Staying Connected Through Change

Presented By: Claire Laughlin, MRG
What changes have you recently faced at work?
How do we REALLY feel about change?
Resistance to Change = Fear of Uncertainty

- Position, power or leverage
- Role / identity—“How I see myself”
- Security or safety
- Control
- Self esteem
- Approval or support
- “Being right”
- Connection or relationship
Change Variables

1. **Degree**
   - This is the amount of change and the way it stacks up with other changes you are facing.
   - Is it a big change or a subtle change? What will the impact be? How many will be affected?

2. **Rate**
   - This is the timeline associated with the change.
   - Is it gradual or all-at-once?

3. **Desirability**
   - This encompasses the perception and the emotions experienced regarding the change.
   - Is the change desired or not? By all or a few?
Understanding the journey can help us minimize the destructive nature of change resistance and accelerate the change adoption process.
What if CHANGE meant this?

- Continually
- Having
- A
- New
- Growth
- Experience
Change is one of our core human drivers...
So...What’s the REAL challenge when it comes to change?
What People Really Want…

- People want to **make a difference**!
- They want **REAL Change** (that doesn’t just waste time)
- Change that **includes and honors** them
- **Time** to get on board
- **Less uncertainty**: A real roadmap so that they can see their way through the transition
In short...

They want *Empathy*  

And *Inspiration*
They want to…

STAY CONNECTED
THROUGH CHANGE
But we teach them to resist...

We *impose* change on people.

We *don’t plan and allocate enough resources* to ensure success.

We *don’t communicate* enough or give people a chance to process.
### How we teach people to resist...

<table>
<thead>
<tr>
<th>Proposition can represent...</th>
<th>Receiver can be...</th>
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</thead>
<tbody>
<tr>
<td>Genuine Opportunity...</td>
<td>Open</td>
</tr>
<tr>
<td>Make a Real Difference!</td>
<td>Closed</td>
</tr>
<tr>
<td>Blow a Rare Chance</td>
<td></td>
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<tr>
<td>Empty Promise...</td>
<td></td>
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<tr>
<td>Hopes Up For Nothing</td>
<td></td>
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<tr>
<td>“I knew it! I told you so!”</td>
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Jason Clarke: Embracing Change (https://www.youtube.com/watch?v=vPhM8IxbSU)
What is this pattern costing us?
Be a Superhero of Change Leadership!

BE the Change. TODAY.
Organizational Change Happens When *People* Change

- Organizational change happens when we hit a tipping point, and enough individuals get on board with the change.

- Where you sit in the organization will impact the core strategies you use when it comes to change, but every one of us MUST be thinking about how change will impact PEOPLE...
Because:

Quality of the change solution \times \text{Acceptance and Integration of the change} = \text{Real Change}
Proactive Change Leadership
CVA

Concerns

Vision / Hope

Actions
Every change initiative has stages...

- Did we achieve the vision?
- Did we avoid our concerns?
- How effective were our actions?
- What can we do better next time?

- Here’s what we are thinking...
- What are your concerns?
- What is your vision?
- What actions shall we take?

- Are we achieving the vision?
- What concerns do you have?
- What actions should we take next?

- Here’s the vision...
- What role will you play in this vision?
- What are your concerns?
- What actions shall we take?
People change when...

Vision / Hope + Path / Actions ≥ Concerns / Pain
The good news!

As a leader, you don’t have to have all of the answers!

*Engage the wisdom of your team!*
PARTNER ACTIVITY

• Think of one of your organizational change initiatives

• Work with a partner to discuss how to use this model to support positive change

• Time limit: 5 minutes
WISDOM: What will you do next?

Share:

• One thing you learned about change.

• What one thing will you commit to doing *more of, less of* or *keep on doing* to be a more effective change leader?
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