

# BIG Difference BC

Mobilizing Momentum in the Science and Practice of Behavioural Insights



BC BEHAVIOURAL  
INSIGHTS GROUP

Where ideas work

**WORK SAFE BC**

# Behavioural Insights in the Workplace



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INNOVATION HUB



Where ideas work

# Framework for Change

*Exploring how to improve the employee experience, increase employee trust and empowerment, and explore the future of work*

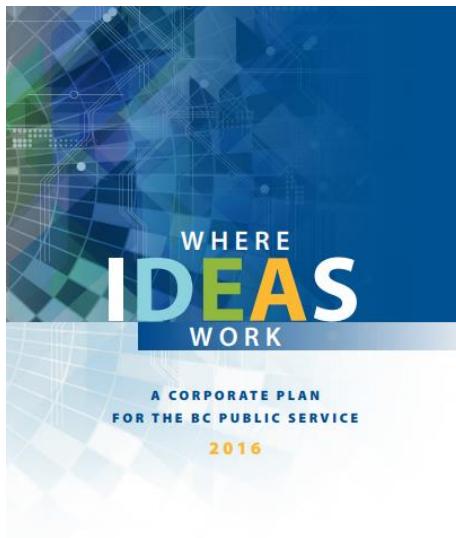
*Innovation Hub – BC Public Service*





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The context in which we work continues to shift at a more rapid pace than at any period in the history of the public service. Social, economic and technological changes present a new set of complex problems to which we must respond. Like many organizations and public service jurisdictions around the world, the BC Public Service has made significant changes to adapt to these dynamics. Pockets of innovative practice and policy are emerging across government, but there is a clear and compelling need to embed the spirit and practice of innovation more consistently in the culture of the BC Public Service.



 <b>Kerstin Weller</b> Director, Innovation Design	 <b>Danna Bach</b> Communications Manager	 <b>Cesar Pacheco</b> Research & Design Specialist
	 <b>Gen Racine</b> Innovator Lead	 <b>Stephanie Wilson</b> Communications Coordinator
 <b>Rommel Agbay</b> Director, Innovation Design	 <b>Karan Cyril</b> Director, Innovation Design	

# About the Hub



To build a movement where  
we are all inspired and  
empowered to re-imagine  
our work, now and into the  
future.

# Imagine a BC Public Service...

With a healthy and modern **workplace culture** where we are deeply engaged and truly living our values of integrity, curiosity, service, passion, teamwork, accountability and courage.

With flexible **structures and systems** that can adjust in response to the rapidly shifting needs of our organization and province. The system is an enabler rather than a constraint.

Where we have the talent, tools and knowledge to do our best work for citizens. Our toolkits are bursting at the seams with the **methods and tools** that will transform how we design and deliver services.

Where we all engage **personal transformation** skills such as self-reflection, empathy, and embracing other ways of knowing and being. We bring our whole selves and passionate public-service-hearts to work every day.

# What we do

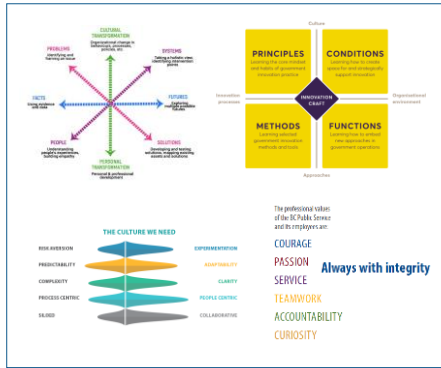


# Framework for Change



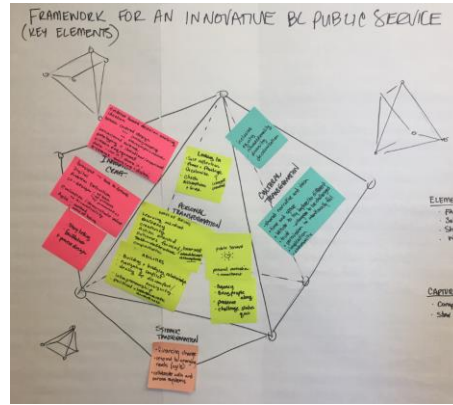


# Framework for Change



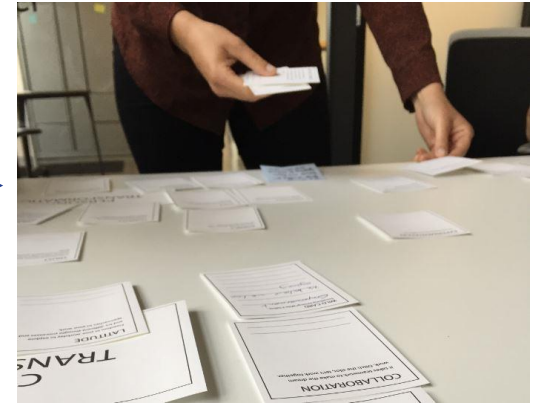
## Research

- Hub survey and event research
- Other jurisdictions
- Other frameworks
- BCPS corporate plan and values



## Napkin Version

- We jumped ahead a few steps
- Drew a constellation
- Actually on real paper



## Card Sorts

- Various people (inside and outside the BCPS to weigh in)

# Three parts



## Elements of Innovation

### INGREDIENTS FOR CHANGE

Think of the Framework as a recipe for change. The elements of innovation are the ingredients. As with any recipe, measures are bound to shift depending on who's working with it. There isn't one precise path to a more innovative BC Public Service workplace culture.

Below are 50 elements of innovation organized by facet. Many elements cross over multiple facets and they all support and enable each other.

Click on any of the elements below to learn more, find related elements, and access resources.



### ME ELEMENTS



## RESOURCES

### EXPLORE (5-20 MIN)

Cognitive Bias Codex (Article)

From: Designhacks.co

A handy (and beautiful!) visual guide to all 188 known cognitive biases. How many do you encounter in a day?

Checking Your Blind Spot: Ways to Find and Fix Unconscious Bias (Article)

From: Association of Executive Search and Leadership Consultants (AESC)

This short article quickly reviews where unconscious bias comes from and offers some strategies to try to address it.

### PRACTICE (20 MIN-1 DAY)

Hidden Brain: The Double Standard (Podcast)

From: NPR/Shankar Vedantam  
It's easy to spot bias in other people, especially those with whom we disagree. But it's not so easy to recognize our own biases. Psychologist Emily Pronin says it's partly because of our brain architecture. In this episode of Hidden Brain, host Vedantam explores what Pronin calls the "introspection illusion".

### EXPAND (1 DAY+)

Critical Reasoning for Beginners (Course)

From: Oxford University  
In this six-part podcast course, you will learn all about arguments, how to identify them, how to evaluate them, and how not to mistake bad arguments for good.

## Four Facets

## 50 Elements

## Resources

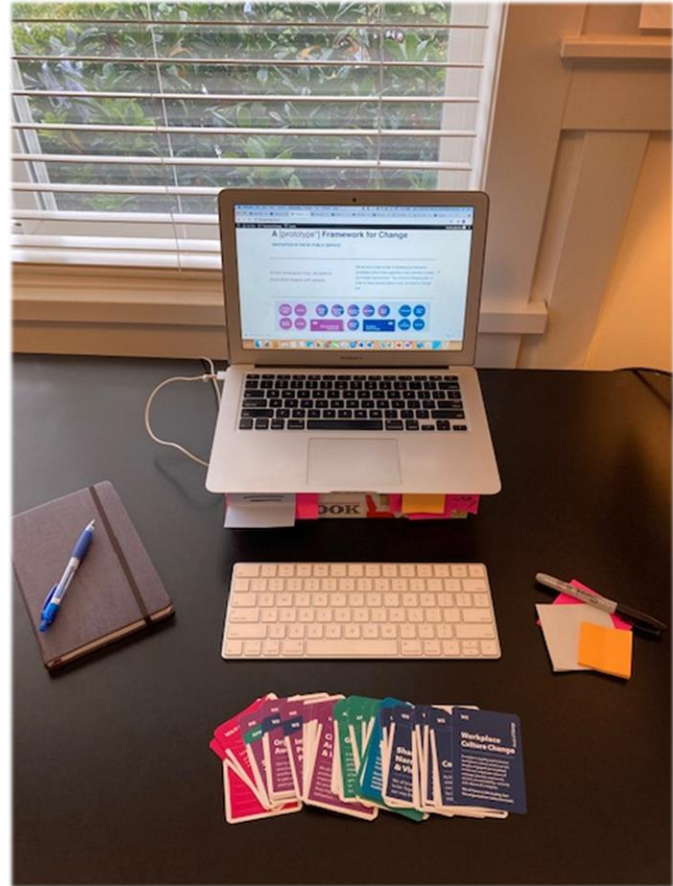
# Let's play

**ME** – Personal reflection & growth

**WE** – Workplace culture change

**SYSTEMS** – Structural & systemic change

**APPROACHES** – Changing how we work



# Activities



## EXPLORE

Build awareness of the various elements that contribute towards an innovative workplace culture in the BC Public Service.

- ✓ Project planning
- ✓ Individual and team assessment tool



## PRACTICE

Put the Framework into action.

- ✓ Team building and exploring team dynamics
- ✓ Learning tool



## EXPAND

The Framework is a starting point for continued learning. Advance your skillset and become a champion for change.

# Activity

Using the deck of cards or the website, pick a card that you think helps:

1. Improve the employee experience
2. Increase trust
3. Build empowerment
4. Explore the future of work

**WE**

## **Psychological Safety**

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Everyone feels able to bring forth ideas, questions, concerns, or mistakes without fear of being punished or humiliated. Precautions are taken to minimize danger to psychological health.

**ME**

**WE**

## **Bringing People Along**

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Get people interested in what you're doing and keep them engaged.

**WE**

## **Diversity**

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Variability of people and ideas. We need to be as diverse as the communities we serve.

# Improving the Employee Experience

ME

## Humility

---

Forgo self-importance and embrace a willingness to be challenged. Allow others to express their views.

SYSTEMS

## Communication

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We are all in the loop. Information is freely available and shared with people who should, need, or want to know.

ME

## Empathy

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Recognize, understand, and share the feelings of another person.

# Increasing Trust

**ME**

**SYSTEMS**

## **Leadership**

Leaders unlock the potential of people, support innovation, remove unnecessary complexity, and demonstrate foresight to pave the way towards modern government.

**APPROACHES**

**SYSTEMS**

## **Data-Based Decisions**

Research and gather data before making a decision.

**WE**

## **Safe-to-Fail**

If it isn't perfect, that's okay. You are supported to try new things, knowing that there is learning in all possible outcomes.

**WE**

## **Community**

By building and bridging relationships, we are connected to and supported by others with shared values, interests, and/or goals.

# Building Empowerment



ME

## Growth Mindset

Approach things with a desire to grow. A love of learning.

ME

## Checking Assumptions & Bias

We all have biases with positive and negative impacts. What assumptions do you have and how do they impact your opinions, behaviour, and decisions?

ME

## Humility

Forgo self-importance and embrace a willingness to be challenged. Allow others to express their views.

APPROACHES

## Experimentation

Try something new to discover whether it works, doesn't work, or needs more testing.

ME

## Intrapreneurship

Apply the creativity and determination of personal entrepreneurship to your public service work.

# Future of Work

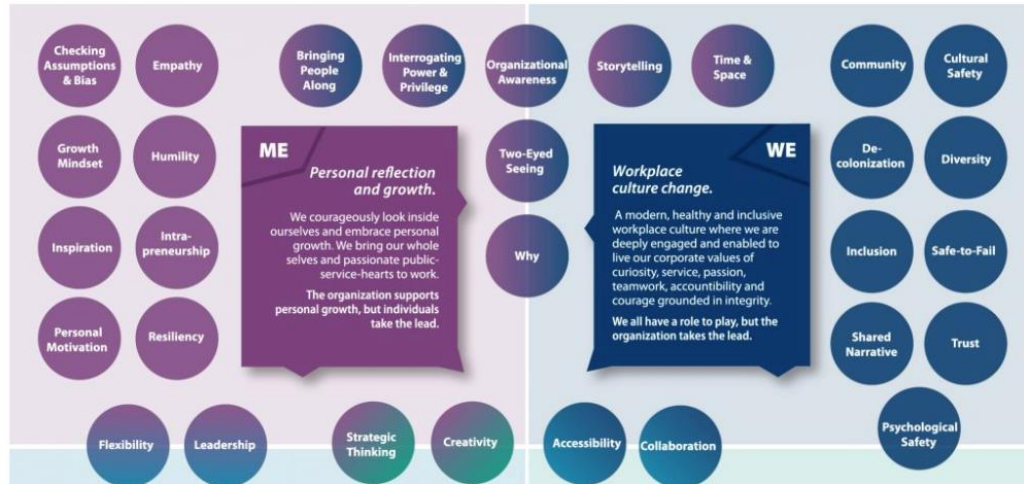
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# A [prototype\*] Framework for Change

INNOVATION IN THE BC PUBLIC SERVICE

At the Innovation Hub, we believe innovation begins with people.

We all have a role to play in creating an innovative workplace culture that supports a more talented, trusted and modern government. The world is changing and, in order to keep serving citizens well, we need to change too.



# Thank you

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