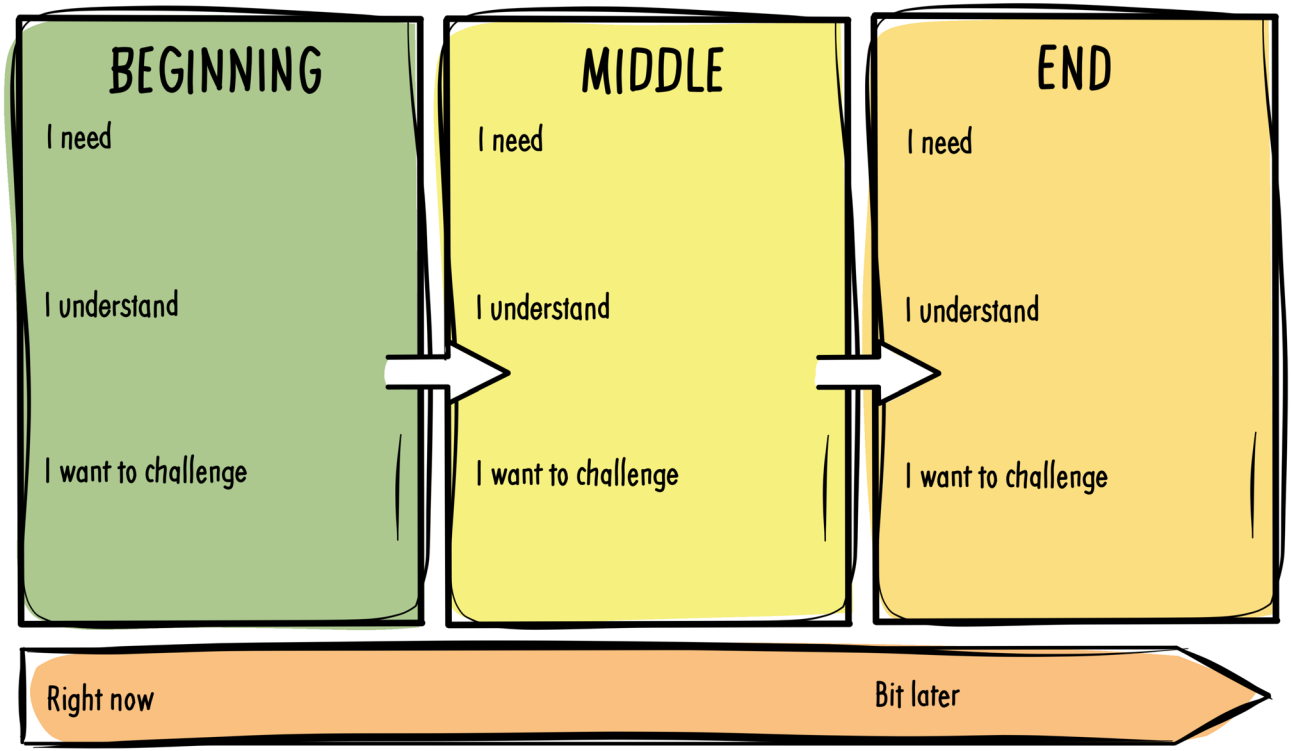
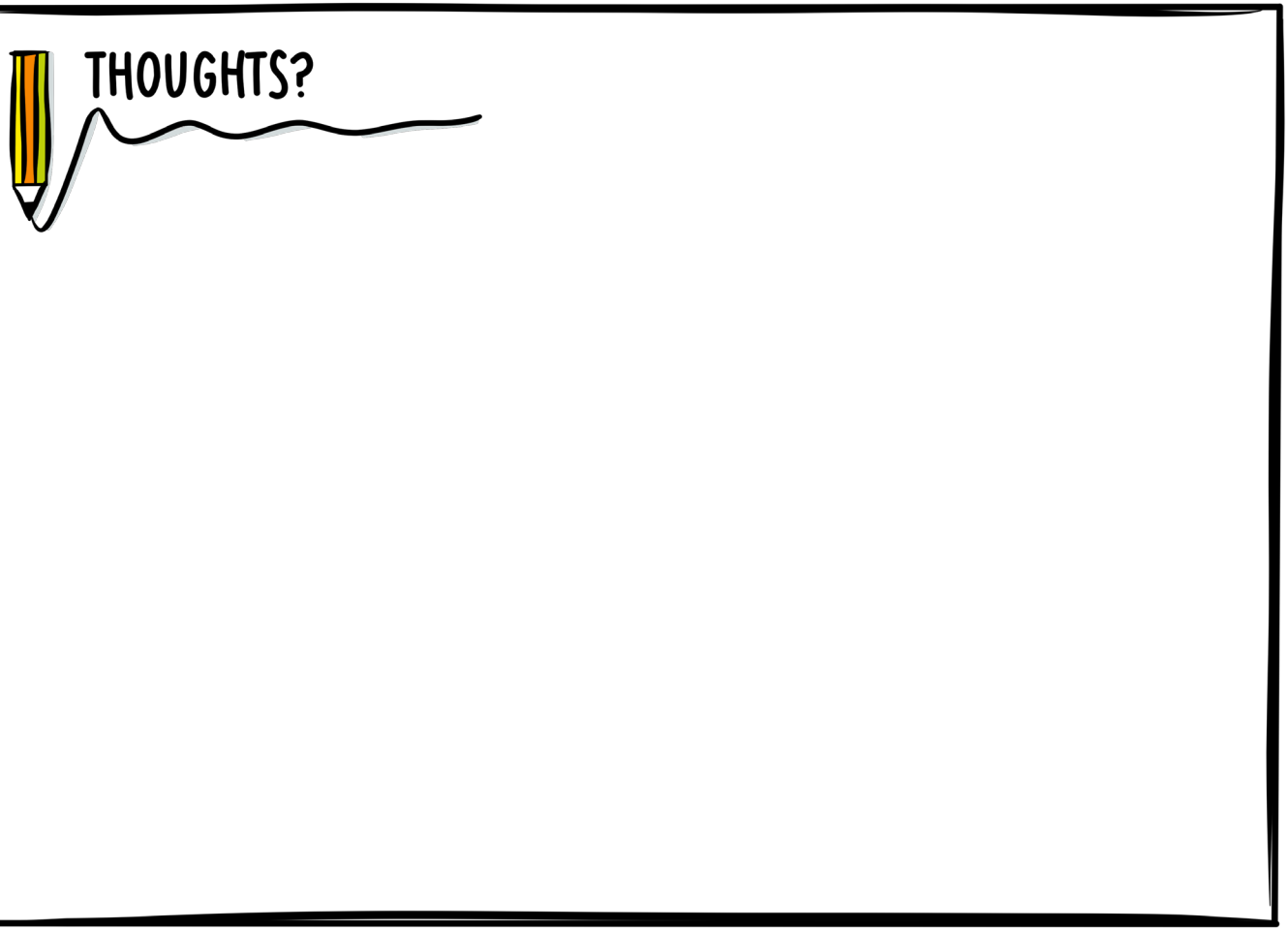
The Everyday CHANGE Workshop

UNDERSTANDING HOW YOU THINK ABOUT CHANGE




THOUGHTS?

TRY, TRUST, TELL MODEL

Further exploration of courage.

TRY

The courage of action and pioneering 'first attempts'

Associated with:

- Having initiative
- Leading

Requires:
Overcoming inertia

Risks:
Your actions may harm others

TRUST

The courage of relying on the actions of others

Associated with:

- Being receptive and open
- Following

Requires:
Letting go of control

Risks:
Other people's actions may harm you

TELL

The courage of 'voice' and truth telling

Associated with:

- Having initiative
- Leading

Requires:
Conviction

Risks:
Exposing your opinions may cause you to be cast out of the group

ALL ABOUT YOU

What is the change?

Why are we changing?

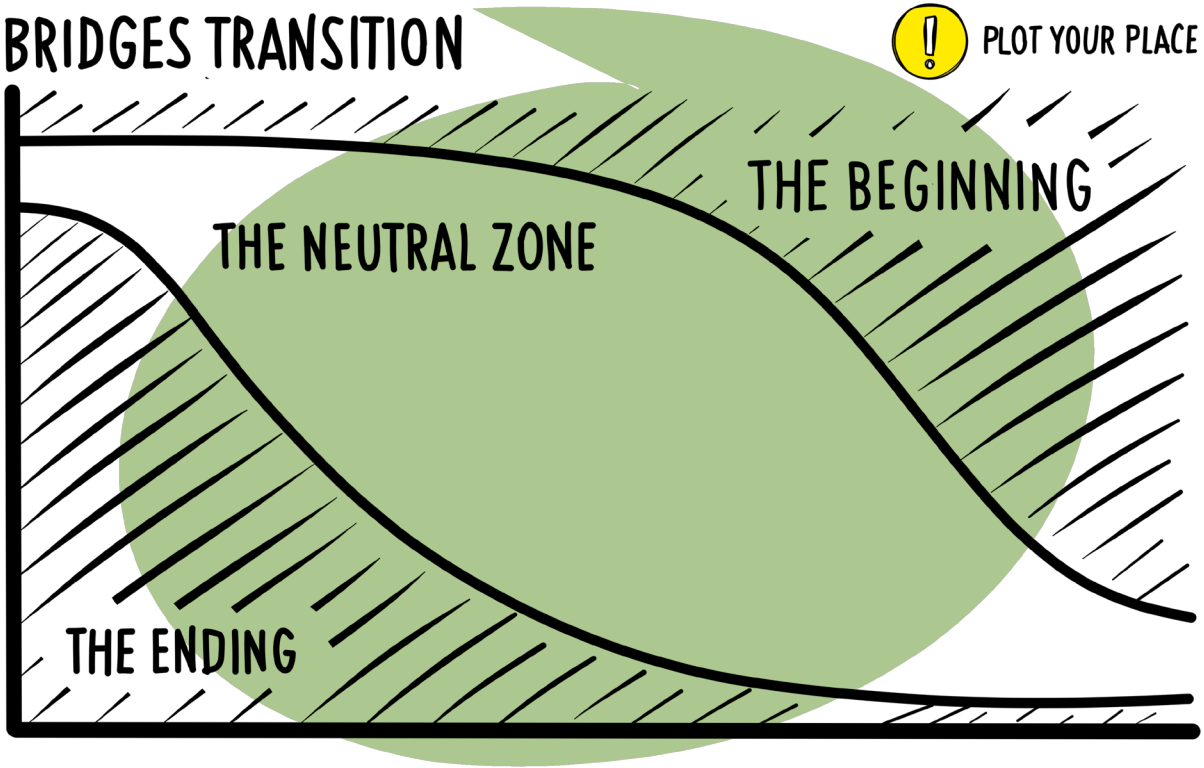
What's not changing?

How do we want to change?

What happens if we don't?

What is my role?

WHERE ARE YOU HEADING?



Credit: Bridges, W and Bridges, S. Managing Transitions. Making the Most of Change. Nicholas Brealey Publishing. Imprint of John Murray Press, Hachette Book group © 2017.

WHAT DO YOU NEED?

What can we control?

How can we influence?

Question I need an answer to...

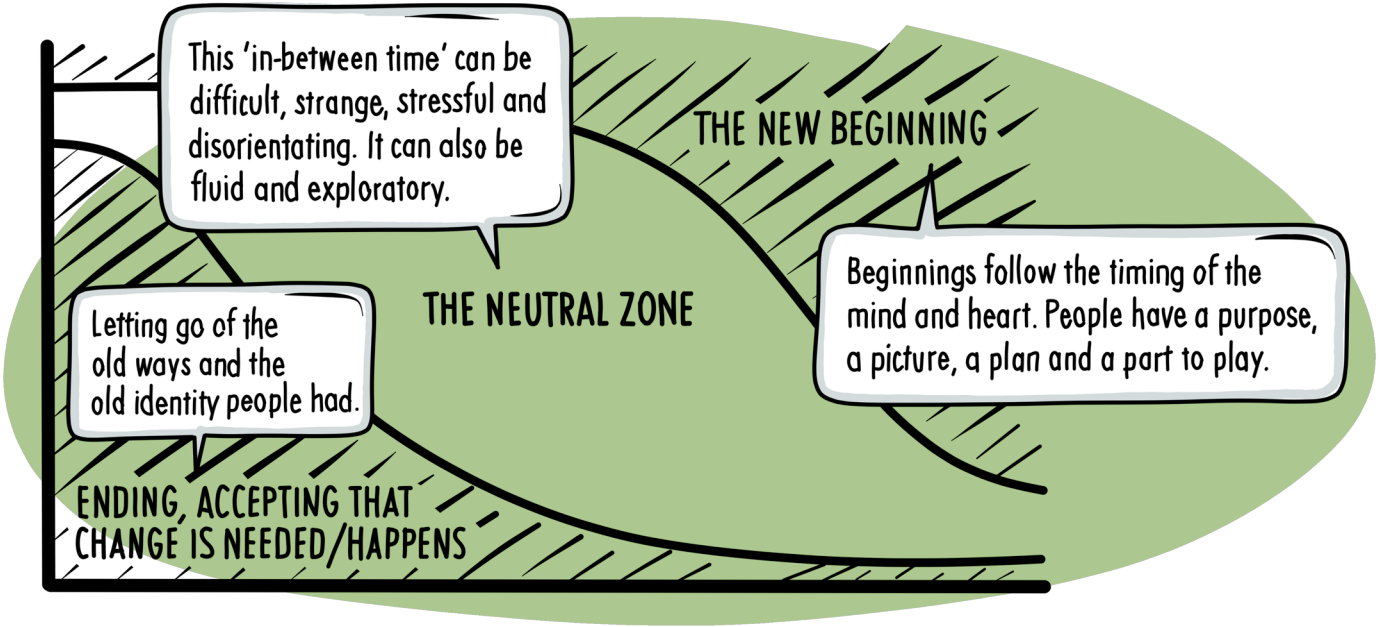
Question I need an answer to...

Question I need an answer to...

15% Solution

BRIDGES TRANSITION

A model to help people recognise where they are in their change journey.



Credit: Bridges, W and Bridges, S. Managing Transitions. Making the Most of Change. Nicholas Brealey Publishing. Imprint of John Murray Press, Hachette Book group © 2017.

SUPPORTING PEOPLE THROUGH THE CHANGE JOURNEY

ENDING

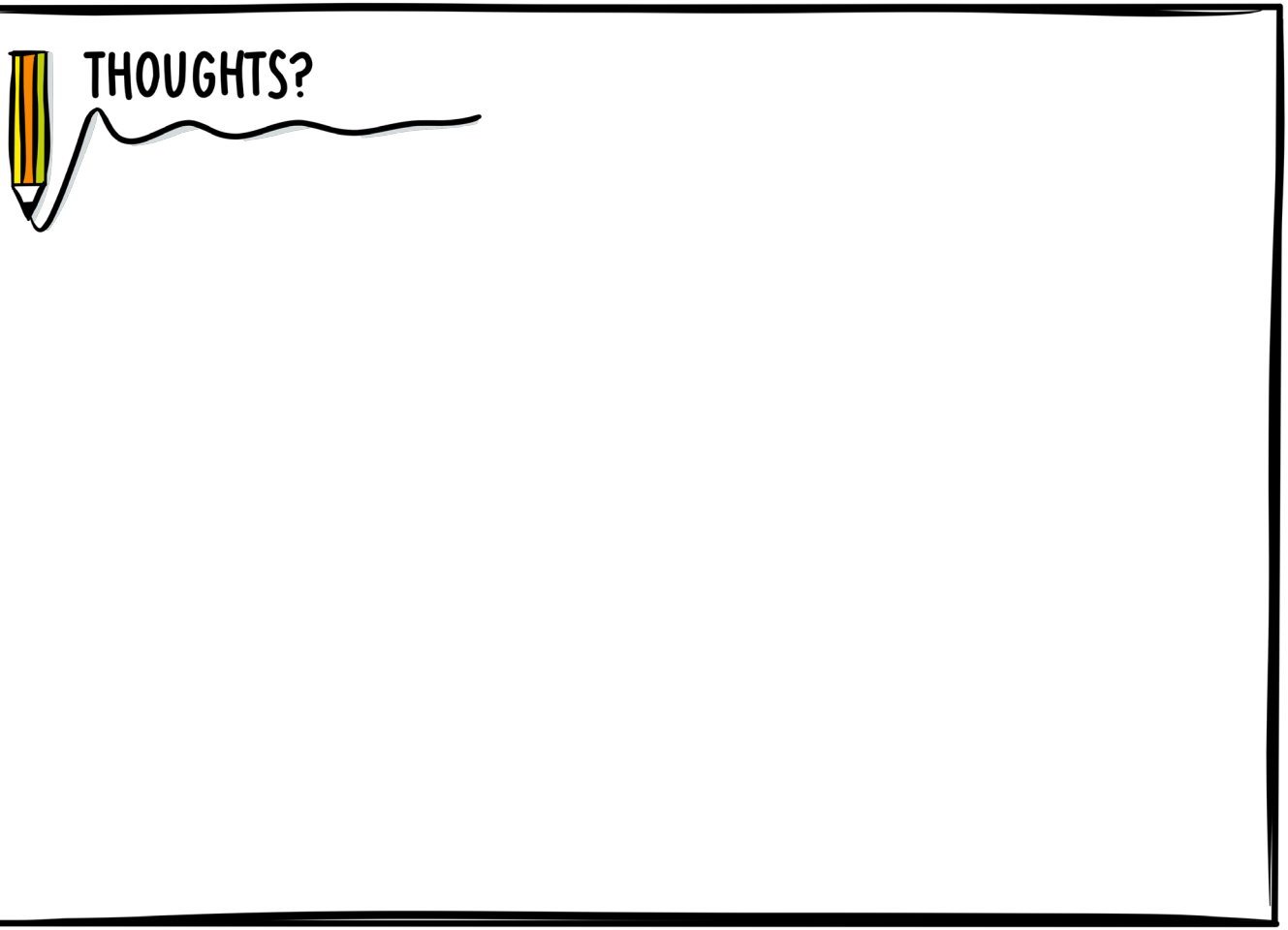
- Make space to talk about what is changing, why its happening and what remains the same
- Create genuine opportunity for people to express their views, concerns and frustrations, be prepared to listen
- Find a way to signal the 'end' respecting all of the great stuff and getting ready for a new way
- Identity actions that can create momentum and start the process

THE NEUTRAL ZONE

- Share what you know when you know it to avoid creating an echo chamber
- Be open to doing differently seeking out opportunities to help you and your people find their way through the change
- Set short term goals to demonstrate progress
- Remain open to changing course, pace or approach

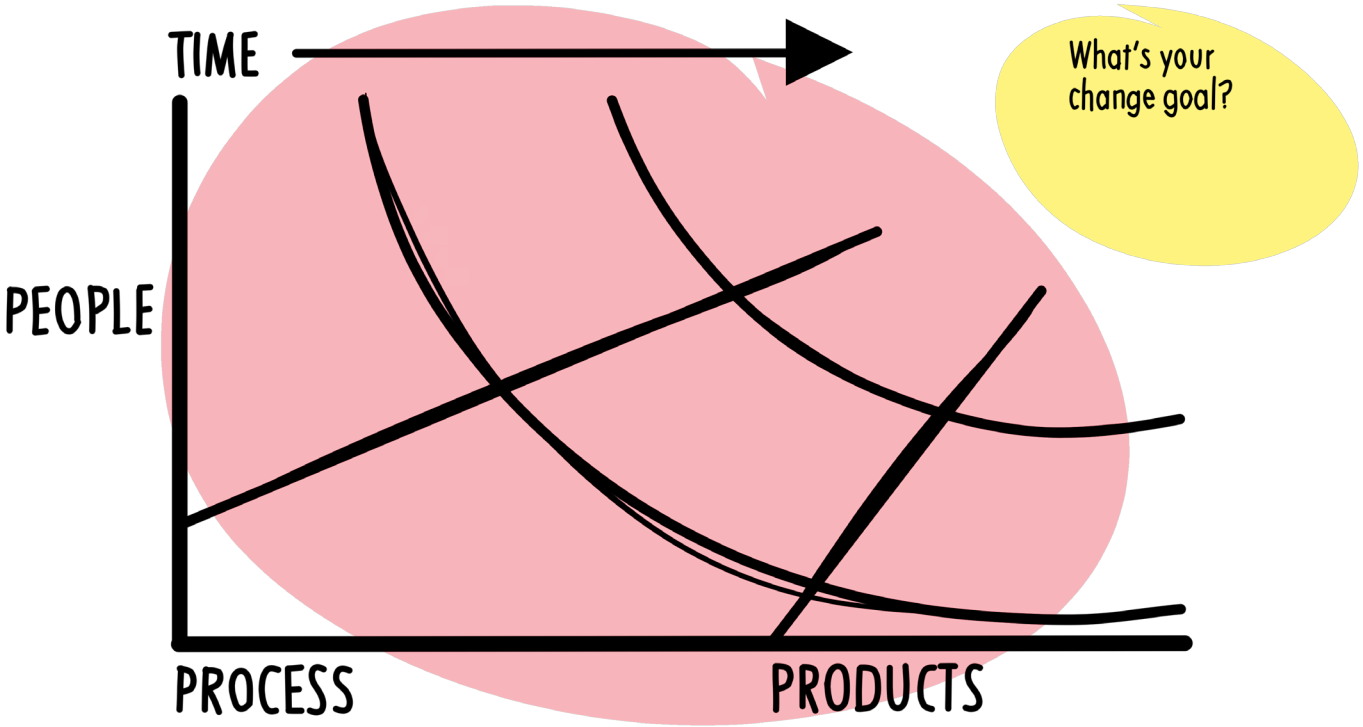
NEW BEGINNINGS

- Prepare for the new world by providing training, support and psychological safety for people to try new things, learn and grow
- Enable those who have made their transition to lead, support and encourage others to follow
- Set longer term goals focussed on how you will sustain, improve and get benefits from the new world

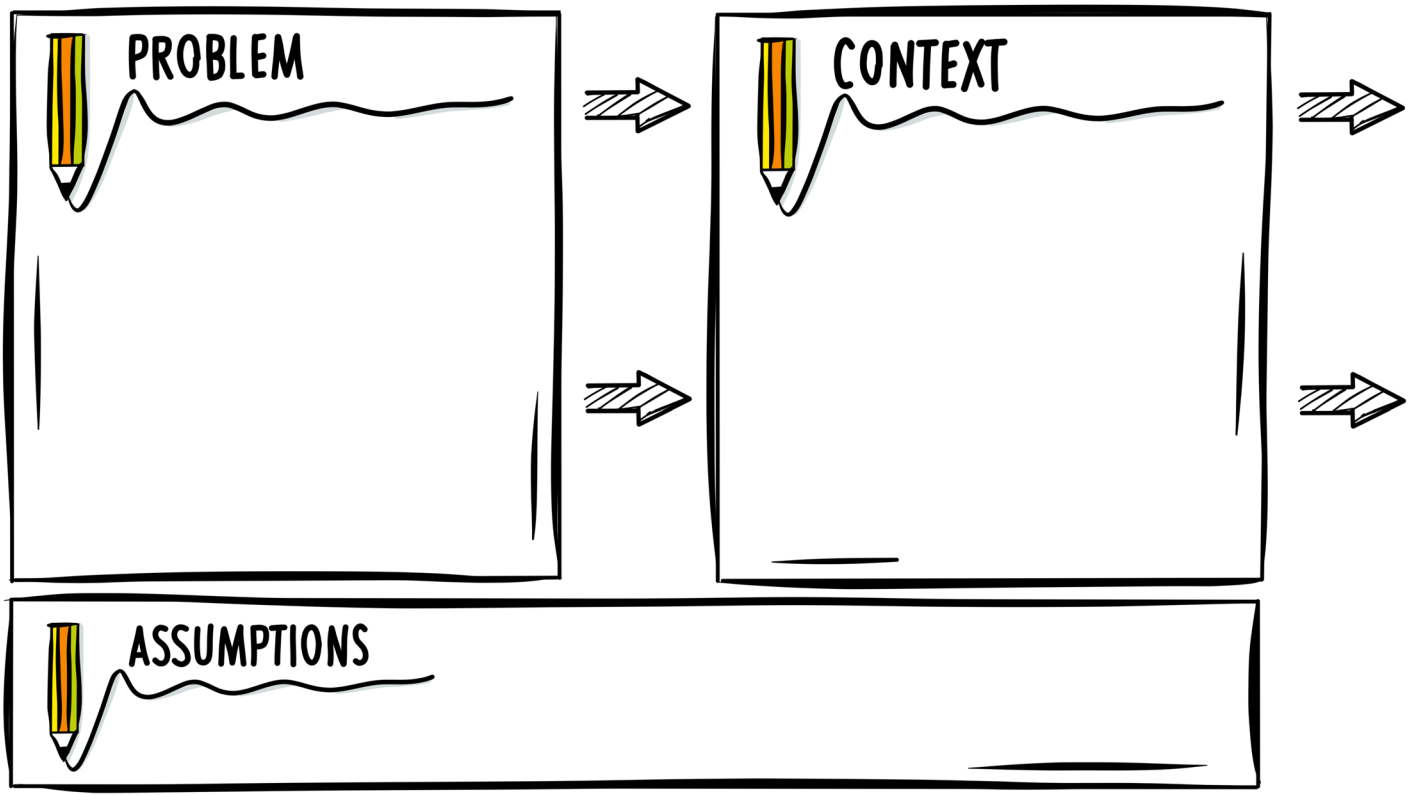

THOUGHTS?

CHANGE GOAL MAPPING

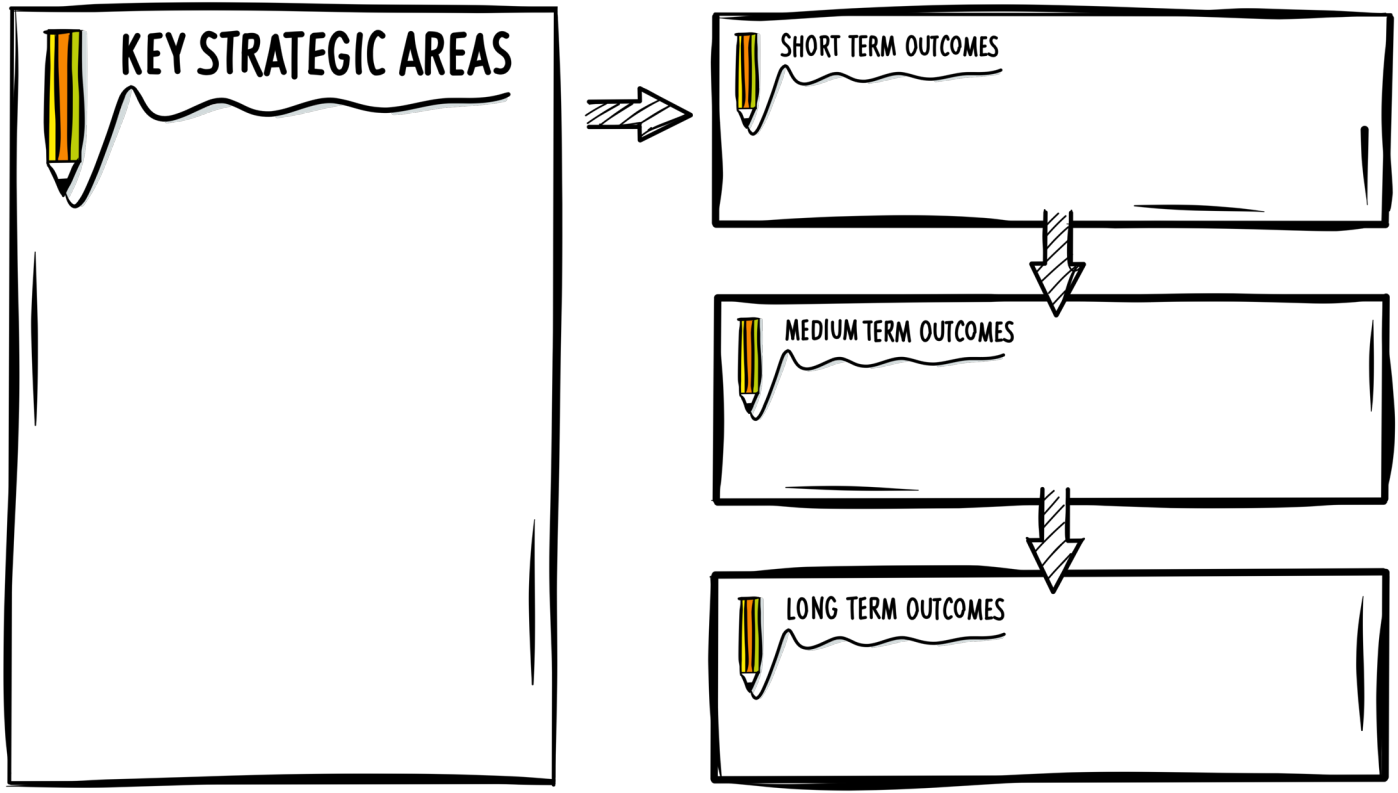
A structured approach to track and chase your change goal.



THEORY OF CHANGE

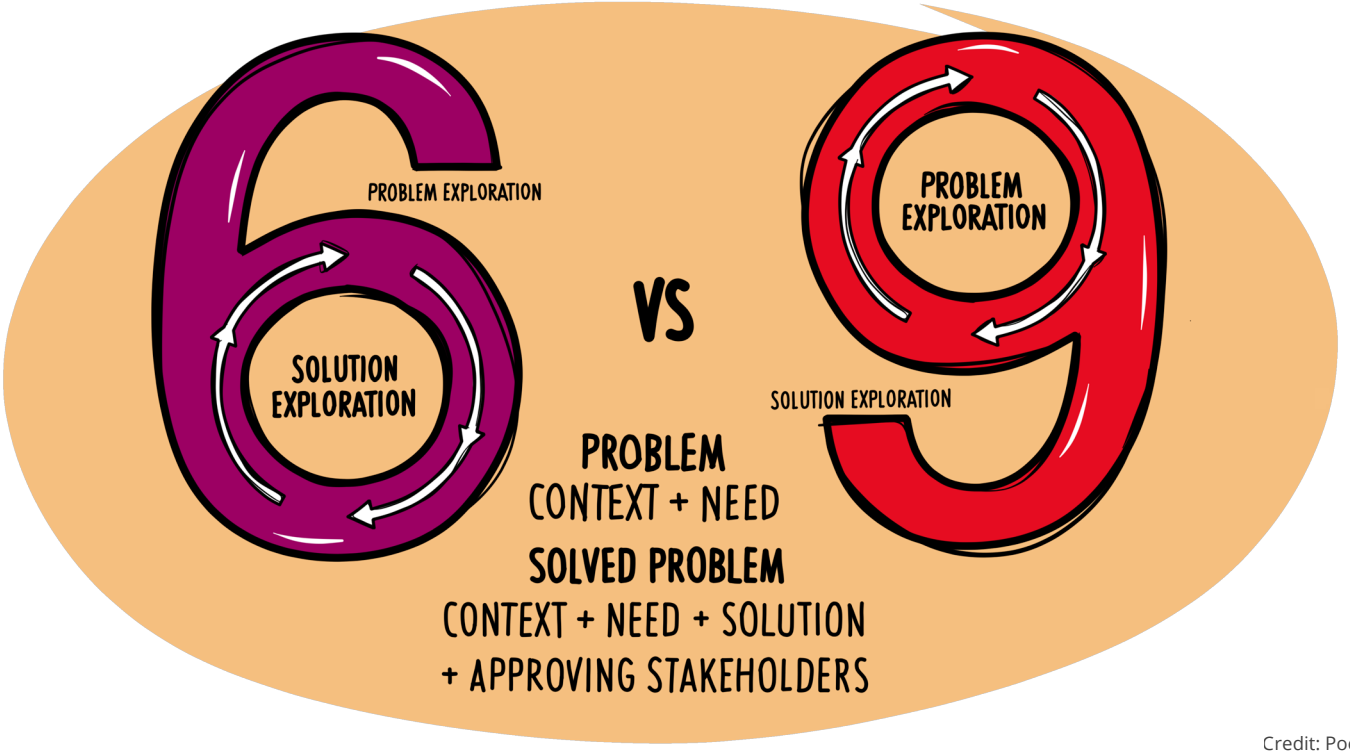


THEORY OF CHANGE



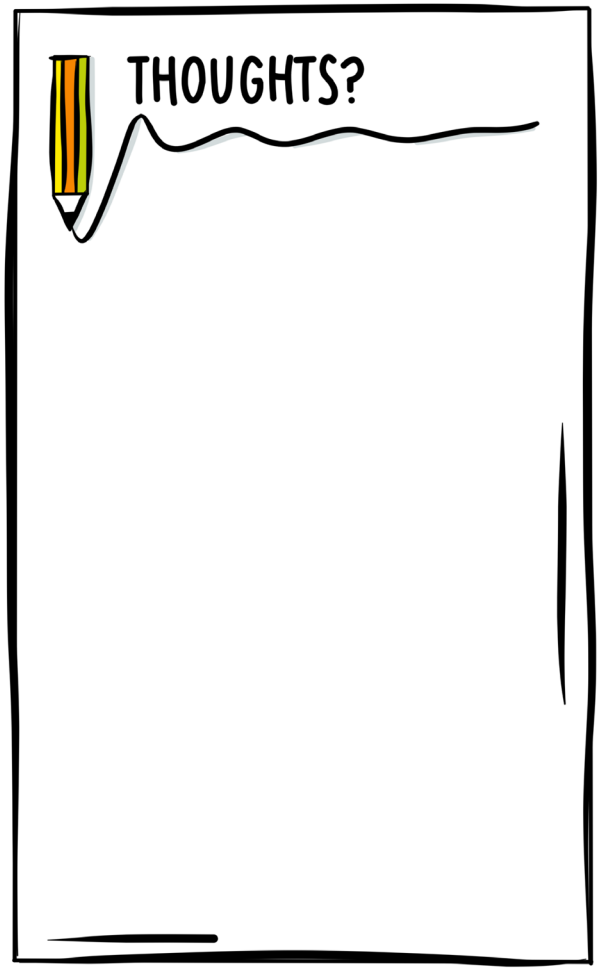
PROBLEM SOLVING MODEL

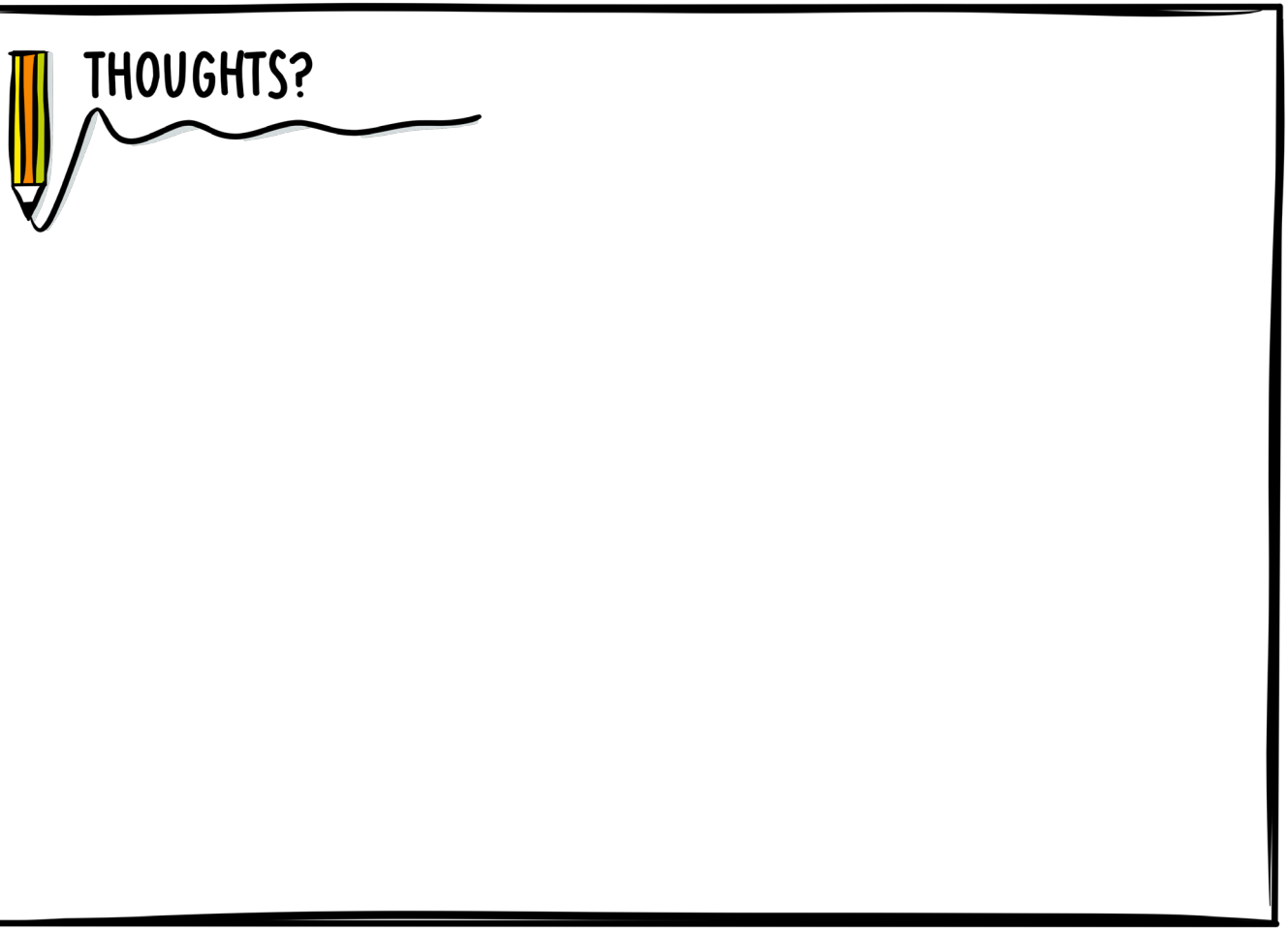
An approach to help develop a problem exploration mindset.



Credit: Poetix

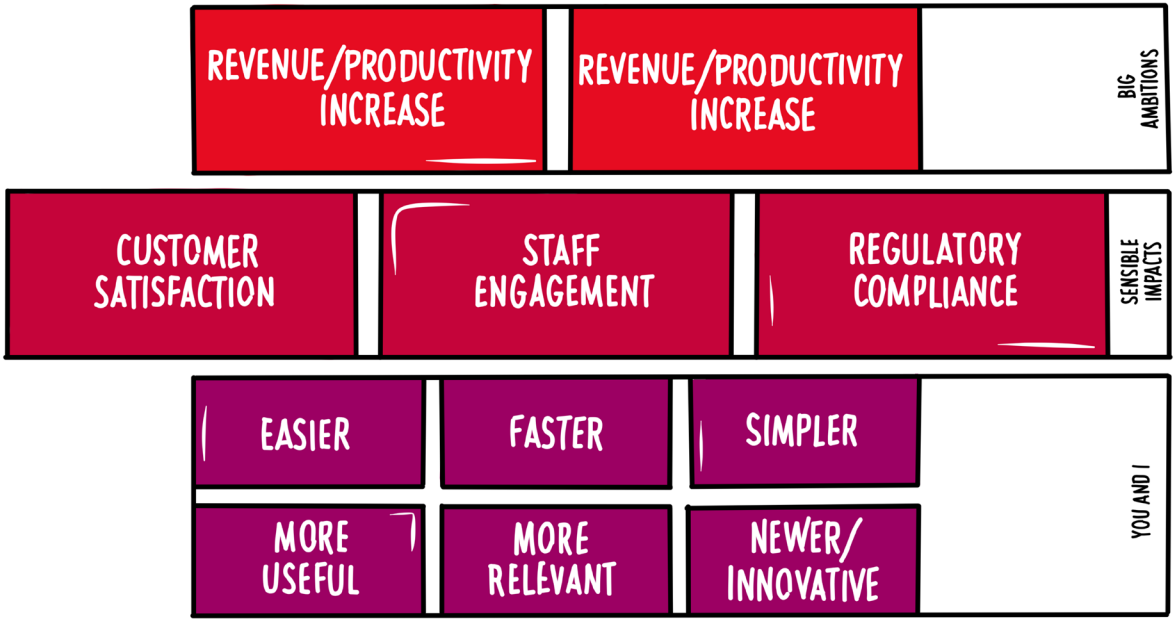
PROBLEM SOLVING IN ACTION

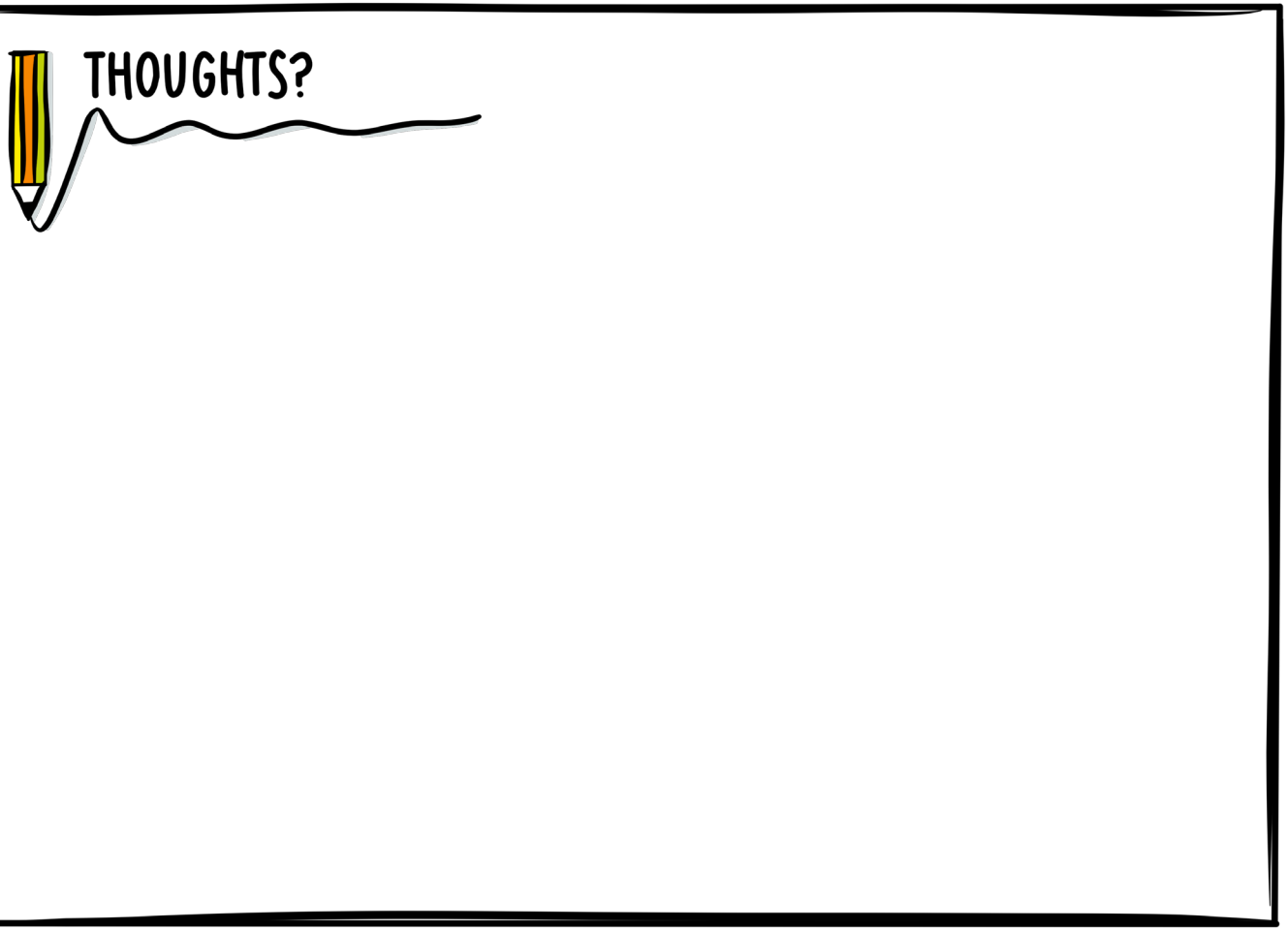



THOUGHTS?

GIVE TO GET

Benefit realisation is often forgotten, but its where the money is (both literally and metaphorically) when it comes to change. And we can over complicate it or shoot for the moon and fall short of even getting rocket in the air. So we can structure our benefits in a way that utilises the sum of its parts.




THOUGHTS?

SPONSORSHIP MODEL OVERVIEW

A different way of understanding and supporting sponsors. Sponsorship is crucial project leadership, central to the success of a sponsor is those people who surround them to enable them to lead the change through the good times and bad. This model shows the many leadership roles that underpin change and puts the emphasis in forming coalitions to build momentum, show accountability andgive change leadership.

THE SPONSOR

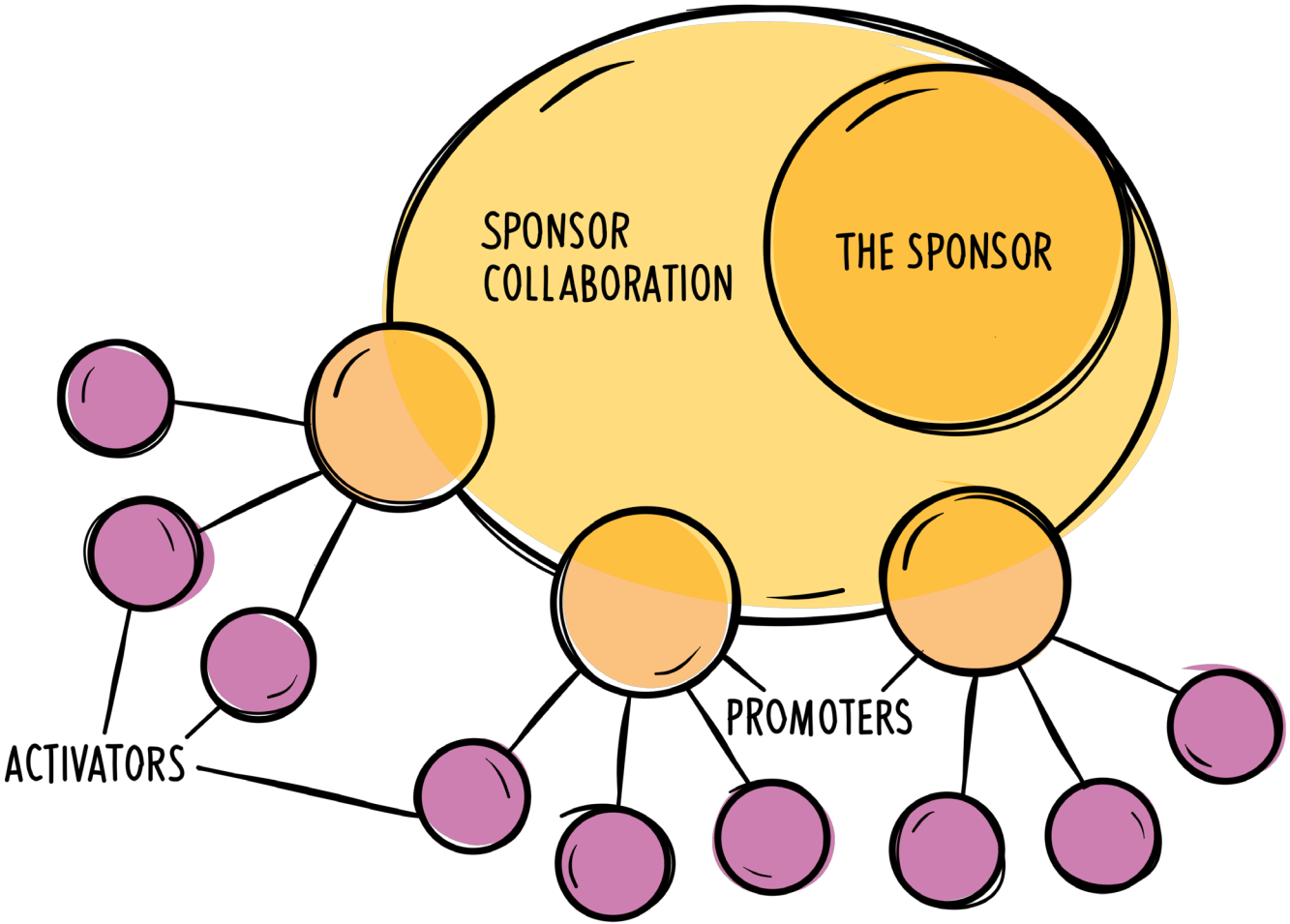
- Role: is the change's 'champion'
- Who: should be the 'best-fit' for your organisation and the change you face
- Message: defines what success of the change accomplishes for the organisation. Ties the change to the organisation's overall strategy
- Speaks to: all levels of the organisation and enables transparent sharing of information and ideas

PROMOTERS

- Role: are the 'cabinet members' for the Sponsor. Offer input, assist in implementation
- Who: the leaders of departments or agencies within an organisation
- Message: cheerleads for the sponsor. Defines success for each department or agency. Bears responsibility for bringing messages in to the coalition, such as trouble spots.
- Speaks to: activators

ACTIVATORS

- Role: is as the front lines of implementation
- Who: top-level managers or supervisors of workers impacted by the change
- Message: defines what success of the project accomplishes for the work group; makes the case for how the change will make daily work better
- Speaks to: peers, colleagues, wider networks


SPONSOR
COLLABORATION
THE SPONSOR
ACTIVATORS
PROMOTERS

THE ABLE AND WILLING

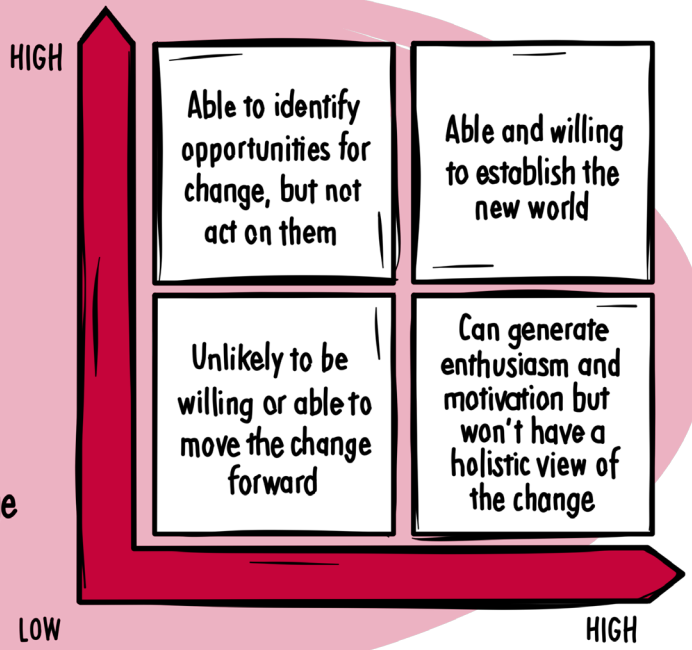
A different look at the traditional 'change agents' and; change resistors'

Ability

- Understanding of the business area affected by the change
- Understanding of the change being proposed or progressed
- Knowledge or skill to help move the change on

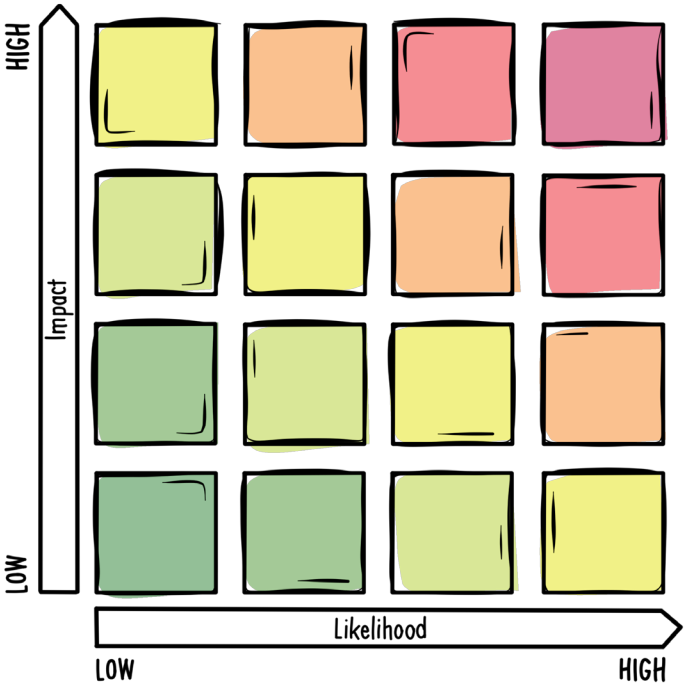
Willingness

- How willing they are to support your change
- How they can help bring people with you
- How much support they can offer you



ITS GETTING HOT IN HERE

Change Heat Map can provide you with a 'total' view of the individuals and teams impacted by changes rippling through your organisation.



Individual or Team	Impact out of 4	Likelihood out of 4

OUR APPROACH

We believe change should be:

Easier; change is complex. We know. But there's no need for it to be complicated, confusing or messy. There's a great opportunity for us to err on the side of simplicity when it comes to delivering change and in doing so the outcomes will be better.

Better; it should always have the end goal of being better than the place you started. Not revolutionary transformation, just better.

Done; quite literally change should end. Changeneeds to end to give it time to embed, flex, grow,shift. And your people need time to stop, reflect and breathe.



Our approach is guided by this and is evident in how we work, how we speak and what we share. These workshops run in organisations of all shapes and sizes, each one informs the next, each one helps us understand change for the better.

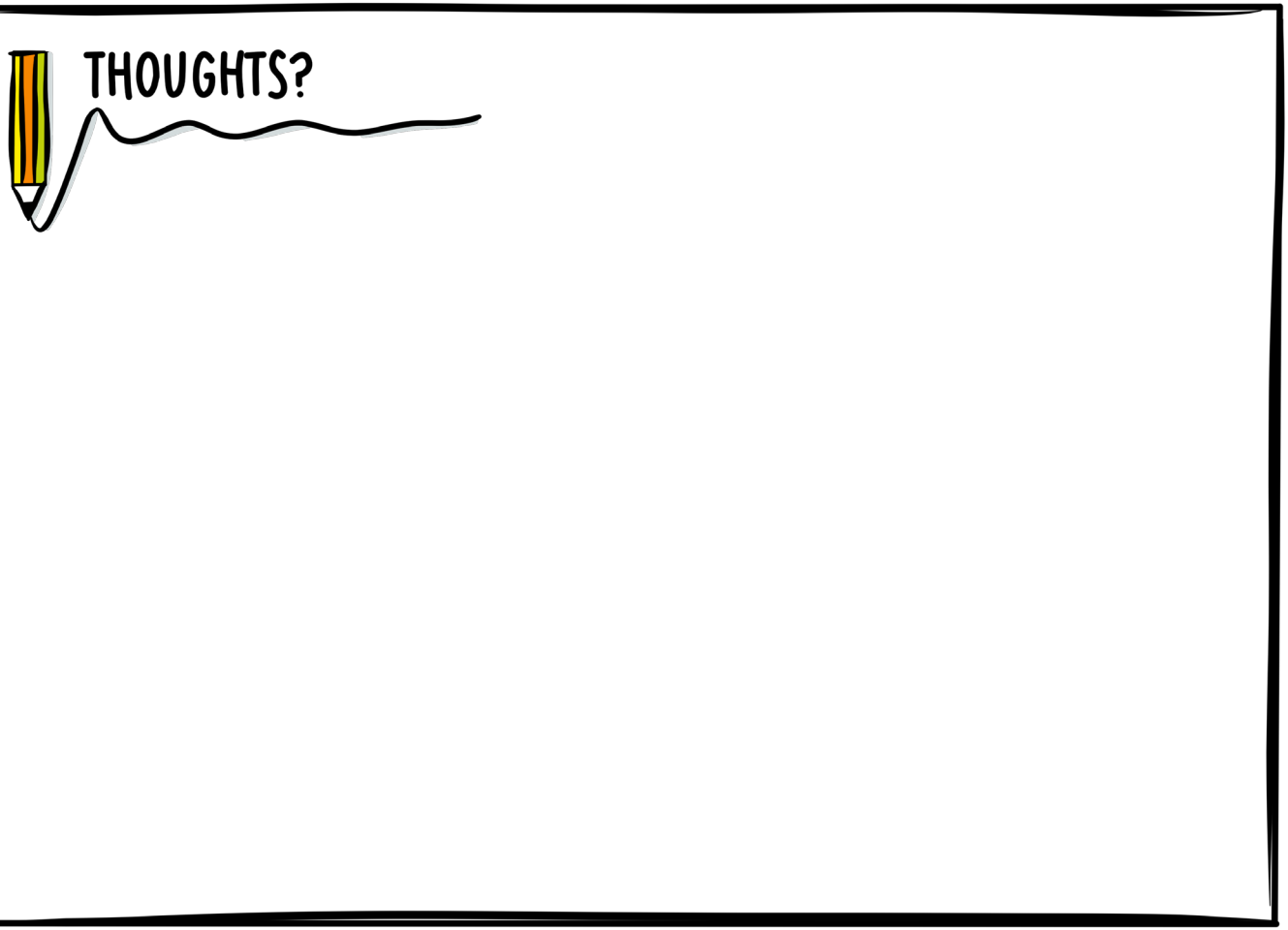
IT IS NOT A CUT & PASTE CHANGE MANAGEMENT SAUSAGE MACHINE

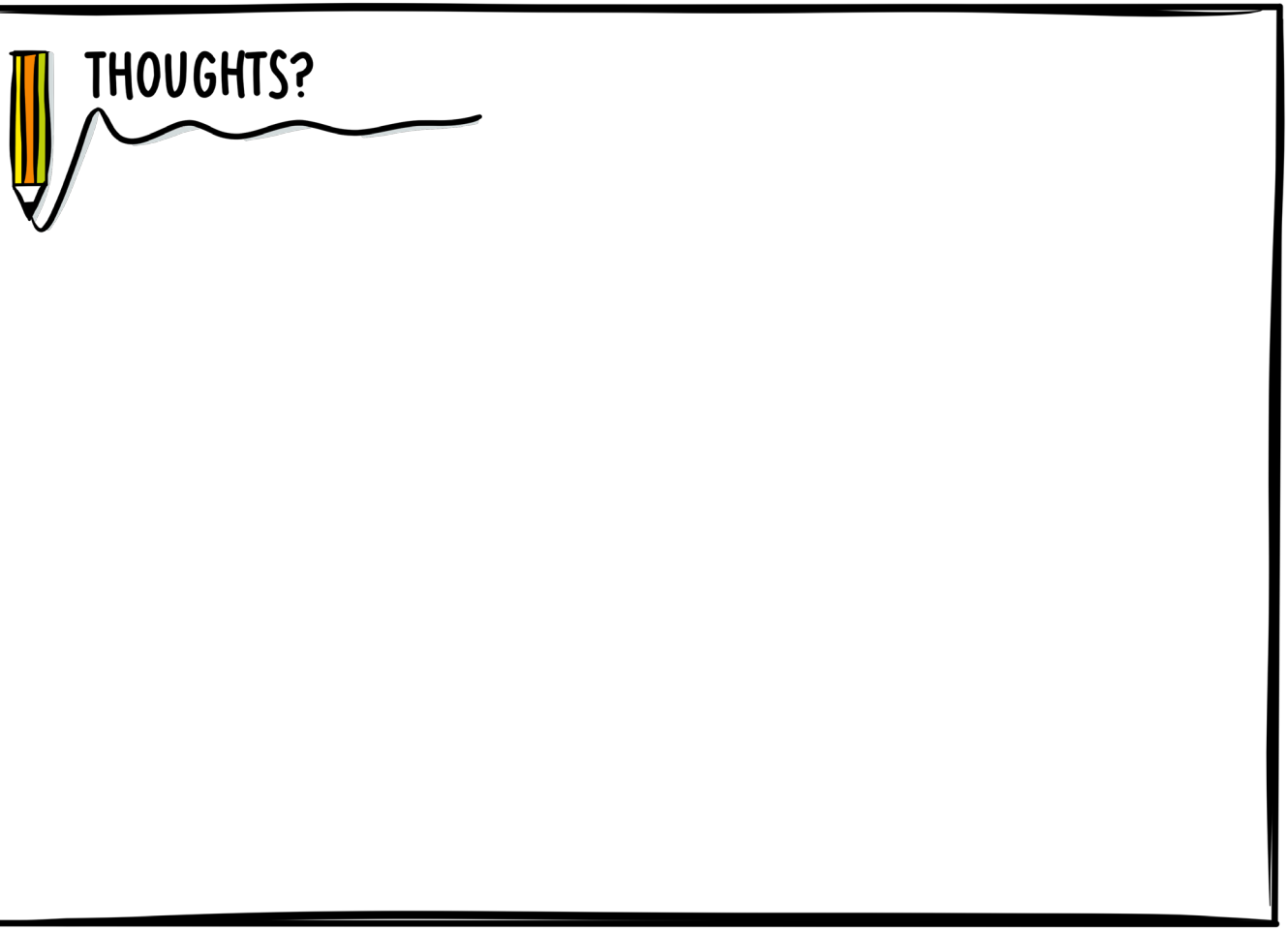
Through this session we won't teach you how to change. Why? Because this isn't a method or a certificate, it's a journey (or an adventure) through your change. It will be informed by your head space, your priorities and worries. Today we will hold up a mirror to your current change and give you windows to see how you can do it differently.

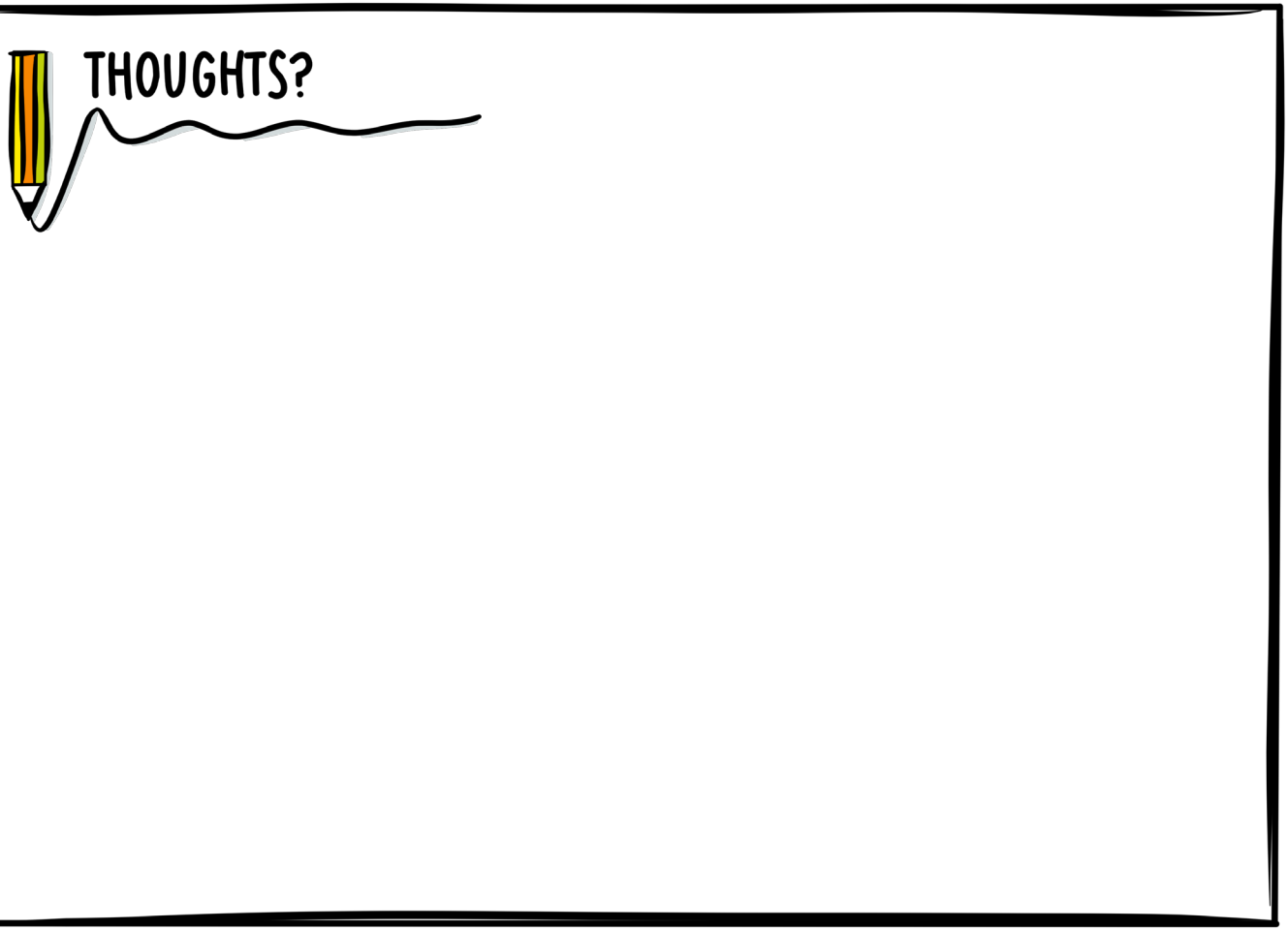
We'll hold space for you to explore, challenge, wobble and reflect and then we'll share the tools that can help take you forward in a way that's better suited to you, your people and your change.

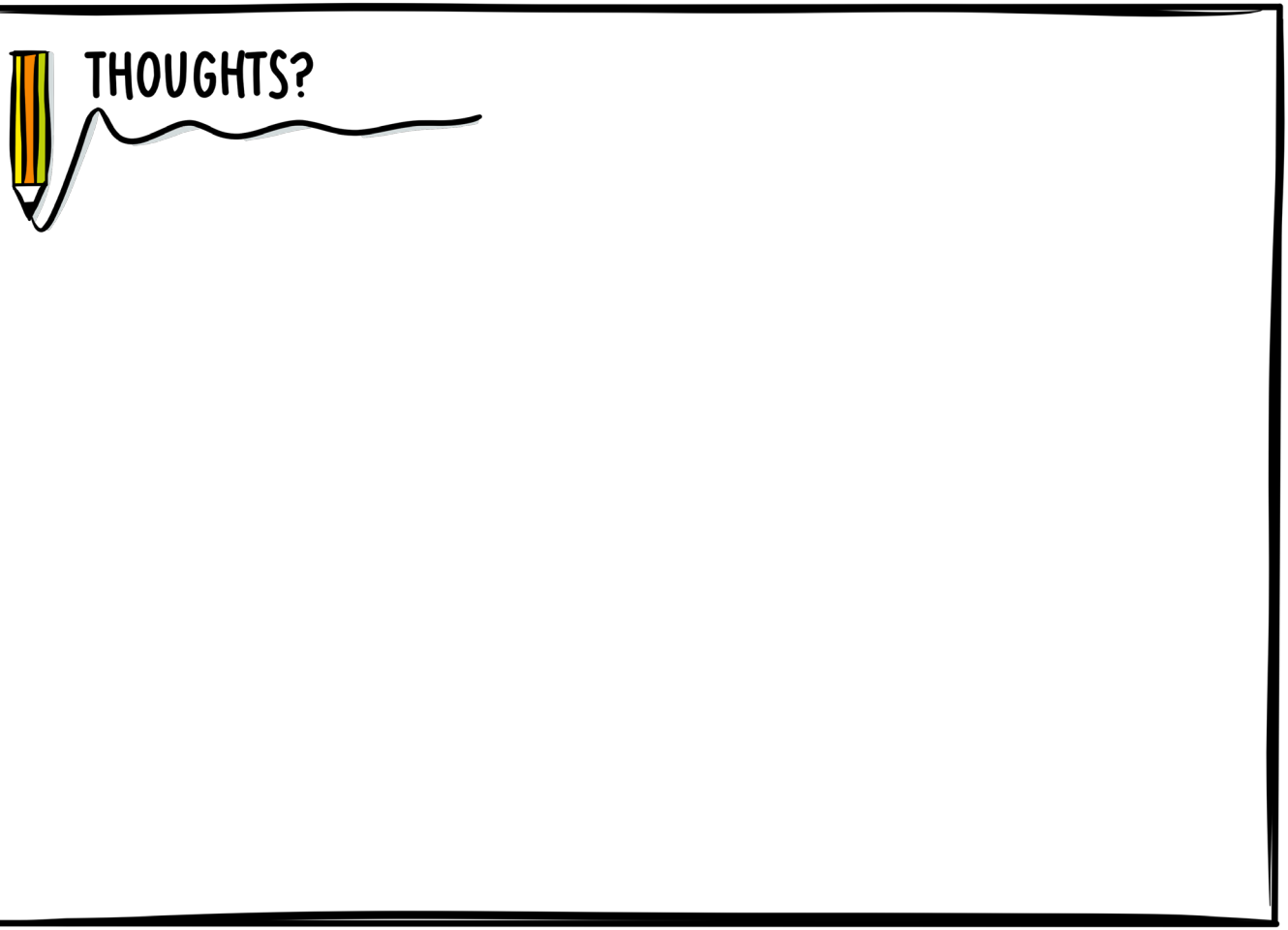
All you have to be is open.

everyday CHANGE
easier better done


THOUGHTS?


THOUGHTS?


THOUGHTS?


THOUGHTS?