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Team Building:
Honoring the Past,
Powering the Future





Brick Game





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Technology is changing.
Policies are changing.
Citizens' expectations are changing.

The biggest question is:

Will our mindset evolve as fast as our environment?



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VUCA ERA



Volatile : Rapid and constant change.



Uncertain : Unexpected and unpredictable events.



Complex : Challenges driven by multiple interconnected factors.



Ambiguous : Situations with unclear or conflicting information.



Home Affairs and ABF in a VUCA World

HA & ABF must balance competing priorities while adapting to constant change.

Core Responsibilities

- Advancing Australian Interest in Indonesia
- National security
- Service delivery
- International Cooperation

Emerging Challenges

- Technology Disruption
- Changing Migration Trends
- Evolving Security Risk
- Global Uncertainty



What Does Change Look Like in HA & ABF?

Discuss with your table: What changes have you experienced in your work over the past few years?

Yesterday	Today



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Response to Change

No matter how experienced we are, every change triggers a human response.

Some deny it.

Some resist it.

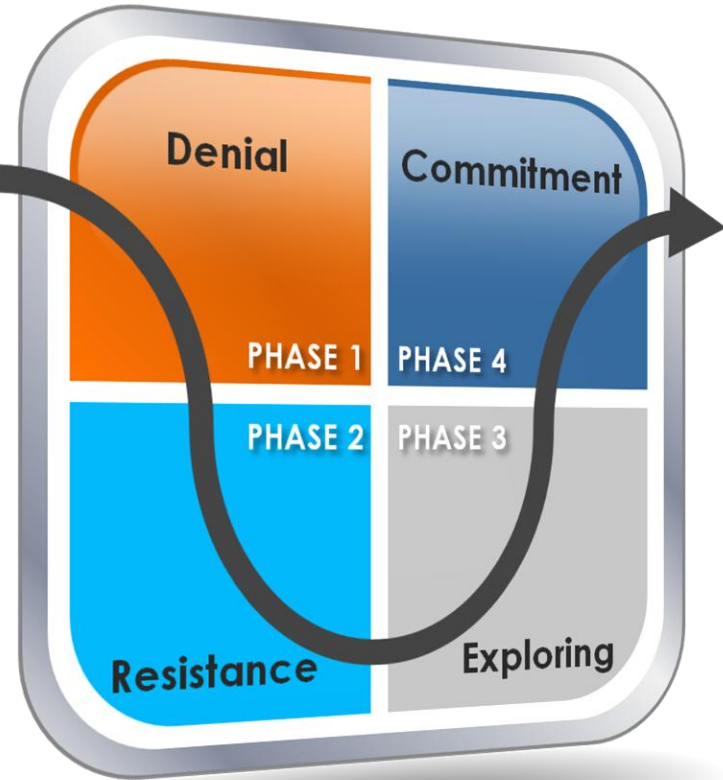
Some explore it.

Eventually, some embrace it.

Understanding these reactions allows us to support ourselves and our colleagues more effectively.



Change Curve Model



Change Curve Model

***Mastering the Change Curve**

- Dennis T. Jaffe and Cynthia P Scott

Phase	Typical Response	What Helps You Move Forward
Denial	"This won't affect me."	Seek information and understand why the change is happening.
Resistance	"Why do we need this?"	Acknowledge emotions, ask questions, and stay open to dialogue.
Exploring	"Maybe this could work."	Experiment, learn new skills, and share ideas.
Commitment	"This is our new way of working."	Reinforce good practices and support others through the change.



MINDSET

The ideas and attitudes that a person uses in dealing with a situation, especially when the situation is seen as difficult to change.





FIXED VS GROWTH MINDSET

FIXED MINDSET	GROWTH MINDSET
• Intelligence is fixed	• Intelligence can be developed.
• You either have it (the talent) from birth, or you don't.	• No one is born knowing everything. We all need to learn what we want to know or be able to do.





THE POWER OF YET

I'm not good at negotiating	I don't understand finance YET
I'm not creative	I have not been able to design a strategy YET
I'm slow in counting	I have not been able to provide coaching YET





Paper Tower





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AQ (ADVERSITY QUOTIENT)





AQ (ADVERSITY QUOTIENT)

Type	Typical Behaviour	How to Respond
Quitter	Gives up when facing obstacles	Take one small step forward.
Camper	Stops growing once comfortable	Challenge yourself to learn something new.
Climber	Learns from challenges	Keep improving and support others.

LEAD Method

Listen → Understand your response

Explore → Identify the causes

Analyze → Consider your options

Do → Take positive action



The Synergy Challenge





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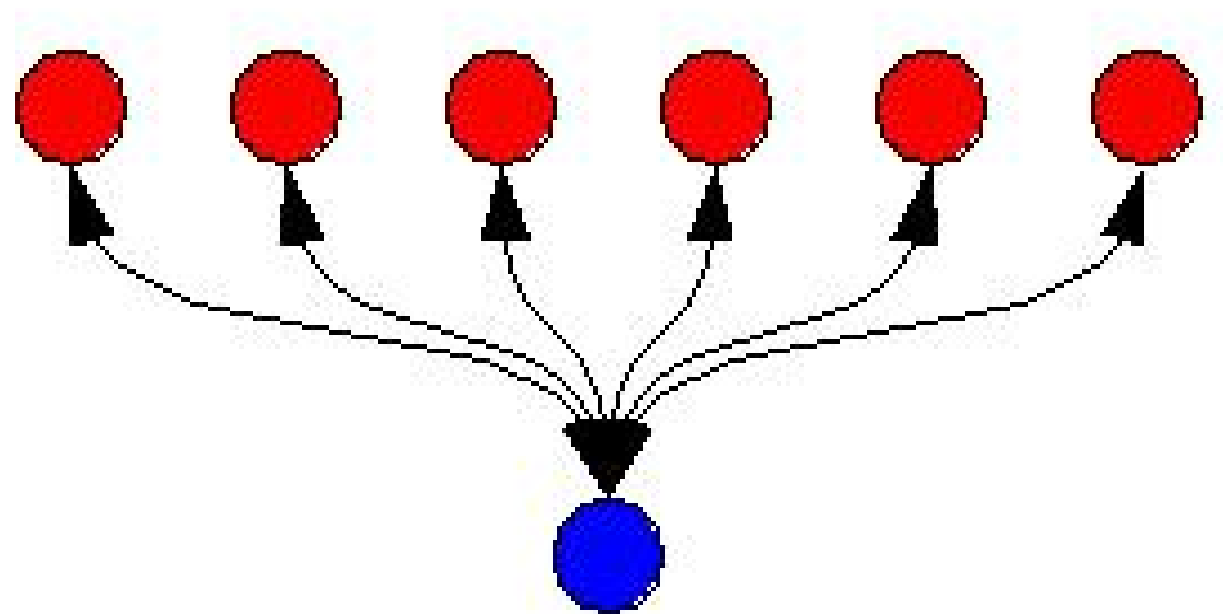


Collaboration in HA and ABF

Today's challenges cannot be solved by one function alone.

Effective collaboration requires partnership across:

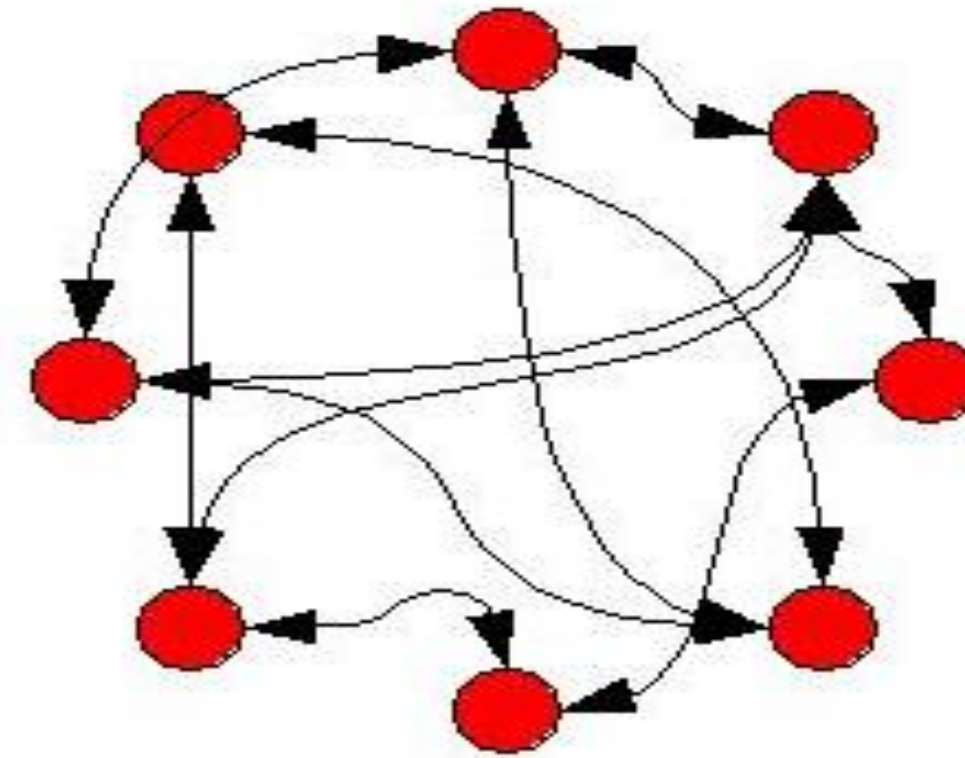
- Visa processing
- National security
- Border management
- Policy
- Corporate
- Internal (across embassy) and external (international partners) stakeholders



Group

- People work side by side.
- Success is measured individually.

vs



Team

- People share information.
- Support each other.
- Own the mission together.



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Leading Change Starts With Me

Every change begins with a personal choice.

Choose to:

- ✓ Stay curious
- ✓ Learn continuously
- ✓ Support your colleagues
- ✓ Adapt with professionalism
- ✓ Build public trust through every interaction



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THANK YOU

For Your Attention



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