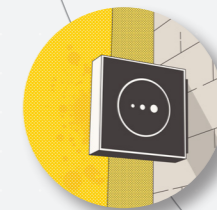


# Pragmatic<sup>®</sup> Thinking

LOCAL GOVERNMENT  
SERVICES GUIDE



# We work with ambitious people affecting change in organisations\*

\*By delivering contemporary leadership programs and cultural strategy using the twin-powers of behavioural science and human-centred design.

## LG Clients



## About Pragmatic Thinking

### Partnering with Local Government Leaders for Transformational Change

For nearly two decades, Pragmatic Thinking has partnered with all levels of Government, particularly Local Government. We've supported major reforms, council amalgamations, and helped navigate both challenges and successes. From addressing governance failures to crafting innovative solutions that set new benchmarks, we've been there through it all.

Our science-based approach, rooted in psychology, biology, and anthropology, drives practical and transformative change within Councils. Guided by our core pillars, we remain committed to delivering world-class solutions and continuously improving.

We deliver this value to our local government clients through two core offerings:

- Leadership Capability
- Strategic Consultancy

### Navigating Unique Challenges, Building Vibrant Communities

Few understand the unique challenges facing Local Government decision-makers. Balancing long-term initiatives with short-term optics requires exceptional leadership rarely seen in other sectors. Your leadership and council culture shape urban landscapes, drive social and economic progress, and impact future generations.

At Pragmatic Thinking, we get it. With years of experience partnering with councils, we've seen the commitment to leadership, workplace culture, and future-focused strategies. We work with your change agents—the leaders who drive results and inspire continuous improvement. In a challenging environment, the rewards of guiding your people and communities are immense.

We're here to help your council move from where it is, to where it wants to be.

## Our Key Pillars



### SCIENTIFIC

We're self confessed nerds who love nothing more than poring over the latest research and academic findings. Our programs are always built on these foundations.



### PRACTICAL

Once we find the evidence-based approaches, our obsession is to turn theory into practice. Real-world, everyday tools and approaches that can be put to work the very next day.



### RELATABLE

We bridge the gap between a concept and your place of work. Whether it's language, cultural expression or case studies, our aim is for your people to see themselves doing it.



# Leadership Capability







Step into the next level of leadership

**Local governments are at the forefront of addressing complex societal challenges, from sustainability initiatives to community well-being.**

The expectations have never been higher, and investing in leadership development is not just a strategic choice—it's a necessity. Strong, adaptive leadership shapes the future of communities.

To achieve this, your leaders need more than managerial skills—they require:

-  **Vision** to set a clear path forward
-  **Resilience** to navigate challenges and uncertainty
-  **Emotional Intelligence** to inspire and connect with their teams
-  **Strategic Thinking** to align diverse stakeholders and drive action

At Pragmatic Thinking, we believe that effective leadership is the cornerstone of successful governance. Our leadership development programs are designed to meet the unique needs of local governments and include:

## ONE-DAY WORKSHOPS

for immediate impact, offering a focused experience that provides leaders with actionable insights and skills they can apply right away

## MULTI-YEAR PROGRAMS

that build sustained leadership capability at every level

## TAILORED SOLUTIONS

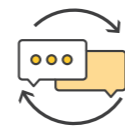
to ensure leaders are equipped with the skills to inspire, mobilise, and lead their teams effectively

Partner with Pragmatic Thinking to develop leadership capability that drives progress and meets the growing demands on your council.



## Core Programs

Here's a look at our core programs-proven time and again to build extraordinary teams. You'll notice that, at some point, every organisation needs them all; it's just about timing. They work because they're tied to the key drivers of group dynamics and, well, that's the stuff we know heaps about.



## Dealing With the Tough Stuff

As our organisations face an increasing rate of change and we're under pressure to deliver results, the need to effectively conduct key conversations has never been greater.

The way we navigate conflict and give robust feedback to each other is a key cultural outcome for any team, regardless of size or industry. Despite this, most people dislike giving feedback to each other, much less receiving it.

As it turns out, there are key behaviours and rituals that accelerate the journey towards having a high-performing feedback culture, and some no-go zones. Dealing with the Tough Stuff is a fun day about a serious topic that will benefit any team.

**Put simply, the better your feedback culture, the better your results.**

If you have a team with more than three people in it, you need this program. It's that simple.



### Depersonalise Conflict

We'll show you the tools to navigate the interpersonal landmines that lay in wait for teams making progress.



### Challenge each other

Build a culture where it's not just acceptable to challenge each other's ideas and behaviours; it's actually encouraged.



### Build deeper trust

The deepest relationships aren't really built on the good times, they're forged by successfully working through the tough times.



## Boss of Busy

**Being busy has become a badge of honour – albeit a heavy, awkward, uncomfortable badge that doesn't go with anything in your wardrobe. It doesn't have to be like this though; you can bring calm to the chaos.**

Busy just isn't going away, the world is only going to get faster, so we're compelled to control the one thing that is completely within our control.

### Our perception of being busy.

In this program we focus on the science of human behaviour, motivation and strategies on how to become the boss of busy in our

own unique ways. We dive into two key areas that help us become the boss of busy: Purpose and Progress.

Through doing this, we find the answers to two important questions all teams ask themselves; why this? And what's next?

Boss of Busy is an entertaining day that produces two key outcomes:

1. It reduces the anxiety of a busy workload
2. It better prepares individuals and teams for the chaos ahead

1

### Find your starting point

We'll explore some research-based diagnostic models to help you quickly assess where your stress is coming from, and what strategies will move you forward best

2

### Identify the roadblocks

Each team member will find their own self-sabotaging behaviours (we all have them) by exploring Perfectionism, Procrastination, Pessimism and People-pleasing

3

### Construct your plan

Use a series of simple strategies to reduce complexity, establish regular rituals to ground ourselves and find a new level of productivity





# Great Team Framework



## Looking to get your team refocused?

Join the thousands of teams who've experienced our amazing GTF program.

Great Team Framework (often referred to as GTF) is not for everyone. It's built for teams that want to stop, reassess and set a new direction. It's for teams who want to get real about who they are and who they want to be.

It's designed for teams who want to get better every day.

So if you're a team who wants to settle, prefers apathy or sees itself as a little... erm, beige, then this will be an uncomfortable mirror to hold up. Best steer clear. But if you're a team that aspires to be better (regardless of where you are now) and are willing to genuinely work towards building an outstanding culture, then this program will stretch, energise and inspire your crew. You'll explore your unique team identity, create some killer goals that rally the team and learn how to effectively support each other on the pathway to being great.

### 1 Three step framework

Dive into the research around what makes the great teams so good. Find your areas of strength and where opportunity lies

### 2 Build your trademark

Explore simple processes to become a remarkable team; a team others talk about for all the right reasons

### 3 Find the glue

Establish team goals that bring you together. These goals support - rather than compete with - your business outcomes

# Discover patterns the best teams are built on



# Step into the next level of leadership



# Coaching Mastery

Are you a leader looking for better ways to engage your team? Or would you like to see your people actually challenging themselves, rather than you having to challenge them?

If you're a 'hell yeah' to any of these questions, then delving into the art and craft of coaching could be the answer for you and your people.

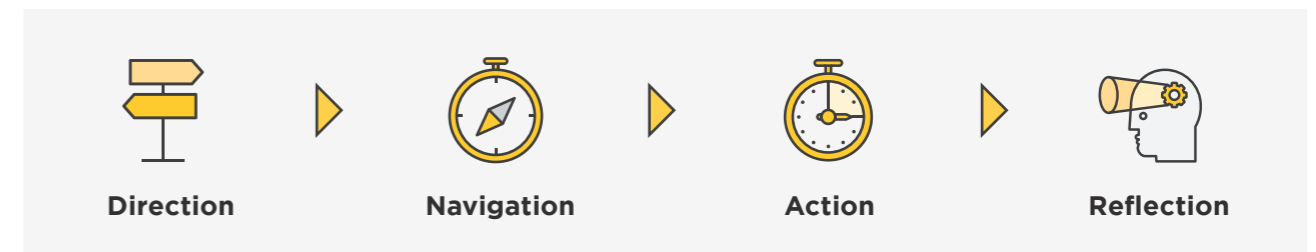
Coaching Mastery is a one-day program that enhances the coaching and mentoring capability that leaders require to transform their team's productivity and focus.

In the program, you'll learn our coaching framework, skills to guide others through setbacks, and advanced communication techniques that you can use to positively impact your team.

By the end of this one day-er, you will have the tools and techniques to step into coaching conversations for greater autonomy and impact in all areas of your business.

Coaching Mastery could be the catalyst that you need to lift your conversation skills and step into the next level of leadership, if you choose to rise to the challenge.

## The four elements of coaching mastery





## Bespoke Training

**Whether your goal is to enhance the skills of senior executives or to nurture emerging talent, we create bespoke leadership programs that empower your team to drive organisational success.**

Our approach is not just reactive but proactive—equipping leaders to anticipate change and navigate uncertainty with confidence.

We partner with you to design bespoke leadership programs that address the unique challenges faced by local governments. Every council operates within a distinct context, which is why our programs are never one-size-fits-all. Instead, they are purpose-built to align with your strategic objectives, ensuring that your leaders are prepared to meet the demands of today and the challenges of tomorrow.

The end result is a team of leaders equipped to navigate complexity and drive positive change. This is what we excel at, and we invite you to discuss how bespoke leadership training can elevate the capability of your teams across all levels of your organisation. Together we can craft a program tailored to your unique needs, delivering real results that align with your goals.

**Differences  
don't just make  
themselves...**







## Is your council's strategic plan adaptable to future challenges?

### Is your council's strategic plan prepared for future challenges? How do you ensure alignment between elected members and executive teams?

The impact of leadership, culture, and development initiatives reaches beyond the workplace, shaping communities and lives. Balancing strategic objectives with community needs, while managing limited resources, is tough. Pragmatic Thinking offers consultancy to help councils develop robust strategic plans and implement effective governance frameworks.

Our services in People and Culture, Human Resources, and Learning & Development are rooted in Human-Centred Design and Design Thinking principles. We create solutions that align with your goals and foster a high-performing workplace culture.

We start by understanding your unique challenges—whether they're cultural, capability, or experience-based. Through a comprehensive current state analysis, we identify key issues and the people they affect, defining the root cause before ideating on strategies and initiatives that directly address these pain points. Once a roadmap is in place, we test and refine solutions to ensure they're scalable and sustainable across your LGA.

### Examples of past challenges addressed through our strategic consultancy model:



#### Cultural Engagement

Disengaged workforce disconnected from the council's mission and values. Lack of cultural alignment causing low morale, poor productivity, and high turnover.



#### Capability Uplift

Inadequate skills and capacity to keep pace with market changes, leading to missed opportunities and inefficiency.

Let's create an environment where every day offers growth and positive impact—both in your council and the communities you serve.



#### Employee Experience

Ineffective onboarding, limited career growth, and lack of support leading to disengagement, dissatisfaction, and high attrition.



#### Psychosocial Safety

Rising stress, burnout, and mental health issues due to lack of psychosocial safety, resulting in absenteeism, low morale, and reduced team cohesion.



## Cultural Roadmaps

Aligning your organisation's goals with a dynamic and strategic approach to culture is the key to maintaining high performance.

### But how do you actually do that?

#### And what does it take to get there?

At Pragmatic Thinking, we partner with organisations to boost your cultural capability in a way that's both strategic and engaging. Our method is all about aligning your strategic objectives and building a sustainable, high-performance culture.

For local governments, where different teams and departments must collaborate across varied

locations and services, a clearly defined culture can be the glue that holds everything together.

Your cultural roadmap is an essential strategic tool that guides your organisation in developing and reinforcing your internal culture over the long term.

We partner with you to develop a structured plan that integrates your organisation's values, mission, and behaviours into everyday operations, ensuring that culture isn't just something aspirational, but something actively lived and experienced by all employees at their best.

Ultimately, this piece of work is underpinned by three key phases:



## Leadership Framework

A clear and considered Leadership Framework is critical for local governments because it ensures that leadership at all levels is aligned with the organisation's strategic objectives. In local government, where decisions often have immediate and long-term impacts on communities, strong leadership is essential

for driving consistent, positive outcomes. A well-defined Leadership Framework outlines the necessary behaviours, competencies, and development pathways to create consistency in leadership practices, fostering a culture where leaders can inspire teams, drive success, and manage change effectively.

## Learning and Development Strategy and Reviews

A comprehensive evaluation of your organisation's Learning and Development function, aimed at assessing how effectively employees are equipped with the skills, knowledge, and capabilities necessary for their roles.

We examine how well the L&D strategy aligns with organisational goals, the effectiveness of training programs, and career development pathways. It also evaluates the organisation's ability to foster continuous learning, maintain compliance with industry standards, and deliver high-quality, cost-effective learning solutions.

A robust Learning and Development (L&D) function is crucial for local governments to thrive in an ever-evolving landscape. By ensuring employees are equipped with the skills and knowledge to meet both current and future demands, it strengthens workforce

adaptability and resilience. Aligning learning initiatives with the broader organisational goals empowers local governments to build a highly skilled and motivated workforce, ultimately driving greater operational efficiency and long-term success.

### Our work includes:

- **Evaluation** of L&D alignment with organisational goals.
- **Review** of training program effectiveness and career development pathways.
- **Assessment** of continuous learning culture within the organisation.
- **Compliance** review with industry and legislative standards.
- **Recommendations** for cost-effective, high-quality learning solutions.

## Human Resources Reviews

Our team delivers an in-depth evaluation of your HR function, focusing on its effectiveness in supporting your organisation's strategic direction and operational needs.

The review will highlight key areas of human capital management, ensuring HR processes are structured efficiently and aligned with long-term goals.

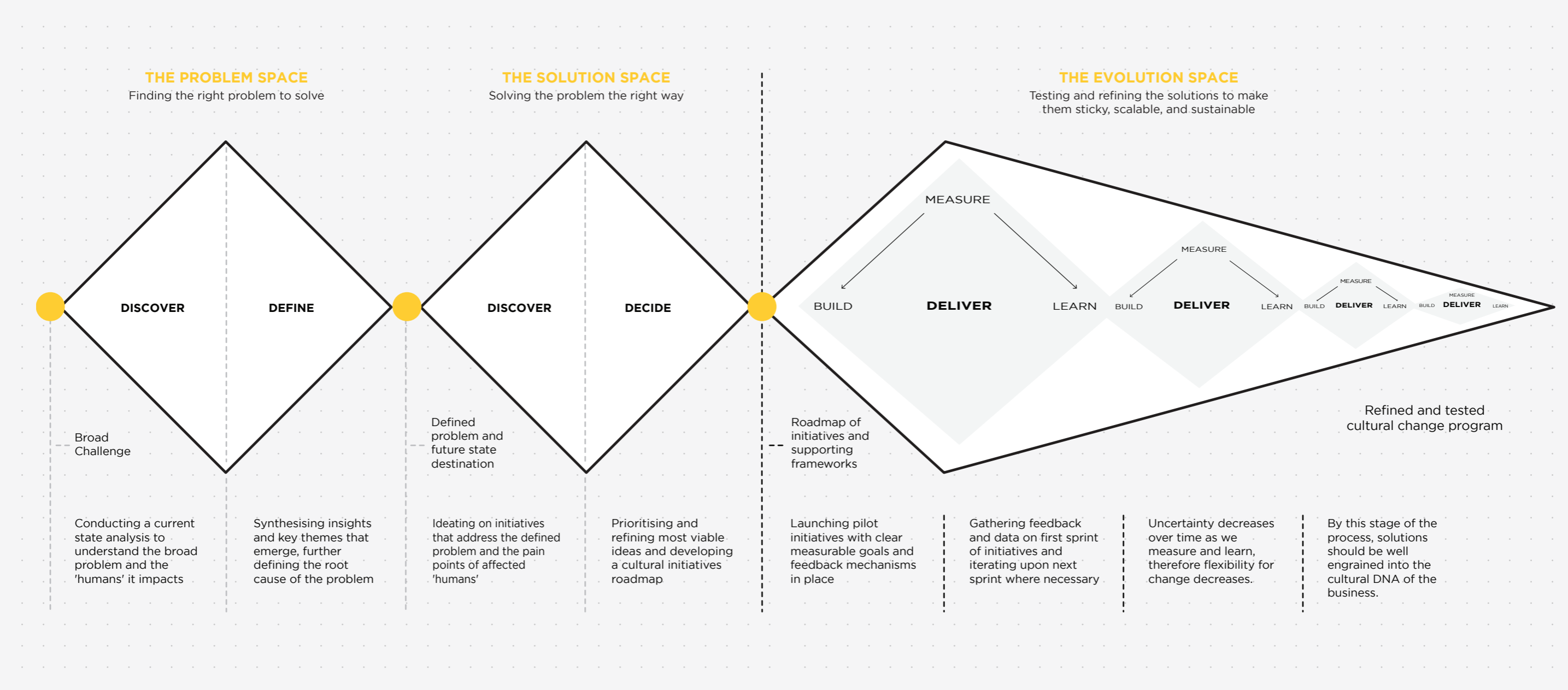
A modern HR framework focused on sustainable growth, workforce engagement, and compliance with industrial standards positions your organisation for success and benefits the communities you serve.



Pragmatic Thinking can partner with your organisation to ensure alignment with your Employee Value Proposition (EVP), employee lifecycle management, performance and capability frameworks, talent development pathways, and diversity and inclusion strategies.



# Our Strategic Consultancy Framework









# Contact Us

Ready to elevate your council's leadership and strategic approach? Reach out to Pragmatic Thinking today to learn more about our services and how we can support your local government.

### Connect with us:

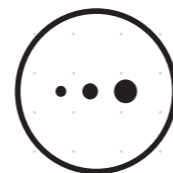
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# Other Clients





# Thank you



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Thinking

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