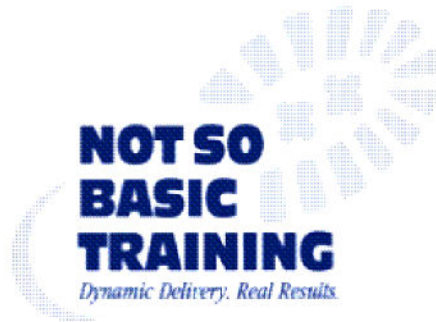

In today's session, you will leave with an understanding of...

- The stages of change
 - How to manage and facilitate change
 - How to get individuals to accept new ideas and directions
 - How to cope with this ever-changing and dynamic business and personal world
-



Presents:

Managing & Leading Change

Facilitated by: Mitzi Taylor



Managing & Leading Change

Key Responsibility - Managing Change

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Hear

- Ask questions, gather information, W's
- Critical communication phase
- Need to hear from credible source
- Excitement & unease can be felt at same moment
- Recruit champions

Fear

- False Evidence Against Reality
- Why?
- Experience grief, denial, & frustration
- Create barriers to help resist change
- Support

Near

- View change as optimistic and positive
- Taste of success, control and confidence
- Compare goal to reality

CHEER!

- Change is the norm, not cause for alarm
- Change = opportunity
- Recruit others to feel successful, (some) look for next change...

Pitfalls:

- Unreasonable expectations by management
- Unclear expectations by management
- Not realizing that the process will take time
- Management inconsistencies
- Not recognizing nor valuing training & development needs
-
-
-

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Worksheet

What people need	What do you need to plan? (Who, etc)	What else is needed?
What, Who, When, Where		
Need to hear from credible sources (not gossip)		
Needs goal stated clearly (measurable, time oriented)		
All levels need to be informed		
Positive impact of change		
Recruit advocates		
Why		
Allow to grieve what is lost (what feedback systems do you have in place?)		
Acknowledge what will change and what they will give up		
Advertise positive advancements		
Repeat the goal and the reason for the timeframe set		
Ask advocates what support they need		
How (process)		
Report Progress		
Celebrate or Prod		
Positive Feedback		
Advertise accomplishment		
Compare to original goal		



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Key Responsibility - Communication

The larger the organization the better organized the structure should be. Companies organize themselves to be the most productive and efficient they can be while maintaining a focus on long-term development and success. One of the reasons companies form organizational reporting relationships is to foster communication. Since one person would not be able to speak or listen to 2,000 people, the organization must be structured in a logical way to get information to and from thousands of people. Below is a typical organizational structure. Let's look at how communication might work in this organization.

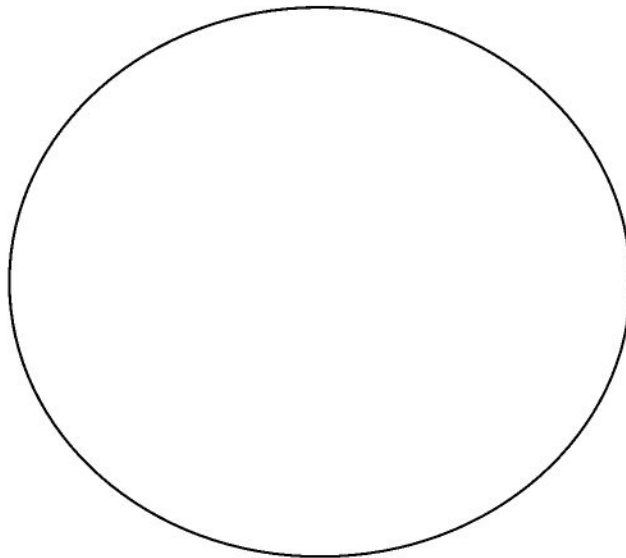
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Key Responsibility - Communication



GOAL:

_____ = _____



Probably

Often

Rarely

Usually

Seldom

Most of the time

Almost Always

Typically

Maybe

Sometimes

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Remember in change.....

- Honesty is critical.
- People need direction or they cannot add value in the right direction
- People for the most part do not like change
- When people are involved in defining, they tend to be committed
- People need recognition for overcoming their barriers
- Have you communicated your Strategic Plan and how this change fits into it?
- Are you modeling the behaviors you would like to pass on to your employees?
- Remember that things may get worse before they get better

Your Game Plan..