

Organizational Transformation within CSEC – Changing Culture for Today’s Workplace

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Useful References

The Technology, Entertainment, Design Conference (www.ted.com) consists of 20-minute video presentations by leading thinkers on a variety of topics. Two that are most relevant to CSEC (and, by extension, to the Public Service) are Dan Pink on The Surprising Science of Motivation and Tim Harford on Trial, Error and the God Complex.

There are many books that look at the intersection between human psychology and performance. The ones I have found most useful are:

- Dan Pink: Drive. A detailed exploration of the ideas expressed in his TED lecture;
- Tim Harford: Adapt. What is innovation, and what does it need to thrive;
- Daniel Kahneman: Thinking, Fast and Slow. Fallacies and delusion in judgement and decision-making.
- Baker and Kemp: Building Community in Buildings. If you are involved in workplace design or construction, you need to read this;
- Peter Senge: The Fifth Discipline. It’s been out for a while, but it’s still the best book on creating a knowledge organization;
- Bill Joiner: Leadership Agility. I won’t say it’s the best leadership book out there, but it’s pretty good, and it’s the one we based our program on.
- David Ulrich: The HR Value Proposition. The message here is equally applicable to any support/enabling function in an organization. Understanding the Value Proposition is the first step to reducing the burden of bureaucracy.
- Nassim Taleb: The Black Swan. This is a book about change, unplanned and disruptive. If you work in a context that is subject to change, then you need to read this.

Some very useful websites:

- www.farnamstreetblog.com Disclaimer: I know the blogger. But I don’t know a better one-stop shop for all the latest research on motivation, decision-making, leadership and performance.
- www.iveybusinessjournal.com Excellent business and management resource. Be sure to read the article The Collaboration Imperative.
- www.margaretwheatley.com Lots of good articles about change. In particular, How Large Scale Change Really Happens – Working with Emergence.
- www.beloit.edu/mindset/ People talk about different generations and demographics, but checking this website will really bring it home to you.