My Thoughts on Change

- When I think about change, the words that come to mind are:
  1. ____________________
  2. ____________________
  3. ____________________
  4. ____________________
  5. ____________________
How Change Affects Me

• Changes I embraced:
  1. ________________
  2. ________________
  3. ________________

• Changes I resisted:
  1. ________________
  2. ________________
  3. ________________

Leaving My Comfort Zone

• Can you think about a change you are trying to make right now?

• Take a minute and write it down.
Leading Change

- Is the most important skill set for success in business and life.
- Those individuals who can adapt and exploit a rapidly changing world will profit the most.
- How equipped are you to prosper in a world of complexity and change?

Types of Change

- Personal
- Group
- Organizational
- Community
- Societal
- Global
Reasons People Resist Change

- __________________________
- __________________________
- __________________________
- __________________________
- __________________________
- __________________________

Resistance

- Fear of the unknown
- Loss of relationships or position
- Loss of Identity
- Inadequacy
- Indignation
- Lazy
Reactions to Change

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Reactions to Resistance

- **Negatives**
  - Disbelief
  - Disappointment
  - Despondency
  - Annoyance
  - Blaming
  - Hostility
  - Sabotage

- **Positives**
  - Resolve
  - Acceptance
  - Optimism
The Change Formula

- The Drive for change is a function of:
  - $D =$ Your dissatisfaction of the current situation
  - $V =$ Your vision for something better
  - $E =$ Ease of the process to make it happen
  - $C =$ The perceived cost of the change

$$D \times V \times E > C$$

Perceived Cost

From the Tipping Point

Reference: Tipping Point
Change Curve

- Where do you fit on the curve?
  - Your organization?

- How does the equation and curve relate to changes you try to make in your work place or community?

The Change Cycle

- **The Ending** - letting go of what once was
- **The Neutral Zone** - traveling through the unknown
- **The New Beginning** - coming to grips with a new set of circumstances
Helping Change Targets Let Go

- Give people lots of information
- Acknowledge losses openly
- Don’t be surprised at over reaction
- Treat the past with respect
- Mark the ending and give folks a piece of the past
- Use resistance as an asset not a deterrent

Becoming Change Skilled

- Look for benefits and purpose
- Keep a sense of humor
- Create optimistic realism by looking at less favorable circumstances
- Encourage others, those you encourage will support you in the future
Understand the Neutral Zone

- A difficult time for most people
- Calls for creative leadership
- Help normalize the neutral zone
- Schedule retreats
- Provide training
- Encourage experimentation

Entering the New Beginning

- The 4 P’s
  - Carefully explain the **Purpose** of the change
  - Give everyone a **Picture** or vision
  - Have a well thought out **Plan**
  - Give everyone a **Part** to play in accomplishing the change

- Ensure quick successes
Survey Results of 250 Organizations in 40 Countries - Best Practices

- Visible commitment from the top
- Good communication
- Planning
- Include a physical aspect in the change
- Sponsor involvement
- Offer training

Best Practices Continued

- Remain open minded
- Stay positive
- Move slowly
- Have a three phase process
  - Planning phase
  - Design phase
  - Implementation phase
Biggest Mistakes

- Ignoring the impact of change on employees
  - Management focuses on bottom line and not on employees
- Lack of continually updated communication
- Management gets distracted by other things

References