Welcome to your…

Community of Practice (COP)

Session #2

October 21, 2015

Welcome

- Warm Up
- Your Feedback
- Nuts and Bolts
  - Change Management
  - Change Leadership
- Your Turn
- Wrap Up

Change Management Survivor!

- 5 items
- They can be material or nonmaterial items

What you want to get out of COP…

- Phases of change
- Time management
- Perspectives
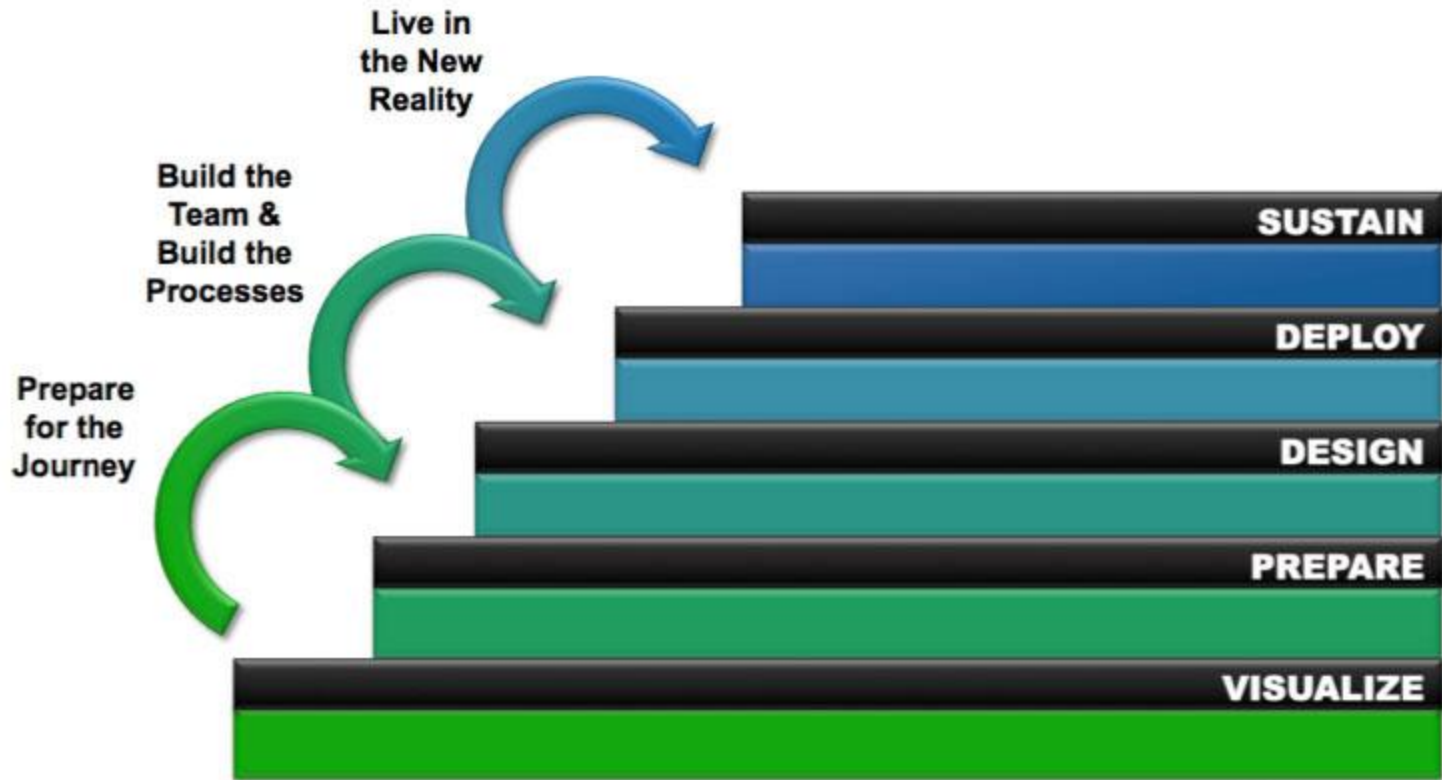- Grow a team
- Motivational tools
- Technicalities

What change management means to you…

- Communication
- Change management life cycle
- Creating buy-in
- Handling roadblocks
- Employee assistance
- Generating accountability and ownership among team
- Transparency, building trust
- Relieving anxiety
- Dealing with negativity

- Defining core values, creating alignment
- Motivating staff, building confidence
- Emotional impacts of change – understanding employee needs
- Understanding technicalities
- Performance management

The Nuts and Bolts

Change Management Life Cycle

Live in the New Reality

Build the Team & Build the Processes

Prepare for the Journey

SUSTAIN

DEPLOY

DESIGN

PREPARE

VISUALIZE

© Life Cycle Engineering

Principles of Change Management

1. Address the "people issues"
2. Involve every level of the organization
3. Create ownership
4. Communicate the message
5. Take account of the culture

Types Emotional Resistance

- Fear of the unknown
- Feeling powerless
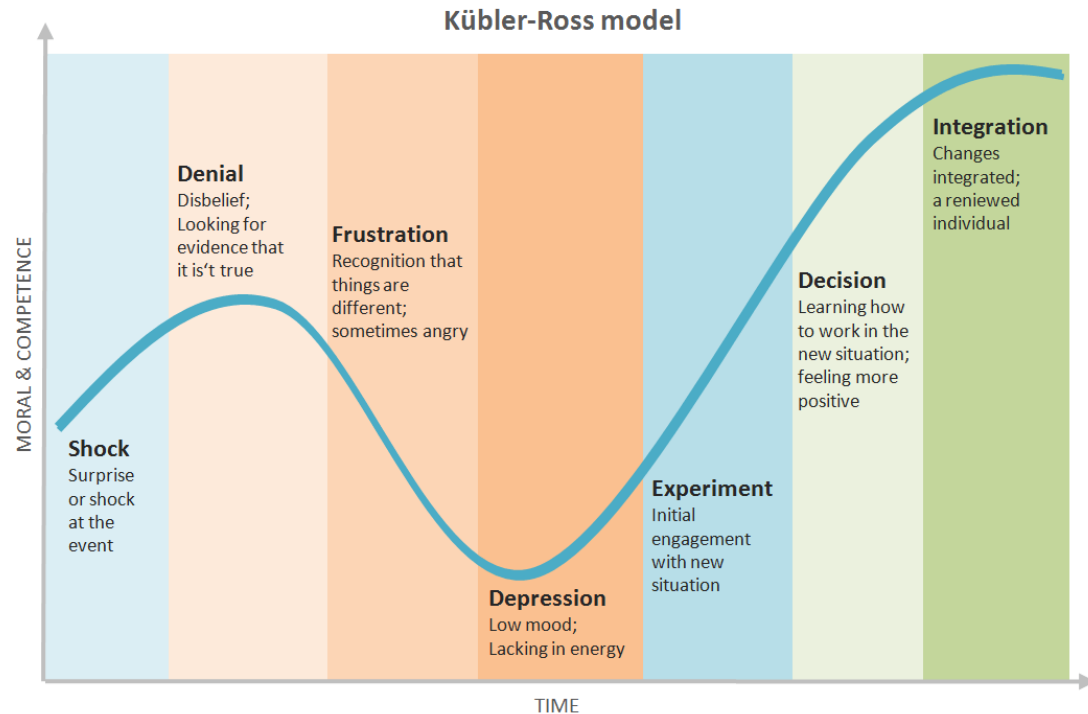- Feeling overwhelmed
- Feeling complacent

Overcoming the Four Levels of Resistance

- Technical – Information
- Political – Rebalance fears
- Individual/Organizational – Rapport and demands

*All resistance stems from a fear of loss

Kubler-Ross – 8 Most Common Emotional Phases of Change

1. Shock
2. Denial
3. Frustration
4. Negotiation*
5. Depression
6. Experiment
7. Decision
8. Integration

Kübler-Ross model

MORAL & COMPETENCE

Shock
Surprise or shock at the event

Denial
Disbelief; Looking for evidence that it is't true

Frustration
Recognition that things are different; sometimes angry

Depression
Low mood; Lacking in energy

Experiment
Initial engagement with new situation

Decision
Learning how to work in the new situation; feeling more positive

Integration
Changes integrated; a reniewed individual

TIME

What does this mean for me as a supervisor?

The Process of Leading Change

- Develop a shared vision for change
- Mobilize stakeholder commitment
- Create enduring change
- Monitor and control progress

Manager's Role - Change Leadership

- Communicator – Internal/external
- Advocator of change
- Facilitator of learning
- Point of contact
- Process owner

Key Elements of Manager Communication

- The message
- The mood
- The meetings

Wrap Up

- Bingo Winners!
- No December Session
- LinkedIn Group
- Web Feedback Form on COP Website

See You in November!