

# Enhancing delivery performance in a world of increasing change & uncertainty

By Tom Garrett and Niki McGovern

*Local government authorities (LGAs) continue to face significant challenges, which have compounded their need to deliver outcomes efficiently and effectively. Our presentation shares stories and lessons from working alongside LGAs to enhance programme and project delivery performance through the development of tailored delivery frameworks for the benefit of their people.*

Local government authorities (LGAs) continue to face numerous challenges, including market reform, pandemic and disaster response, climate change, social and economic inequality, as well as historic delivery performance. These challenges are further compounded by increased costs of living, tight labour market, busy construction and engineering sector and supply chain uncertainty.

Processes and tools that LGAs have relied upon for programme and project delivery have not kept pace with this rate of change and complexity. While resourcing constraints have led a loss of organisational knowledge and capability.

This presentation shares stories and lessons from working alongside LGAs to enhance programme and project performance through the development of tailored frameworks for the benefit of their people, including:

- Project management frameworks: tailored processes, activities, and tools to provide guidance and structure for the execution of a project.
- People and capability development; the establishment of capability and behaviours needed to deliver successful project outcomes.

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## Bios - Tom Garrett and Niki McGovern

*Tom is passionate about delivering impactful change and continuous improvement for clients, as well as supporting people to grow and develop. He is a Senior Associate within Beca's Tamaki Makaurau based Programme Advisory team. Outside of work he enjoys fishing, cycling, gardening, and collecting vinyl.*

*Niki is passionate about creating high performing, collaborative environments to support clients in achieving their strategic goals and outcomes. She is a Tauranga Moana based Senior Project Manager within Beca's Project Strategy and Delivery business. Outside of work she enjoys painting art pieces from her travels, tending to her new garden and supporting her son from the side-lines.*