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MANAGING CHANGE

PREPARING for CHANGE

- Why change
- Describe present state
- Describe future state
- What will change
- What will not change?
- Vulnerabilities during change process
- Key success factors in the future state

MANAGING the TRANSITION

- Define the change strategy
- How to operationalize changes
- Effective use of change levers
- Positioning change as a challenge
- Minimize the impact of losses on those most affected by change

CEMENTING CHANGES

- Ensure using the change levers effectively
- Subunit alignment
- Ensure that all
 - Understand the purpose of change
 - Have a picture of desired outcomes
 - Are involved
 - Acquire new behaviors

CHANGE LEVERS

- Clear understanding of the need for change
- Quality of leadership
- Sponsor Commitment
- Clear vision of future (VMV) & Strategy
- Change Structure
- Education and training

- Effective two way communication
- Measurement systems
- Aligned infrastructure
- Aligned reward systems
- Aligned organizational structure
- Skilled change agents

MAXIMS TO LIVE BY

- Communicate, communicate, communicate
- Continuous improvement is critical
- Plan short term wins, show early success
- Celebrate successes

- Think outside the box, experiment
- Create ownership and involvement
- Walk the talk
- Hold people accountable

MANAGING CHANGE

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