

# Llamu Ymlaen

Pa mor bell?

Defnyddio dysgu i sbarduno  
trawsnewid ar ôl Covid

# Springing Forward

How far can we leap?

Using learning to drive post  
Covid transformation



**Ein heriau allweddol  
Ond nid oes dim yn anorchfygol**

- **Costau'r waddol – dynol ac ariannol**
- **Recriwtio'r gweithlu**
- **Newid yn yr Hinsawdd**
- **Technoleg – cyflymder newid**
- **Galw a disgwyliadau cynyddol**

**Our key challenges  
But nothing is insurmountable**

- **Legacy costs – human & financial**
- **Workforce recruitment**
- **Climate change**
- **Technology – speed of change**
- **Increasing demand and expectations**

## Trawsnewid Ein Gwasanaethau

- Wedi gwneud llawer – nawr mae'n amser gwrando eto
- Mae'r waliau wedi dod i lawr – peidiwch â'u hailadeiladu
- Gadewch i ni wneud y pethau sylfaenol yn iawn – gofal cwsmeriaid, yn gywir y tro cyntaf, atal
- Ailfodelu'r swyddfa gefn – o drin trafodion i werth ychwanegol

## Transforming Our Services

- Done a lot of 'doing' – now its time to listen again
- The walls have come down – don't rebuild them
- Let's do the basics right – customer care, right first time, prevention
- Re-modelling the back office – from transactional to value added

## Trawsnewid Ein Pobol

- Gweithlu hyblyg
- Creadigedd ac Arloesedd
- Cynllunio'r gweithlu
- Denu, datblygu a chadw
- Arweinyddiaeth
- Rheoli Talent
- Llesiant

## Transforming Our People

- Flexible workforce
- Creativity and Innovation
- Workforce planning
- Attract, develop and retain
- Leadership
- Talent Management
- Well-Being

## Trawsnewid Ein Ffyrdd o Weithio

- Ffyrdd Gwell o Weithio
- Digidol – anelu'n uchel, ond mae angen dod ag eraill gyda ni
- Adeiladau –amgylchedd gwaith newydd ?
- Teithio Cynaliadwy
- Ysgogi'r gweithlu
- Awtomeiddio'r swyddfa gefn

## Transforming Our Ways of Working

- Better Ways of Working
- Digital – aiming high, but need to bring others with us
- Buildings -new work environment ?
- Sustainable Travel
- Mobilising the workforce
- Automating the back office

## **Trawsnewid Sut rydym yn defnyddio data**

- **Data, Data, Data**
- **Cynllunio a gwneud penderfyniadau**
- **Hunanasesu**
- **Sicrwydd**
- **Gwella perfformiad**
- **Deall y galw – beth sy'n dod drwy'r drws a pham**

## **Transforming How we use data**

- **Planning and decision-making**
- **Self-assessment**
- **Assurance**
- **Performance improvement**
- **Understanding demand – what's coming through the door and why**



Mewnbwn cymunedol

Community input



Strategaeth  
Drawsnewid

Transformation  
Strategy



Diwylliant

Culture



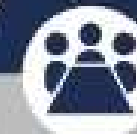
Capasiti

Capacity



Rôl Arweinwyr

Role of Leaders



Bwrdd Llywodraethu

Governance Board

Y Rhaglen  
Drawsnewid

Transformation  
Programme



Symud o drawsnewid sy'n 'amharu'  
i drawsnewid sy'n cael ei 'gynllunio'

Moving from 'disruptive'  
to planned 'transformation'



**Diolch**

**Thank You**

