

## Innovation Skills - Attitudes - Behaviours

Outcomes – New or improved strategies, capabilities, products, processes and services

Requirements – SKILLS / ATTITUDES / BEHAVIOURS

Focus areas – Idea generation, risk taking, communication and implementation

### Idea generation

SKILLS	Creativity	Manage and support others
	Identify problems	Recognise opportunities
	Question the <i>status quo</i>	Suggest solutions
	Seek feedback	Explore options
ATTITUDES	Challenging	Open minded
	Break the mould	Outside the box
	Encourage creativity	Thirst for knowledge
	Suggest alternatives	Flexibility
BEHAVIOURS	Confidence to express views	Trust others
	Clear goals and objectives	Self-analysis
	Evaluate possible solutions	Adaptability
	Monitor i.e.– Plan – Do – Check – Act	Recognition and reward

### Risk Taking

SKILLS	Identify risks	Quantify or qualify a risk
	Control risk	Manage and support teams
	Maintain focus on goals	Monitor and evaluate
ATTITUDES	Think future	Resilience
	Diligence	No blame culture
	Avoid danger / threats	Tolerate ambiguity
BEHAVIOURS	Confidence to adapt	Accept failure and learn
	Take appropriate risks	Encourage new ideas
	Learn from experiences	Learn from mistakes
	Willing to experiment	Recognition and reward

### Communication

SKILLS	Listen	Explain and clarify
	Articulate ideas clearly	Engage & utilise others
	Accept and give constructive feedback	Overcome resistance
	Accept help from others	Delegate responsibility
ATTITUDES	Respect and support others	Open-mindedness
	Share information internally	Share expertise internally
BEHAVIOURS	Networking	Understand group dynamics
	Build relationships	Reciprocal relationships
	Encourage, mentor and support	Retain authority

### Implementation

SKILLS	Set realistic goals	Prioritise
	Adapt to changing circumstances	Initiative
	Commitment	Persistence
ATTITUDES	“Can do” Proactive attitude	Use all tools and technologies available
	Use internal and external knowledge	Accept feedback and learn from mistakes
	Champion change	Keep a united attitude in the group
BEHAVIOURS	Exercise Ingenuity	Plan for contingencies
	Check and measure impact of change	Be accountable – don’t shift blame
	Understand the effects of change	Empower employees to make decisions
	No recriminations	Value, support and reward

**DO NOT IMPLEMENT THE STRATEGY BELOW**

SIX PHASES OF A PROJECT

- 1) ENTHUSIASM
- 2) DISILLUSIONMENT
- 3) PANIC
- 4) SEARCH FOR THE GUILTY
- 5) PUNISHMENT OF THE INNOCENT
- 6) PRAISE AND HONOUR FOR THE NON-PARTICIPANTS