

# CHANGE MANAGEMENT

ALLISON BODENHAMER, MBA, IGP

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# ARE YOU A CHANGE LEADER?

- ▶ We must understand the importance of change
- ▶ What does the change mean for the company, department, employees or you
- ▶ Attitude check, embrace with enthusiasm



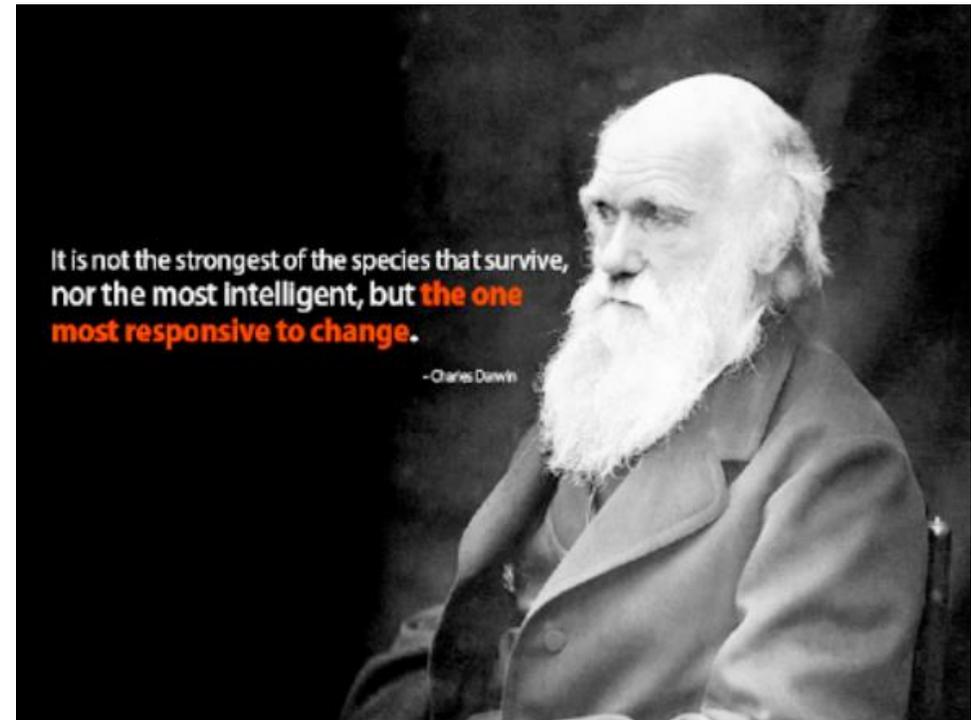
# How to Introduce Change

- ▶ As a **Change Agent** what do you need to know or do?
- ▶ Why Change
- ▶ Preparing for change
- ▶ Develop a change strategy
- ▶ Roadmap for change success
- ▶ How to get everyone engaged in change
- ▶ Ensure change success with training
- ▶ Improvement processes



# What is Change Management

- ▶ The application of the set of tools, processes, skills and principles for managing the people side of change to achieve the required outcomes of a change project or initiative



# Others?

- ▶ [https://youtu.be/hcz1aZ60k7w?list=PLscA9mcmPxeBcCYJ\\_brpWvTkTxNgym20I](https://youtu.be/hcz1aZ60k7w?list=PLscA9mcmPxeBcCYJ_brpWvTkTxNgym20I)
- ▶ Changing the habits, priorities and day-to-day activities of information workers is also part of meeting project deployment objectives
- ▶ Change in employee behaviors
- ▶ How do you do this
- ▶ Are employees willing to adapt to changes in their jobs and work environment
- ▶ The answer should be YES before any change can take place

# Organizational Culture

- ▶ The organizations culture of beliefs and expectations shared by the organizations members
- ▶ What is normal
- ▶ What defines the ways people behave as encouraged by the organizational values and beliefs

# Stages of Change

- ▶ Denial
  - ▶ That's not possible
  - ▶ I don't believe that will happen or work
  - ▶ This company could never close
  - ▶ It's doing too well just as it is
- ▶ Resistance
  - ▶ After time the realization that its true that change is about to happen
  - ▶ People look for ways to sidestep the change (hide)
  - ▶ Continue to keep things the way they are
  - ▶ Drive miles out of their way to go to the next closest coffee shop, which takes longer and adds to fuel costs

# Stages of Change

- ▶ Exploration
  - ▶ When the inefficiency is realized
  - ▶ Admit that spending extra time in a car in the morning might be a waste of time and fuel
  - ▶ Start to explore the idea of a new change
- ▶ Acceptance
  - ▶ Now is the right time to re-evaluate the budget, save money on take-out coffee and gas by waking up earlier and making coffee at home before the commute
  - ▶ Most people will accept it and then wonder why they were so concerned in the first place
  - ▶ Some people adapt to change, often by helping reset goals

# THEM AND YOU

- ▶ Resistance to change is often a defense caused by frustration and anxiety
- ▶ Loss of status
- ▶ Less comfort
- ▶ Loss of power with their expertise
- ▶ Fear of the unknown
- ▶ Fear of not being able to learn new skills
- ▶ So where do **YOU** play a part in this?
- ▶ Making yourself knowledgeable about all areas of the change (inside and out)
- ▶ You must feel totally comfortable before you can persuade others



# Why are some people not ready

- ▶ Lacking motivation
- ▶ Lacking trust
- ▶ What is their obstacle
  
- ▶ **As an Agent of Change**
- ▶ YOU must gain their trust
- ▶ YOU must understand how to motivate them
- ▶ YOU must be ready to their resistance



# WHY CHANGE

- ▶ People must mentally buy into the change
- ▶ Positive drivers
- ▶ Why productive change is good
- ▶ Benefits and rewards
- ▶ Solution is their own idea



# Agents of Change

- ▶ Change will not come if we wait for some other person or other time, We are the ones we've been waiting for. We are the change that we seek!
- ▶ The world hates change, yet it is the only thing that has brought progress
- ▶ Change is the law of life and those who look only to the past or present are certain to miss the future

# Olin's Change

- ▶ Assessments:
  - ▶ Department
  - ▶ Individual
- ▶ Training
  - ▶ Department
  - ▶ Individual
- ▶ Audit
  - ▶ Department
  - ▶ Individual