



Mind Your Mindset

Case Study

You are an APS employee and arrive at work and find one of your colleagues has called in “sick” which means you’ll have to do extra today. You’re not happy about the situation and you make sure everyone knows it (and your views on how “sick” your colleague really is).

Earlier in the week you begrudgingly agreed to speed up a report you’re writing so your boss can deliver it before they go on holiday.

With so much going on, when you open an email about “digital transformation” training you can’t delete it fast enough. After all, you’re not in a digital role and it’s not mandatory.

You’re finally getting down to work when a graduate you agreed to host arrives. To get them out of your hair you tell them to scan documents to replace the digital files that were accidentally deleted. You’re not sure if it’s necessary, but right now, you don’t really care.

You deliver your report, but brush over the “user research” components and rush out to pick up your kids.

Weeks later, you’re called into your manager’s office. They do not look happy.

Apparently, your report was not based on valid user research – as per the brief. The problem is, you don’t actually know what “user research” is, so you try to bluff by saying you used both ABS data and an external consultant’s report from 2013.

Your manager can see you don’t know what you’re talking about. They are not impressed.

Apparently, the minister’s office picked up the problem and now the minister wants an investigation into the adoption of the “transformation agenda” by your department.

On top of that, your manager is horrified to see a blog post written by the graduate about “government laggards who think nothing of wasting tax-payer resources”.

Your manager asks you to explain....