

# That happened, Now what?

## *Planning for Strategic Changes in Organizations and Cultures*

**CIEC 2019 – Workshop Session**  
CPDD - 214

**January 29, 2019**

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# Purpose

This session discusses the importance of improving your personal abilities to empower self and others within and outside to improve personal outlook on change and enhance the competitiveness and success of your organization.

# Objectives of the Session

Accelerate the process of helping self and others in adapting to changing environments and becoming more productive.

Minimize the potential negative effects change can have on your personal productivity, morale, and collaboration with team members.

Turn resistance into commitment and inspire team members to take ownership of change.

# Analogy for Self and Others

## The Stream

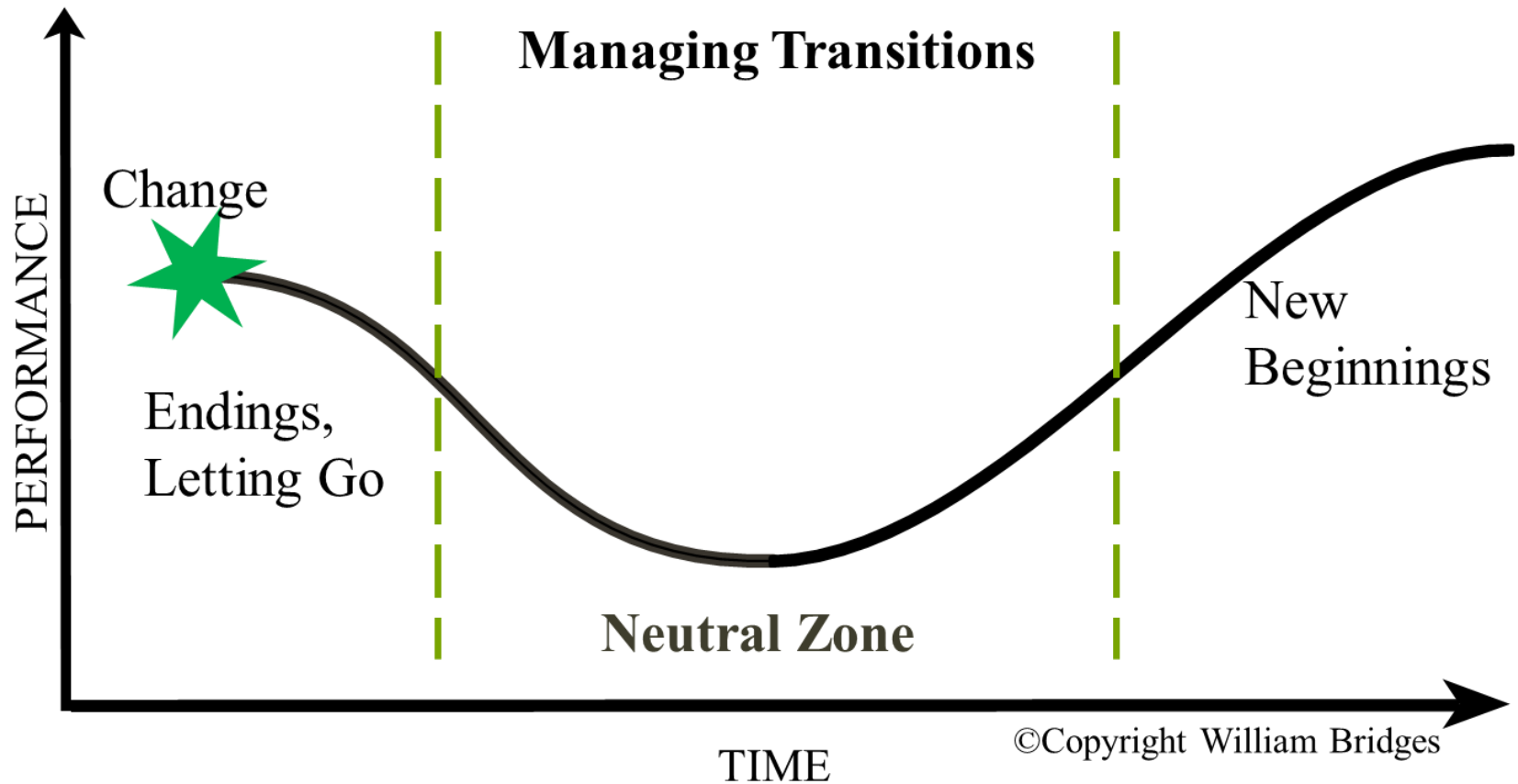
[https://www.youtube.com/watch?v=Zsqep7\\_9\\_mw](https://www.youtube.com/watch?v=Zsqep7_9_mw)

# Personal Change Management

- Be a role model
- Use the Grapevine
- Encourage each other
- Practice “*intrapeneurship*”



# Managing Transitions



# Phase 1: Letting go

- Identify who is losing what
- Accept the reality & importance of the subjective losses
- Acknowledge losses openly & sympathetically
- Let people take a piece of the “old way” with them
- Inform, explain why the change again & again
- Define what’s over & what isn’t
- Treat the past with respect/celebrate successes
- Show how endings ensure continuity of what really matters

## Phase 2: Managing the Neutral Zone

- It's about helping people
- “Normalize” the neutral zone
- Redefine it
- Create temporary systems and short-term goals
- Strengthen intra-group connections
- Monitor the pulse
- Foster creativity



## Phase 3: Launching a New Beginning

### ◆ The 4 P' s:

- Purpose - Explain the logic & expected outcome
- Picture - How the outcome will look & feel
- Plan - Step-by-step phasing
- Part to Play - For all in the plan & outcome

### ◆ Rules:

- Be consistent in all messages and behaviors
- Ensure quick wins
- Symbolize the new identity
- Celebrate success with fun and takeaways

# Your focus...

## Individual and team management:

- Awareness
- Desire
- Knowledge
- Ability
- Reinforcement

The ADKAR Model is useful for understanding how each person is managing their expectations

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***Find the WIIFM***

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