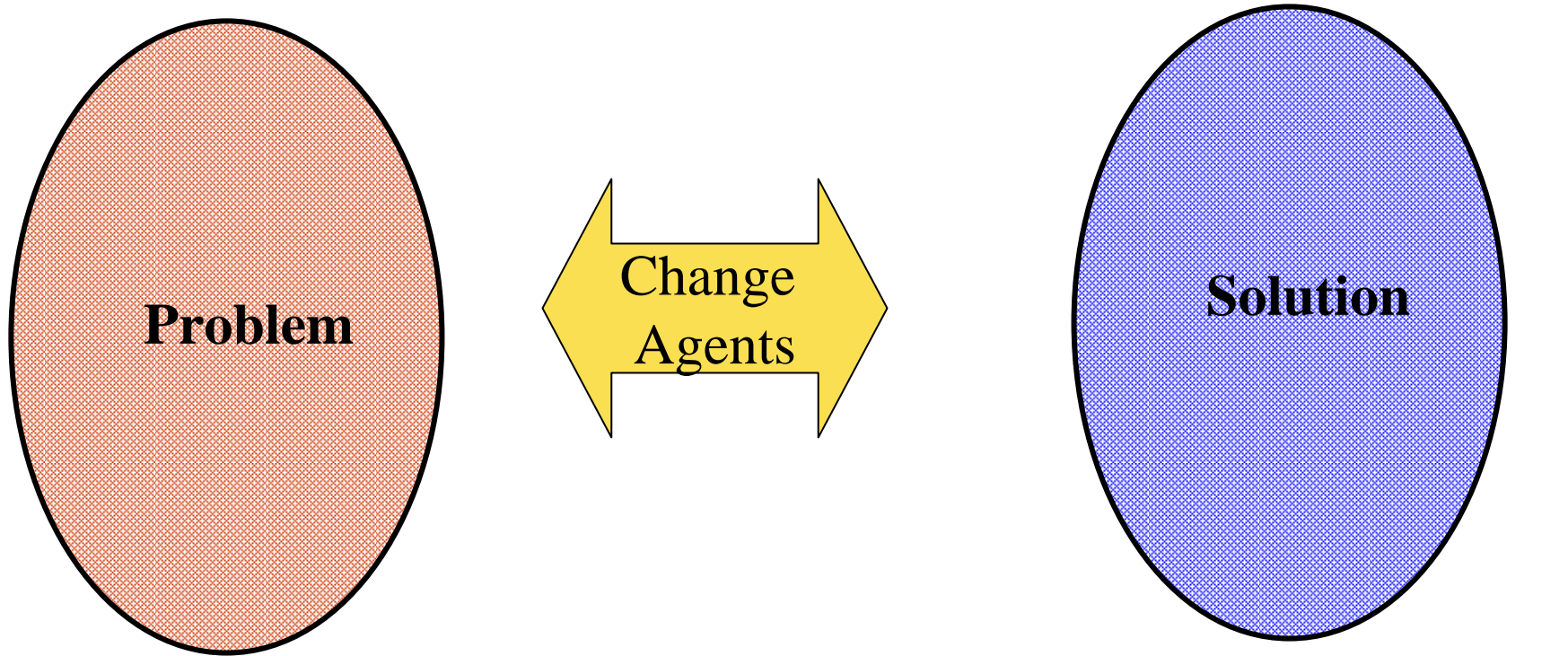
Competencies

**Laxmi Rao**

**Planning for Sustainable Development**

**April 12, 2006**

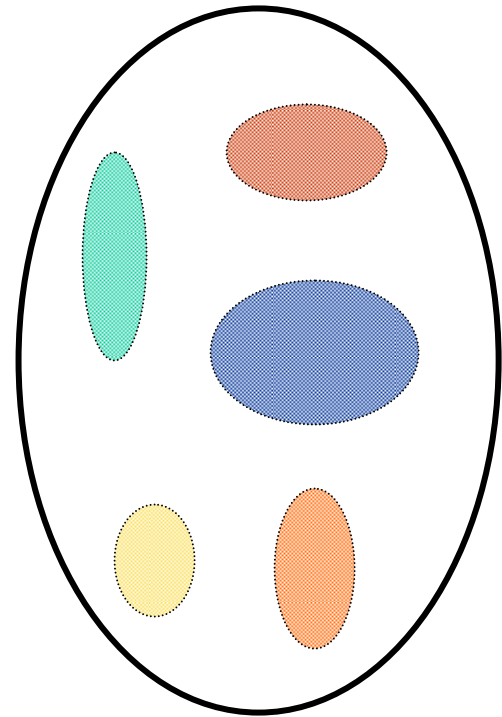
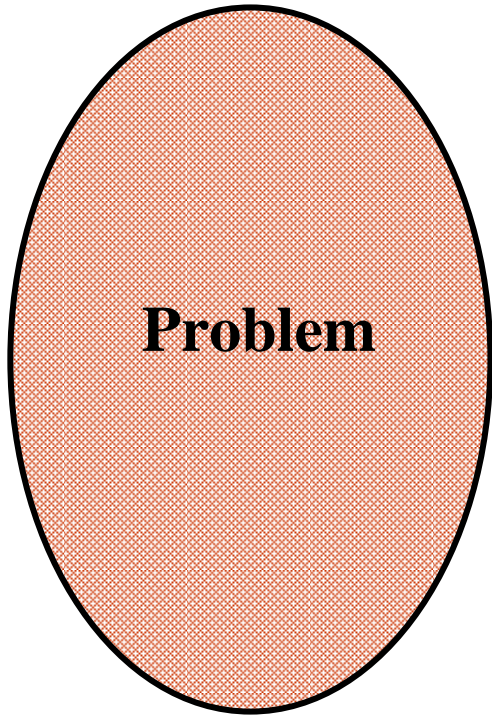
# From Problem to Sustainable Solution



Loss of energy from use  
of Swing doors

Use Revolving doors

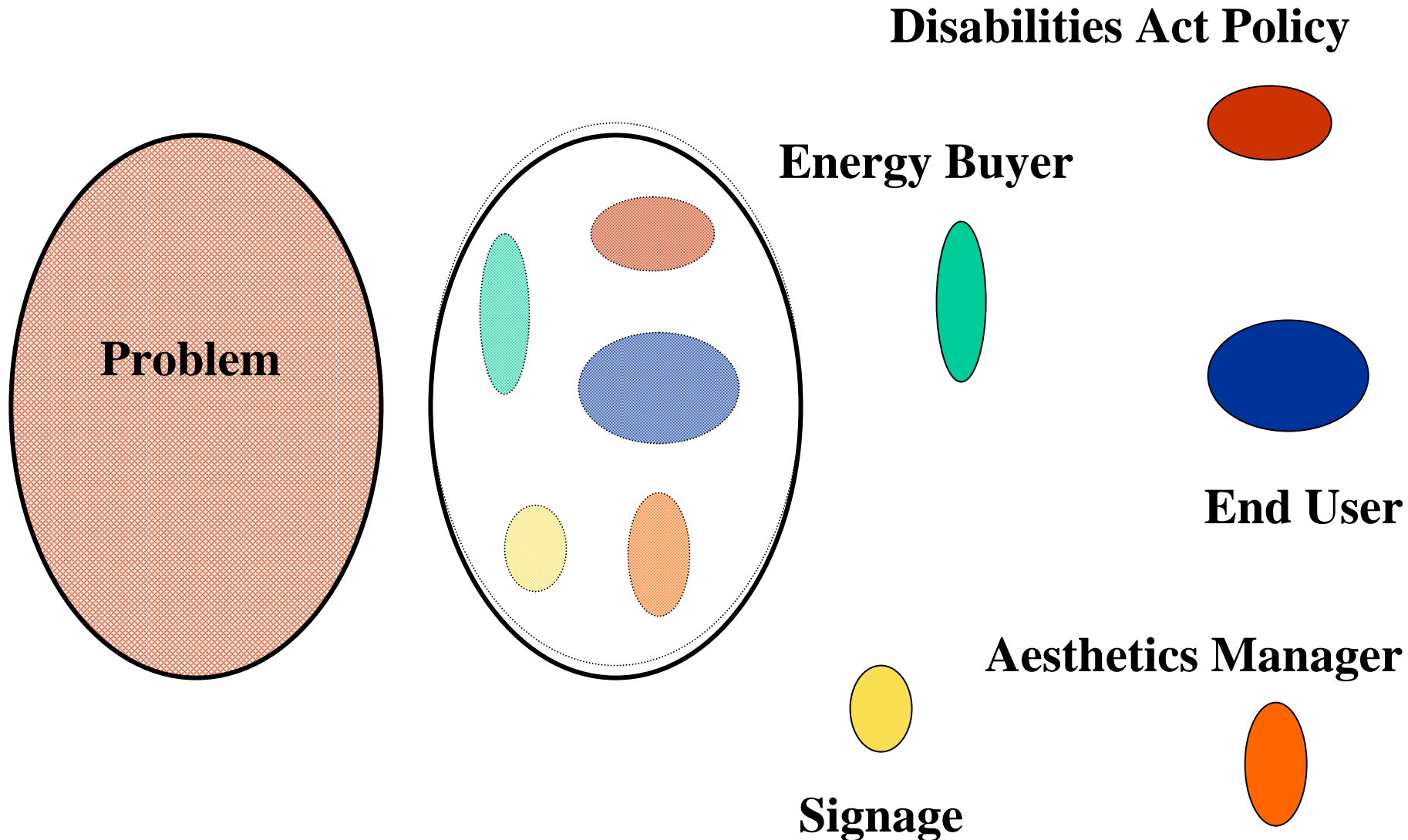
# Enterprise Solutions - Monolithic ?



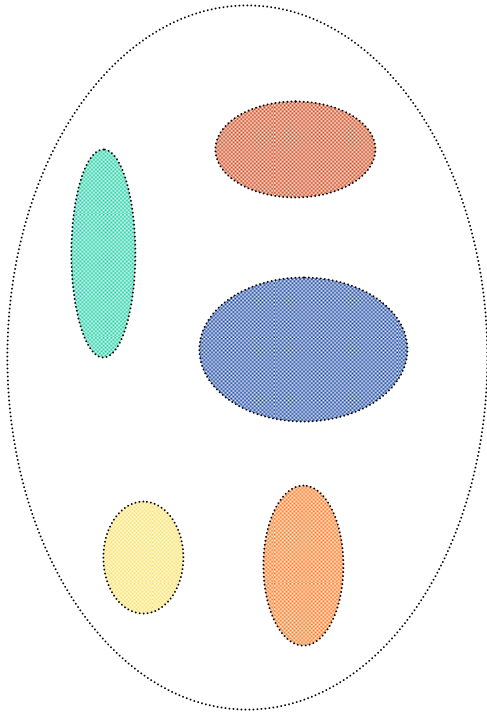
# Solution Community

- End User
- Facilitator
- Policy Maker
- Senior Management ( Resource Releasers)

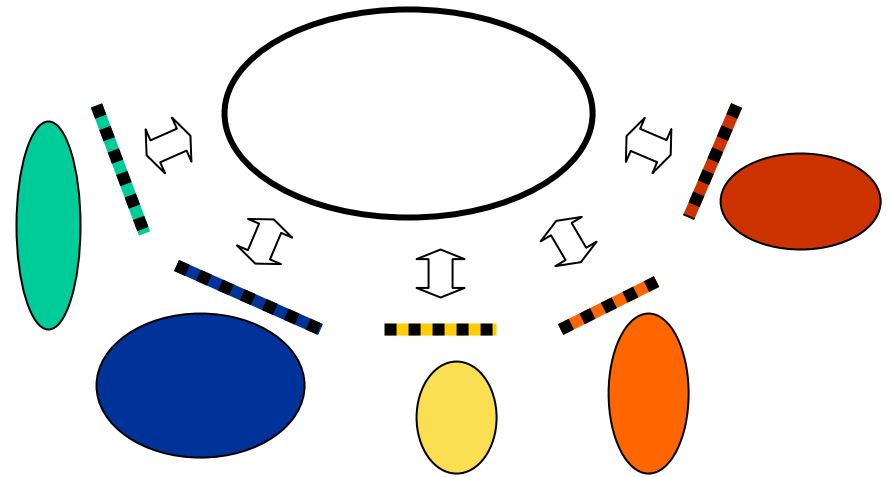
# Enterprise Solutions - Distributed



# Enterprise Solutions - Distributed & centrally co-ordinated



Branding, resolving issues  
staying the course



# Solution Approaches

- DRIVING from the Top
- GROWING from the Bottom
- WORKING in the Trenches
- CREATING VALUE with Prototypes & Pilots
- BLESSINGS from the Top

# Motivation

## *What's in it for the Solution Community ?*

- **Alignment** with SHORT term goals
- **Flexibility** to meet a variety of needs
- **Scalability**
- **Maintainability (sustainability)**
- **Limelight**



# Competency- Organizational Awareness

## The POLITICS OF IT ALL

- Know established policies and procedures
- Understand the culture
- Assess the impact of the solution
- Know how to use organization to achieve objectives
- Strategically position the solution in relation to enterprise goals

# Competency- Communications

- Communicate tactfully yet candidly
- Clarify information as needed
- Interpret verbal and non-verbal messages
- Produce clear short reports

# Competency - Influencing Others

- Ability to undertake *continual* adjustments with Solution Community (stakeholders) in a persuasive manner, to keep the solution on course by use of positive win/win negotiation

# Competency - Building Relationships

- Build and use cross-functional relationships
- FRIENDS in high places
- PARTNER in the trenches
- ALLIES of your cause