Managing Change in Your Organization

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What is Change?

Verb
1. to make or become different; alter
2. to replace with or exchange for another
3. to transform or convert
4. to give and receive something in return; (change places with someone)
5. to give or receive in exchange for the equivalent sum in a smaller denomination or different currency
6. to remove or replace the coverings of (change the bed)
7. to put on other clothes
8. to pass from one phase to the following one (i.e. the moon)
9. to operate the gear lever of a motor vehicle in order to change the gear ratio

Noun
1. the act or fact of changing or being changed
2. a variation, deviation, or modification
3. the substitution of one thing for another
4. anything that is or may be substituted for something else
5. variety or novelty (do something for a change)
6. a different or fresh set, (a change of clothes)
7. money given or received in return for its equivalent in a larger denomination or in a different currency
8. the balance of money given or received when the amount tendered is larger than the amount due
9. coins of a small denomination regarded collectively
Why Change?

Dissatisfaction with Current Situation

status quo  reduction of funding  loss of market
  downward pressure  outside pressure  decreased profit
  loss of margins  loss of profitability  chaos

Potential Opportunities

markets  customers  products/services
  structure and facilities  technologies  mandates
“It isn’t the changes that do you in, it’s the transitions. Change is not the same as transition. Change is situational: the new site, the new boss, the new team roles, and the new policy. Transition is the psychological process people go through to come to terms with the new situation. Change is external, transition is internal.”

William Bridges, Managing Transition Making the Most of Change

Change Management is a structured and purposeful approach to transitioning individuals, teams and organizations from a Current State to a desired Future State expectation.
How to Change

Identify the Strategic Area to Achieve the Desired Result

What strategy will provide the best end game to achieve your vision?

- Customer Loyalty
- Process Improvement
- Sustainability
- People
- Innovation

Create a Vision of the Changed Reality

A defined vision creates common understanding and focus that leads to strategy.
How to Change

Create and Implement a Plan

Define Desired Results

Develop SMART Goals
Specific  Measurable  Attainable  Realistic  Timely

Identify Potential Obstacles

Create an Action Plan

Implement your Specific Action Steps

Measure Results and Adjust as Required
How to Change

*Define Success*

The continuous achievement of your predetermined goals.

The moment we define what success is to us

and

The moment we begin to work toward its achievement

*We become successful!*
How to Change

The biggest change required to be successful in Lean Thinking is...........

HOW YOU THINK !!!!!!!

For many, this change amounts to a PARADIGM SHIFT
Managing The Change Process

The ADKAR Model
Prosci, Inc.

Characterizes The Change In Five Key Steps

A goal-oriented change management model that allows management to focus activities on specific business results

Sequential and cumulative
Identify gaps in your change management process
Diagnose employee resistance to change
Help employees transition through the change process
Develop a change management plan for your employees
The ADKAR Model

**A**wareness of the need for change

**D**esire to participate and support the change

**K**nowledge about how to change

**A**bility to implement new skills and behaviors

**R**einforcement to keep the change in place
The ADKAR Model

Individual Change Profile

Awareness  Desire  Knowledge  Ability  Reinforce

Time

From: the Change Management Learning Center
The ADKAR Model

Organizational Change Profile

- Awareness
- Desire
- Knowledge
- Ability
- Reinforce

From: the Change Management Learning Center
THE ADKAR MODEL

Alignment of ADKAR with Business Change

From: the Change Management Learning Center
Change Management Summary

Be involved

Keep your ear to the ground

Head it off at the pass
Celebrate the Successes !!!