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» **WHAT HELPED RBFERS...**

1. **Understanding our context of where we were starting from-honesty is still the best policy**
2. **Finding our magnetic North- Public Service, being the best public servant we can be**
3. **Recognising the long term benefits of building and investing in trusting relationships from the beginning**
4. **Creating systems and process that enable transparent decision making**
5. **Accepting that If you can't change the people, change the people**
6. **Hire people with the right skills for the job that needs doing**
7. **Accepting that you can't change everything at once**
8. **Learning that you just need to keep going- no flip flopping!**



» WHAT HAVE WE LEARNT

1. Its hard work
2. You need to invest time in actively managing your personal resilience and that of the whole leadership team
3. Change will happenand its worth it.