

Welcome to Fundamentals of Change



Objectives

- 1. Have a working definition of organizational change management.*
- 2. Identify ways of dealing with emotions throughout the stages of change.*
- 3. Explain how individuals control their responses to change*
- 4. Communicate ways for improving current change efforts*

1916 in the U.S.A.

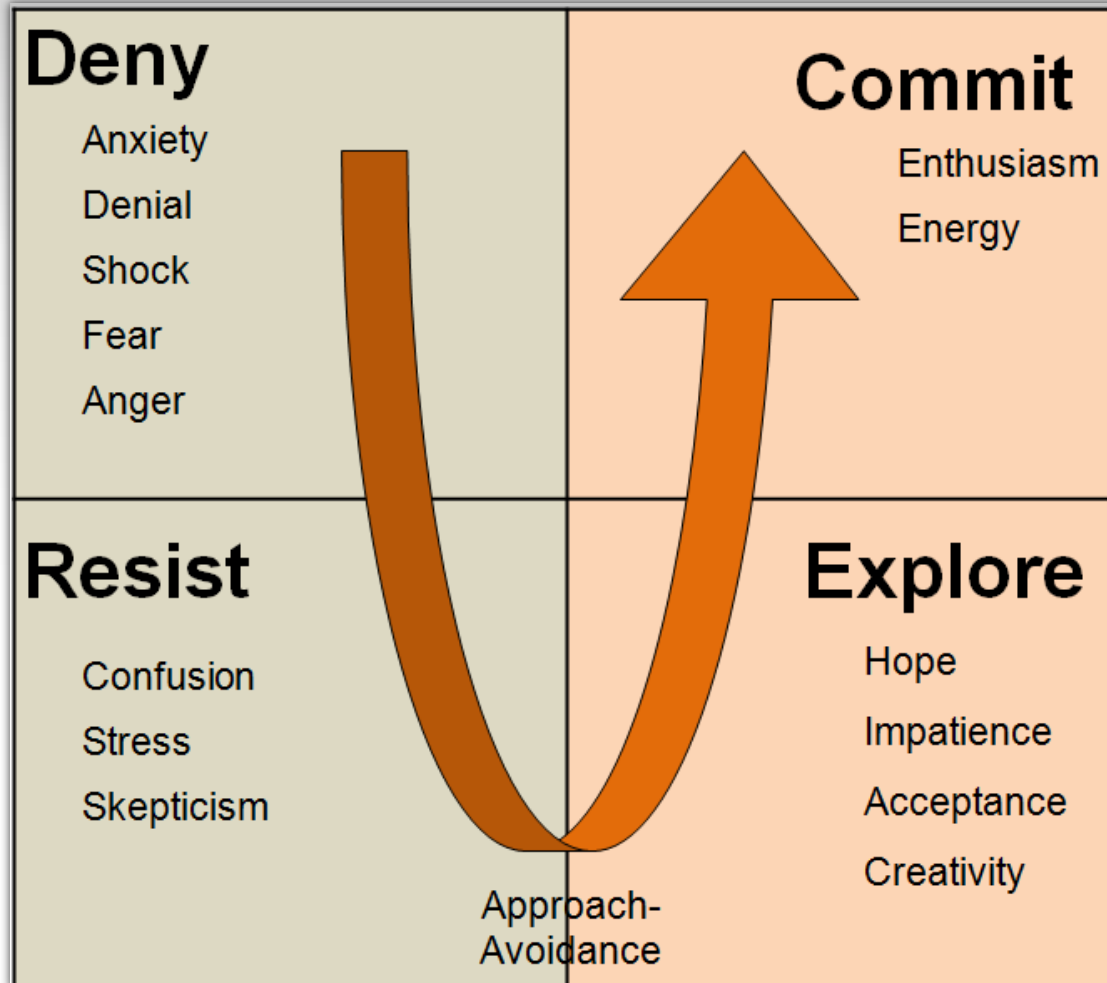
- The average life expectancy was 47.
- Less than 14% of homes had inside bathrooms.
- The average wage was \$0.22 an hour, or between \$200 and \$400 per year.
- More than 95% of all births took place at home.
- Only 8% of homes had a telephone.
- The population of Las Vegas, Nevada was 30.
- Only 6 percent of all Americans had graduated from high school.
- Marijuana, heroin, and morphine were all available over the counter at corner drug stores.
- 90% of doctors had no college education.

Change is inevitable

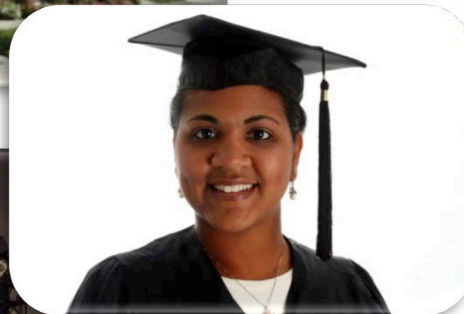
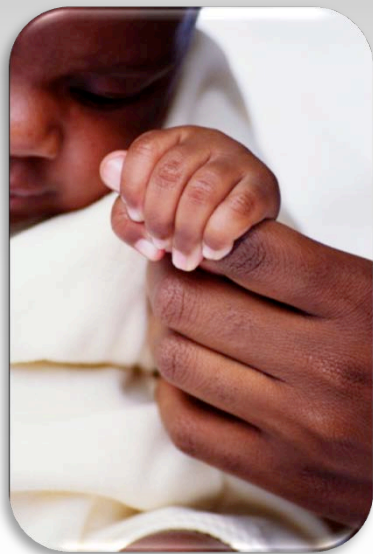
- Think about a change that you have experienced either at home or work.
- How well would you say you handled this change?
- How did this change impact your life?
- What emotion(s) did you experience as a result of the change?

Jot down the change and refer to it as we continue through this workshop.

Emotions and change



Factors that drive change



Factors that drive change

- What are some factors that have driven change in your lives?

Who wouldn't want to win the LOTTERY?



Who wouldn't want to win the LOTTERY?

- What would you do if you won?

Could one of these be you?*

- 💰 Willie Hurt won a \$3.1 million jackpot. Fast forward to two years later and Hurt was divorced, lost custody of his children, was charged with attempted murder, and has a crack-cocaine addiction so bad that he has blown through his entire fortune.
- 💰 William "Bud" Post won a \$16.2 million lottery, after which an ex-girlfriend sued him for a share of winnings and won; his brother hired a hit man to try to kill him hoping to inherit some winnings, and other relatives bugged him constantly for money. Within one year, Post was \$1 million in debt and filed for bankruptcy, and now lives on food stamps and \$450 month.

Could one of these be you?*

- 💰 A preacher working as a stock boy at Home Depot hit a \$31 million jackpot. Life was good with Billy Bob: bought a ranch, six other homes, and some new cars. But he couldn't say "NO!" when people asked him for a handout. Eventually, he divorced his wife and later committed suicide, the stress apparently too much to handle for him.
- 💰 Jack Whittaker - already a millionaire - won \$315 million in a lottery in West Virginia. Four years later he was broke having given away millions of dollars, people stealing hundreds of thousands of dollars from him and losing a granddaughter to a drug overdose.

Be careful what you wish for....

Seventy percent of people who suddenly receive a large sum of money will lose it within a few years due to their own lack of financial savvy or discipline.

*The National Endowment
for Financial Education*

What do you think goes wrong?

Be careful what you wish for....

- The #1 cause that people fail to change successfully is...

Not having a plan or methodology to manage the change!!!

According to studies....*

Prosci*, a leading research and training company in the field of change management, discovered that:

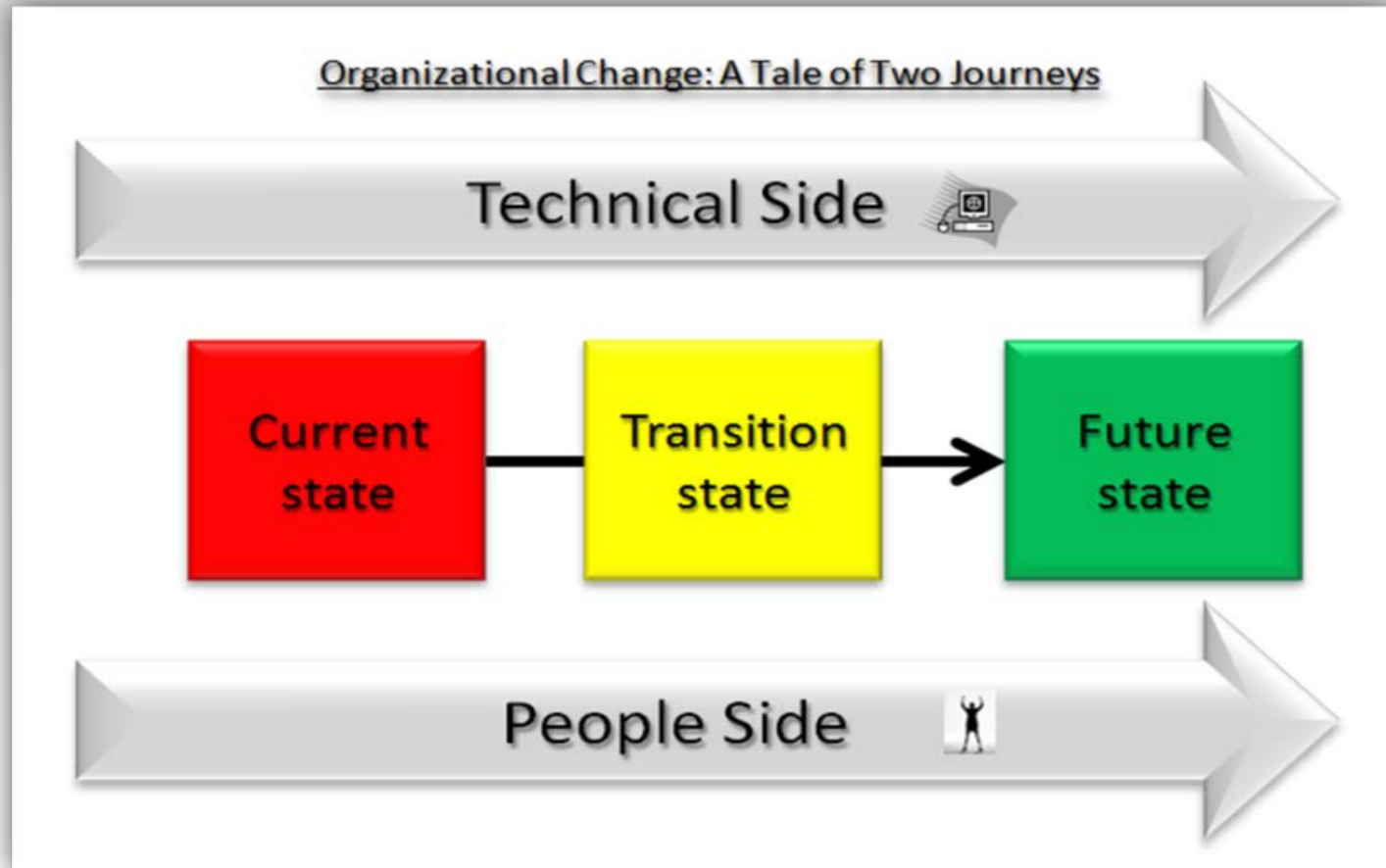
- The use of a change management methodology has increased substantially in the last several years. Use of a plan for a change grew from 34% in 2003 to 72% in 2011;
- Projects said to have “excellent” change management plans were **six times** more likely to meet or exceed objectives.

*From Prosci *Best Practices in Change Management* (2012)
(From a poll of 650 major international companies)

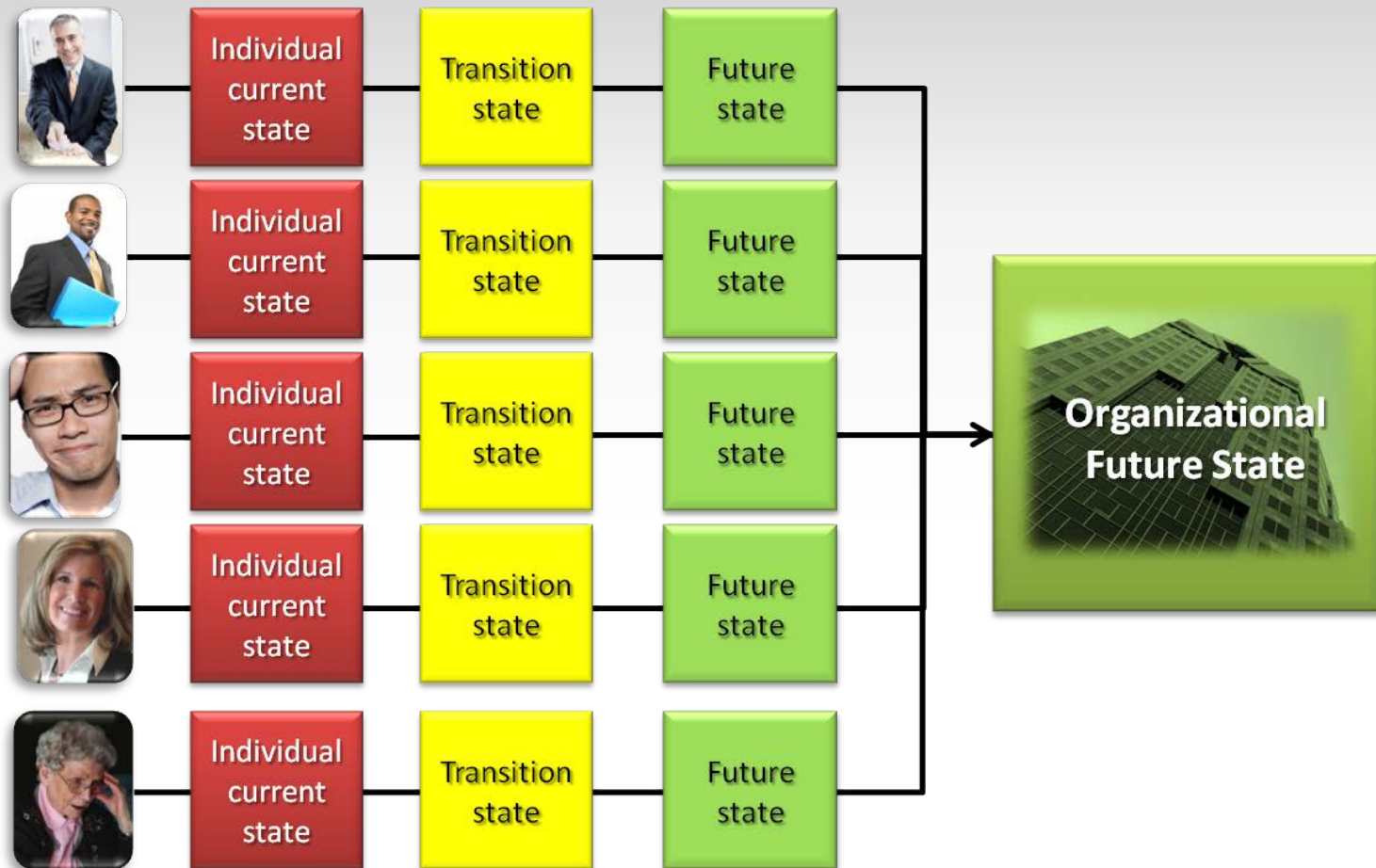
How would you define change management?

The process of managing transition and learning new habits of thinking, feeling and acting.

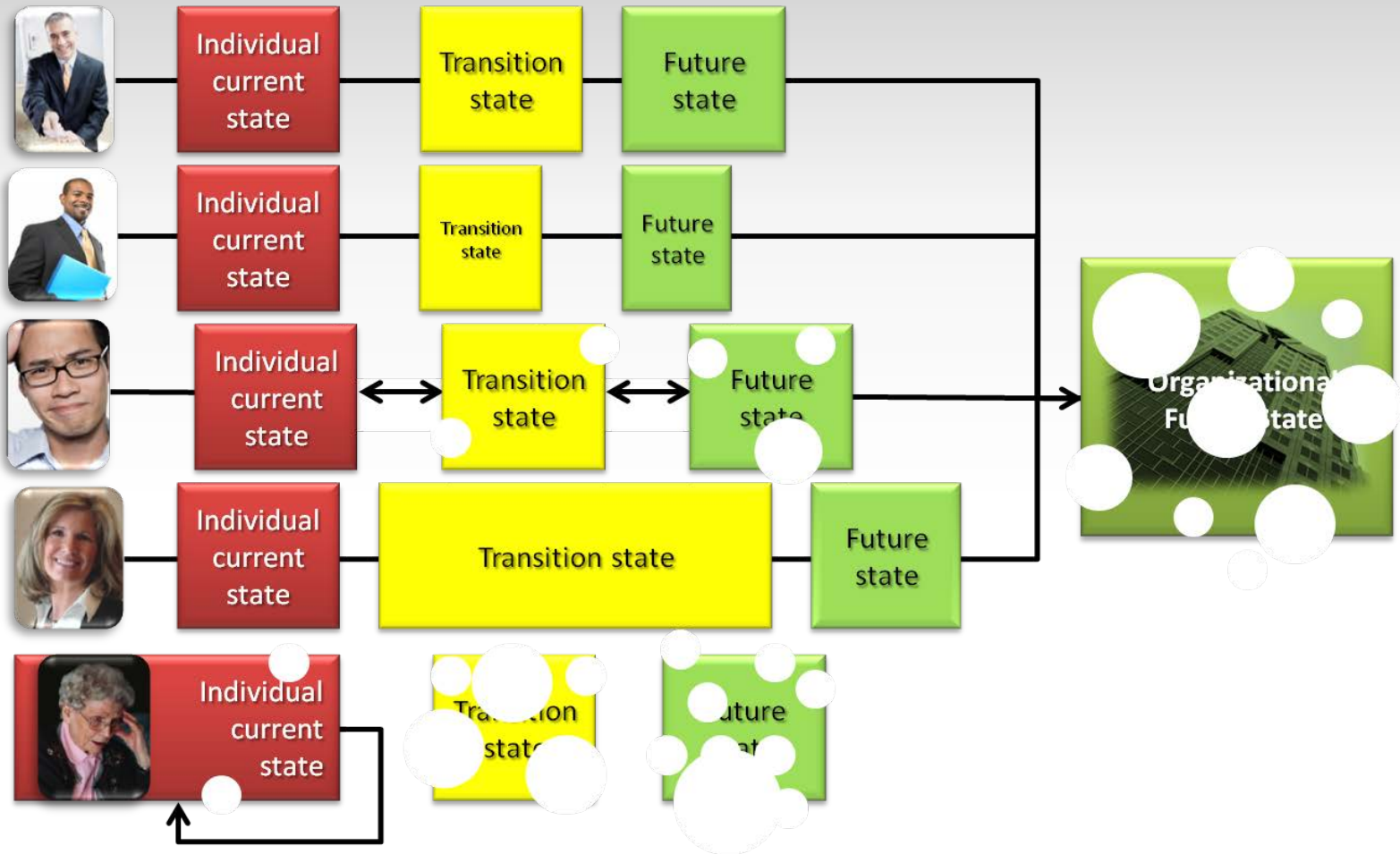
Organizational Change: A Tale of Two Journeys



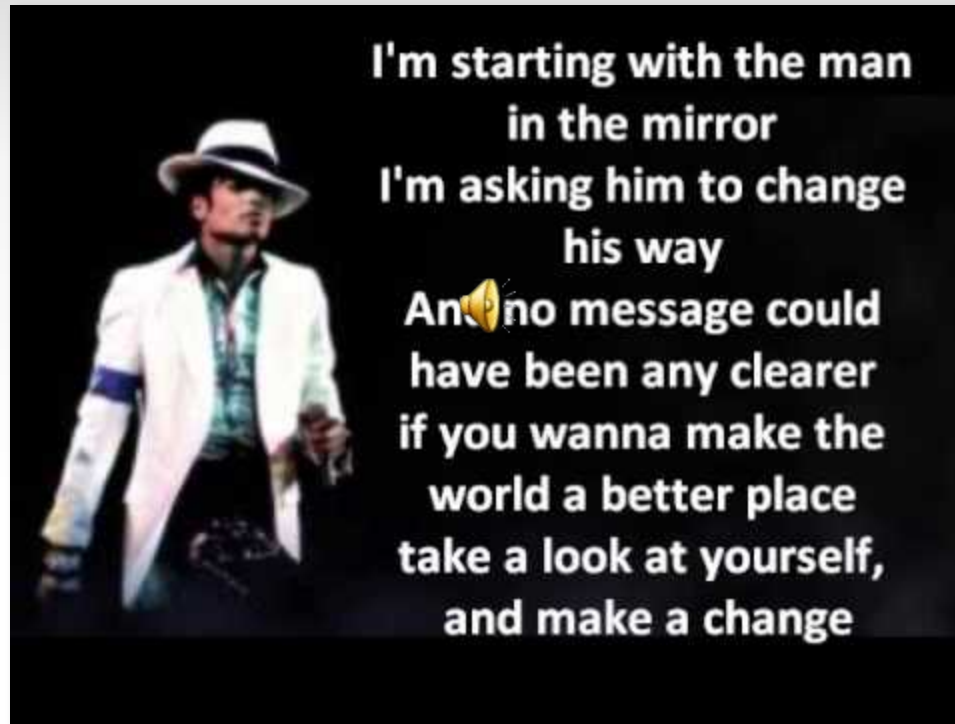
Organizational change occurs at the individual level



Your response to change can impact the organization



Change Happens One Person at a Time Starting with ME!



*From Man in the Mirror
Michael Jackson*

What is your perspective on change?



When asked "would you rather work for change, or just complain?" 81% of the respondents replied, "Do i have to pick? This is hard."

Dr. Viktor Frankl, Holocaust Survivor



1905-1997

Man's Search for Meaning

“When we are no longer able to change a situation, we are challenged to change ourselves.”

Group question...

- How do you respond to change?



The Exotic Food Buffet

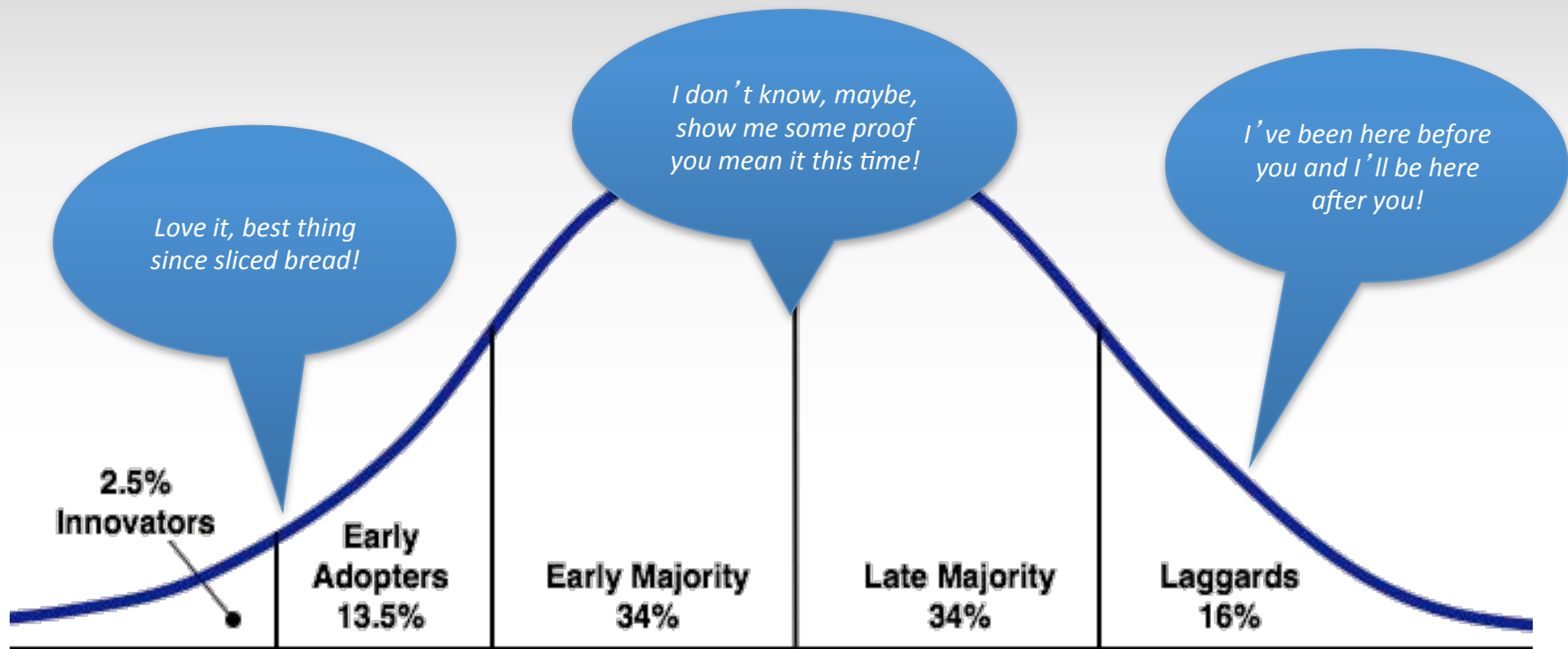


At the Movies



People choose different responses toward adopting change

Innovation Adoption Curve



Source: Everett Rogers, Diffusion of Innovations

Key influencers:

1. Who they are
2. History / previous experiences
3. Current environment

Key roles in organizational change

Sponsors

(Senior Team)

Clarifying Intent,
Modeling, and
Authorizing

Champions

(Managers)

Managing Up

Modeling and
Coaching Others

Recipients*

(senior team+ managers+
front line)

Self Reflection

Learning

Experimentation

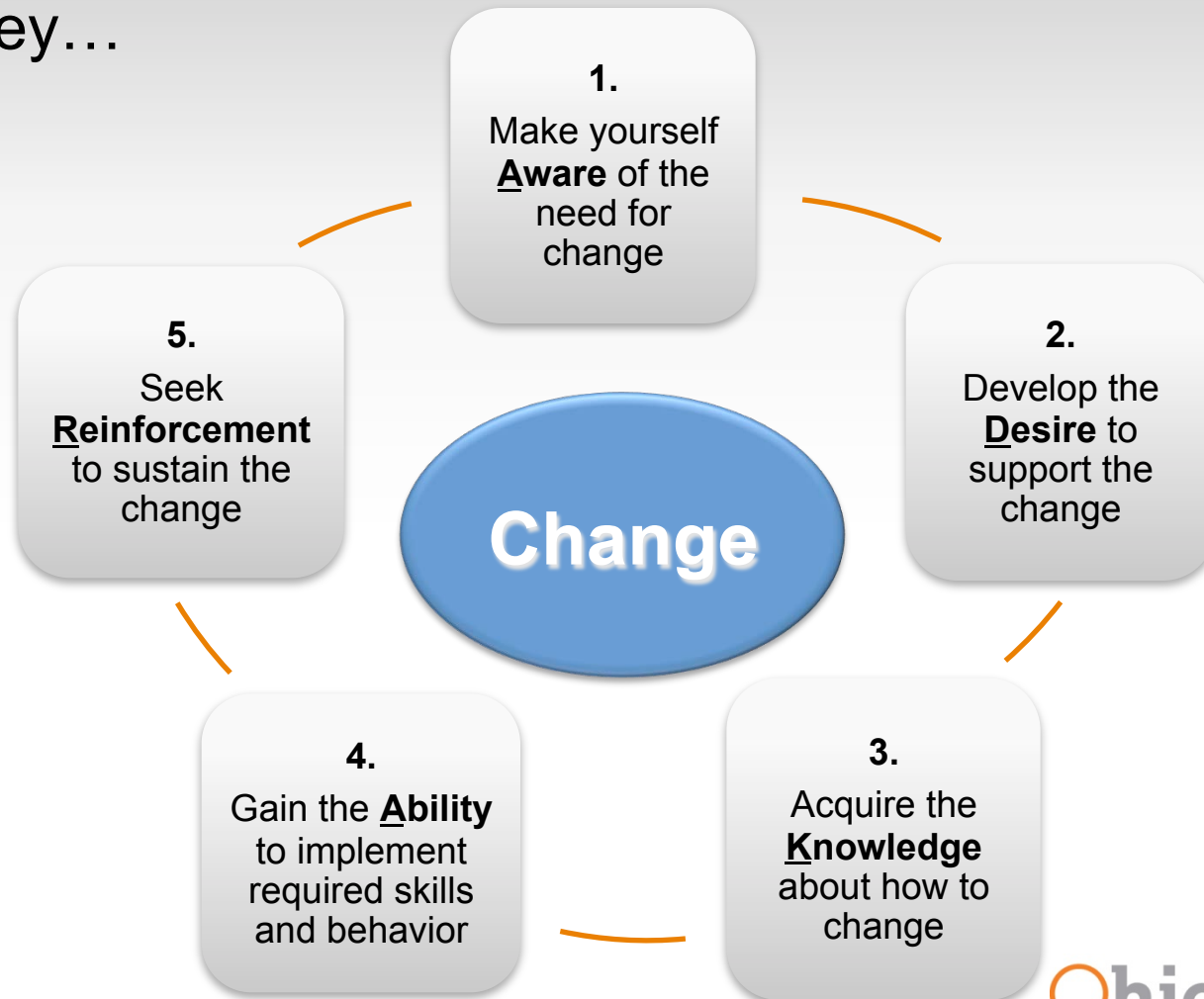
**Everyone must be a recipient of change before they can effectively play any other role*

Prosci's Process for Change Management

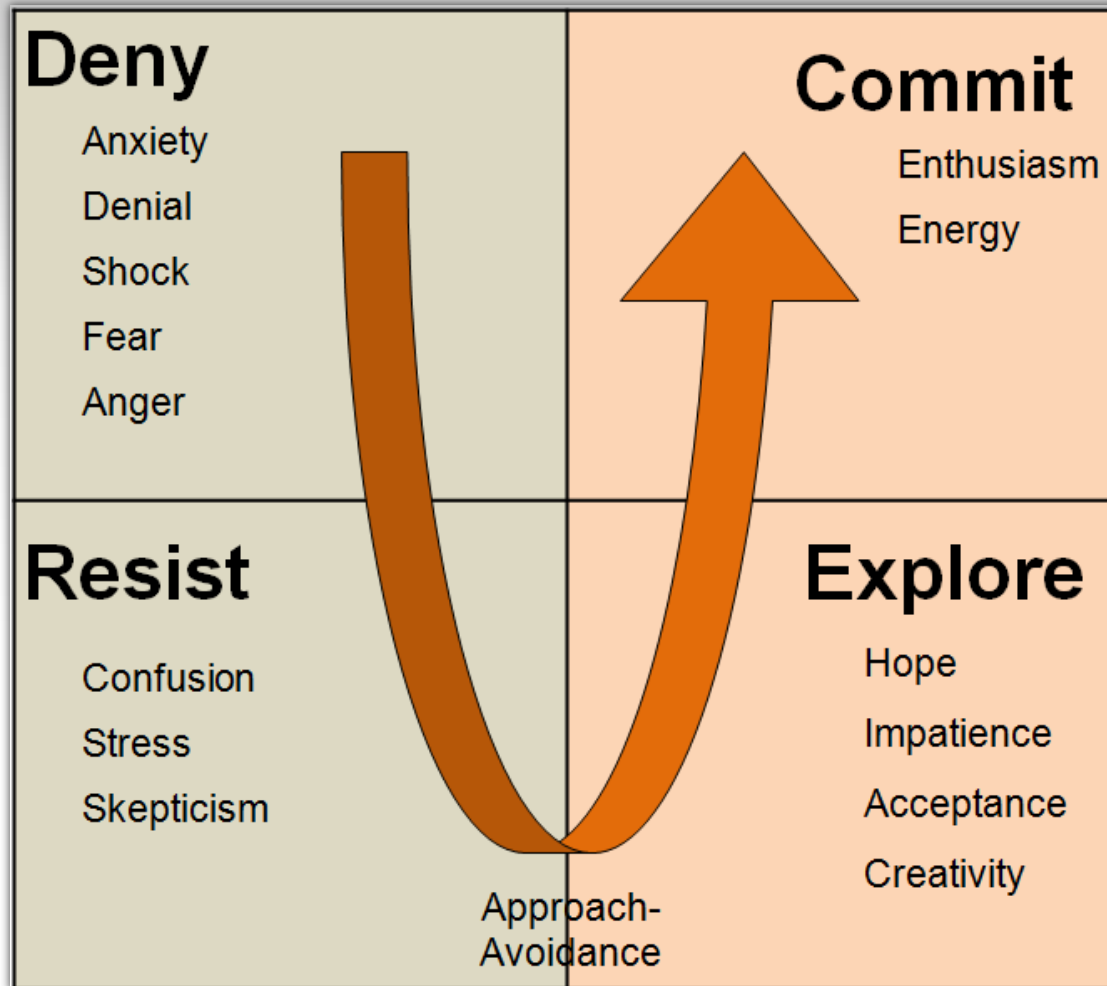
The ADKAR[®] Process

Prosci's Process for Change Management

A Journey...



Emotions and change



Stages for adopting to change

- **Denial**
- Resistance
- Exploration
- Commitment



Stages for adopting to change

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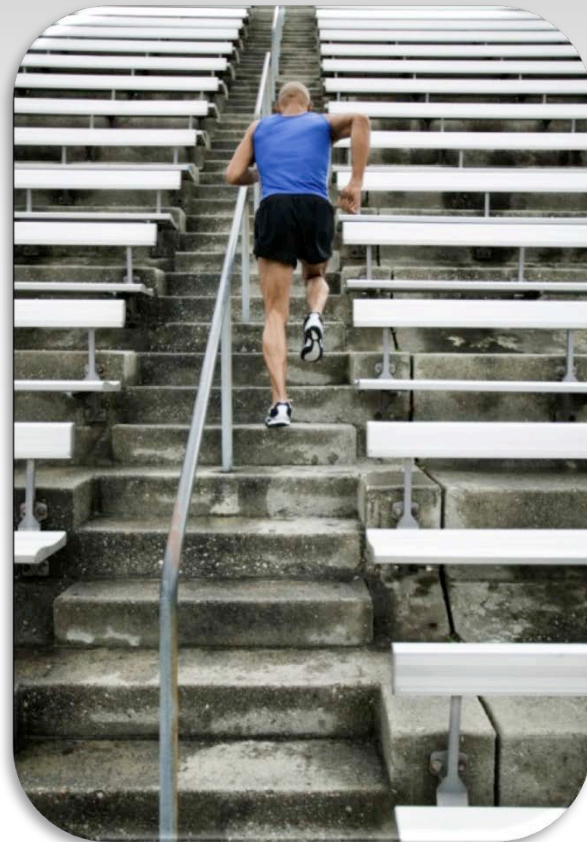
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Stages for adopting to change

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Framework for individual change

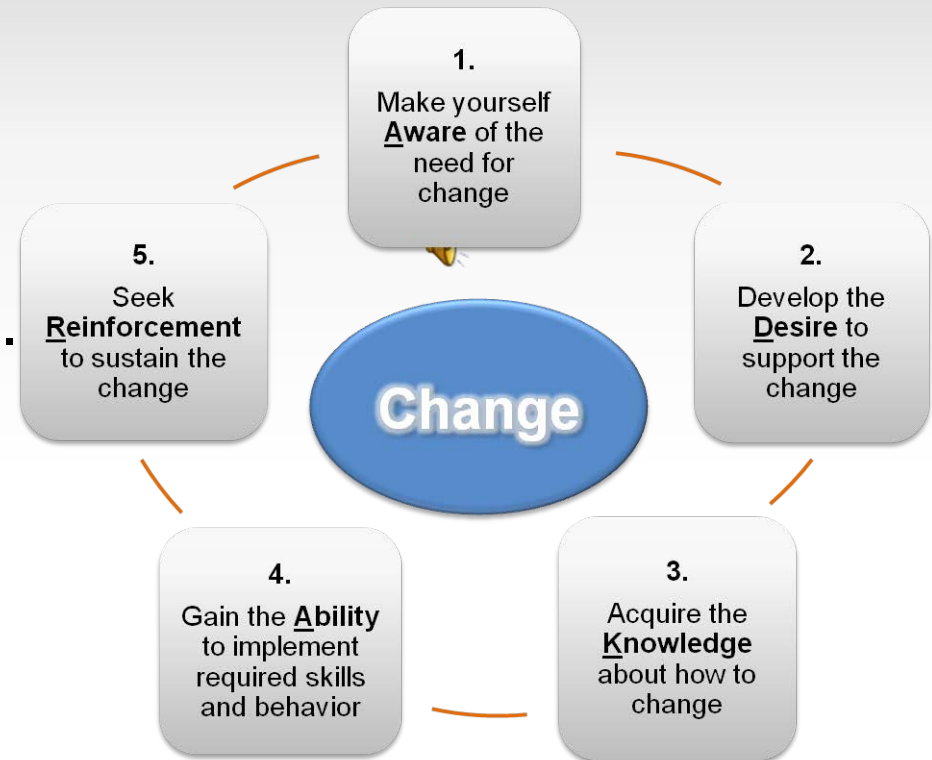


So now that you're ready for this,



Prosci's Process for Change Management

- Let's revisit that change you jotted down at the beginning of the workshop.
- Consider applying the ADKAR model to help make it a success.



Recap

- Change happens one person at time.
- Managing change is a process.
- We all have a role in making change successful.
- We all make different choices for how we respond to change.

Thank you for your kind attention!!!!

**EMPLOYMENT
FIRST**

