

# Constant Gardener

*Our World* spoke with Greta Bossenmaier, DFAIT's new Associate Deputy Minister and champion for *InnovAction*, about her role in the Transformation Agenda and plans for engaging all employees in it.

One of the first things that struck me when I returned to the department was the energy, excitement and interest surrounding the Transformation Agenda. We are a large department with a rich history—celebrating our 100th anniversary this year—yet we are also firmly focused on the future.


I was particularly pleased to be approached by the *InnovAction* team to help champion its work. *InnovAction* was created in the context of the Transformation Agenda to engage DFAIT employees at all levels and from all geographic regions. It provides a great portal for submitting transformation-related ideas, as well as a valuable forum for testing and developing these ideas and bringing them to fruition. The group really wants to get everyone involved, because it understands that transformation is not something that's going to come down from above. Rather, it's an opportunity for every employee—whether abroad or here in Headquarters—to play a role in making DFAIT a better place. It's the right approach.

This approach is about inclusiveness and about recognizing that no one has all the right ideas. Ideas can come from anywhere. By creating a multidisciplinary team made up of people who are passionate about the department, and by providing senior management support, we have created fertile ground where good ideas can germinate and, ideally, flourish. I am very pleased to be championing this initiative.

We now have to tap into the energy and passion throughout DFAIT. Although this can be a challenge for a department as geographically dispersed

as ours, we are currently looking at innovative ways of enabling all employees to contribute ideas. For example, we have established a wiki where individuals, regardless of where they are, can contribute and work on grassroots ideas to help the department transform itself into a 21st-century ministry.

The development of the *InnovAction* concept shows that DFAIT employees are excited about our transformation objectives and willing to contribute toward their achievement. Across all levels of our organization, people are connecting and developing ideas and approaches to help their own work units or the department as a whole improve business practices and better serve their clients. The approaches are different everywhere—it's not a one-size-fits-all model. Regardless of whether people are talking about improvements at the departmental level or within their work group, great benefits are possible.

*Read more from Our World's conversation with Greta Bossenmaier at Our World Online on the DFAIT intranet. For up-to-date information on transformation, follow the  from the intranet homepage.*

DMA Greta Bossenmaier: "We have created fertile ground where good ideas can germinate and, ideally, flourish."



Photo: Mike Funder for DFAIT