Embedding Process Through Effective Change Management

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People
Process
CHANGE IS HARD

70% of change efforts fail.
“The oldest and strongest emotion of mankind is fear, and the oldest and strongest kind of fear is fear of the unknown.”

– H. P. Lovecraft
So many times, the root cause of the problem is that there is no standard. You cannot coach on a process without a standard.

~Jurija Metovic
Your Most Valuable Asset?
The Hardest Work We Do?
The Time it Takes
The Cost of Turnover
Warm & Fuzzy Stuff
Process Depends on People
The Problem

THEY CAN’T EVEN IMAGINE.
Whose Idea Is It?
WHY?
Tackling Process Challenges

• 85% of a worker’s effectiveness is determined by the system he works within, only 15% by his own skill.
  -William Deming

• Process first, technology second

• KISS

"Everything should be made as simple as possible, but not simpler."
Albert Einstein
The Reality

Continuous Improvement

Start Here

Assess/Reasses

Evaluate

Plan & Design

Implement
Encourage Innovation

NEXT TIME YOU'RE AFRAID
TO SHARE IDEAS
REMEMBER SOMEONE
ONCE SAID IN A MEETING
LETS MAKE A FILM WITH A
TORNADO FULL OF SHARKS
Creatures of Habit

• Easiest to do today what we did yesterday
• We like certainty & our comfort zone
“...uncertainty registers as an error, gap, or tension in the brain: something that must be corrected before one can feel comfortable again”

– David Rock
This.

what got you HERE
won't get you THERE
Kotter’s 8 Steps

1. Establish a sense of urgency
2. Create the guiding coalition
3. Develop a change vision
4. Communicate the vision for buy-in
5. Empower broad-based action
6. Generate short-term wins
7. Never let up
8. Incorporate change into the culture

Implement and sustain change

Engage and enable the whole organization

Create a climate for change
Create a Sense of Urgency

• Build this around the WHY
• Take the time to get the buy in
• People need to believe in what they are doing
Build a Guiding Coalition

• Choose the influencers
• Power and Energy matter
• This team supports the change effort among the bigger team
Shared Objective

Trust

The Right People
Develop the Vision for the Change

• It has to inspire people to take action
• People need to hear it often
Achievable
Appeals to the Heart
Specific
Flexible
Easy to Communicate
Communicate the Vision, Get the Buy-In

• People want to be part of a movement
• Gather the troops
• Get more support
Be a Broken Record

Address the Naysayers
GUT CHECK
Enable Action by Removing Barriers

• Find those barriers NOW
• Ask what they are
• What could go wrong?
Mindset

Systems

Bosses
Generate Short Term Wins

• Be on the lookout for any wins...big or small
• SHARE them with your teams. Communicate how change has improved your process
Visible
Unambiguous
Relevant
Celebrated
Keep up the Momentum

• Credibility with change – successful change – allows for more change
• Watch for the rock stars – people that helped move the ball forward
Value vs Waste

What is unnecessary that you can eliminate?
Institute Change

• Make it part of your culture
• Reward people when they suggest it
• Encourage great ideas
Strategic change becomes the norm
Small Actions

Lots of People

= BIG CHANGE
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