

Sarah Glenister

Email: sarah@changethatmatters.com.au
LinkedIn: www.linkedin.com/in/sarahglenister1
Citizenship: Dual UK and Australian

About me -

- 🏠 Over 15 years in senior roles - Director of Change Management, Director of Workforce, Director Corporate Services, Area Director Mental Health Services, Director of Financial Transition.
- 🏠 Trained as an Organisational Psychologist, I bring those Behavioural Science skills to address the most complex of situations (and the simple ones).
- 🏠 Community builder - Convenor and Founder of Australasian Change Days, annual event for people wanting to Change the World!

Education and professional qualifications -

- 🎓 Bachelor of Psychology (Organisational) Murdoch University
- 🎓 Graduate Diploma of Education (Guidance and Counselling) University of WA

Expertise and knowledge:

- 💡 Project management and change management of large complex projects
- 💡 Building internal Change capacity and capability across organisations
- 💡 Workforce and HR strategy and organisational development
- 💡 Team building and communication
- 💡 Training in Change Management for executive and managers.
- 💡 Data analysis and interpretation
- 💡 Facilitation of off-site or on-site strategy days
- 💡 Building online communities

Key achievements and projects (2018-2024)

Establishing a Change Management function at a Government Trading Enterprise

With a large transformation agenda and a Project Management Office in its infancy, I was employed to establish a Change Management function and develop both the strategy and capacity across the organisation. I completed an organisation wide baseline assessment of Change Maturity which formed the basis of the Change Maturity Strategy. Focusing on those areas with the least capacity I established the Change and Engagement Network, a group of 30-40 employees that meet 6-weekly. I also provide 1:1 advice and support to General Managers as requested, have established an open-hours model for people to access me for quick questions and have organised the training of more than 40 employees in Lean Change Management.

Convening Australasian Change Days, an international 3-day virtual conference

As an experienced facilitator and trained Art of Hosting practitioner, with a passion for collaboration and co-design, I have convened the Australasian Change Days in since 2020. Leading a team of volunteers I create a safe space for more than 100 people to have deep conversations, be creative and get practical help in Change and Transformation. Each event has attracted sponsors due to the excellent reputation the event has earned. We combine this with generosity and support a charity or for-purpose organisation each year.

Developing a Change Management Framework for a mid-sized consultancy

I was engaged to develop a Change Management Framework, Playbook and accompanying training materials for a mid-sized consultancy in the Eastern States that specialises in Change Management. Working with their team of 12-15 consultants to cocreate the approach I developed a contemporary evidence-based framework tailored to their strengths. I also provided a detailed playbook, full of practical tips and worked examples.

Design and establishment of a Business Intelligence function and Transformation Office for a Government Department

Due to a series of issues around the timeliness and accuracy of the information available to the Director General, which had led to inaccurate and incomplete information being provided to the Minister, a decision to establish a specialist unit was made. This project involved an organisational restructure and the creation of a Business Intelligence function. There was a high level of stakeholder consultation to ensure minimal disruption.

Survey design and analysis, UNSDN and a WA Manufacturing and Construction Company

Using my knowledge of Behaviour Science and Organisational Psychology, I have developed many workplace surveys that have seen response rates of over 75%. Most recently, working with a division of the United Nations based in New York, I conducted a diversity and inclusion survey, designed to investigate how intersectionality affects employees' experiences at work. I also used a number of behavioural strategies to nudge employees at a manufacturing company to complete the staff survey which had bullying and harassment as its focus.

Developing the Change Strategy for a large IT project in a Government Department

Post machinery of government saw the amalgamation of two government departments plus the rollout of a bold Digital Strategy. As a department dealing with issues from Mining to Consumer Protection, the decision to move to a single Document Management System was both ambitious and strategically important. Working with the Board, I delivered a comprehensive change strategy to support the journey.

Launching a \$100M initiative on ocean health, on behalf of a private Foundation

I led the establishment, change program and stakeholder management of a new initiative for a Foundation until the recruitment of a Chief Executive. My views were critical in the influencing of naming the initiative in a way that was consistent with the message and goal – Flourishing Oceans and defining Flourishing Oceans in a way that is undeniable. I also led the distillation of the scientific research into messages accessible to all and creating a change strategy that recognised the difficulty of getting people to act on an issue removed from the every-day.

One of my biggest achievements was getting global attention and commitment from leaders of established Ocean and Environmental groups and establishing collaborative agreements with 45 of the top 50 universities in the world for marine science.