

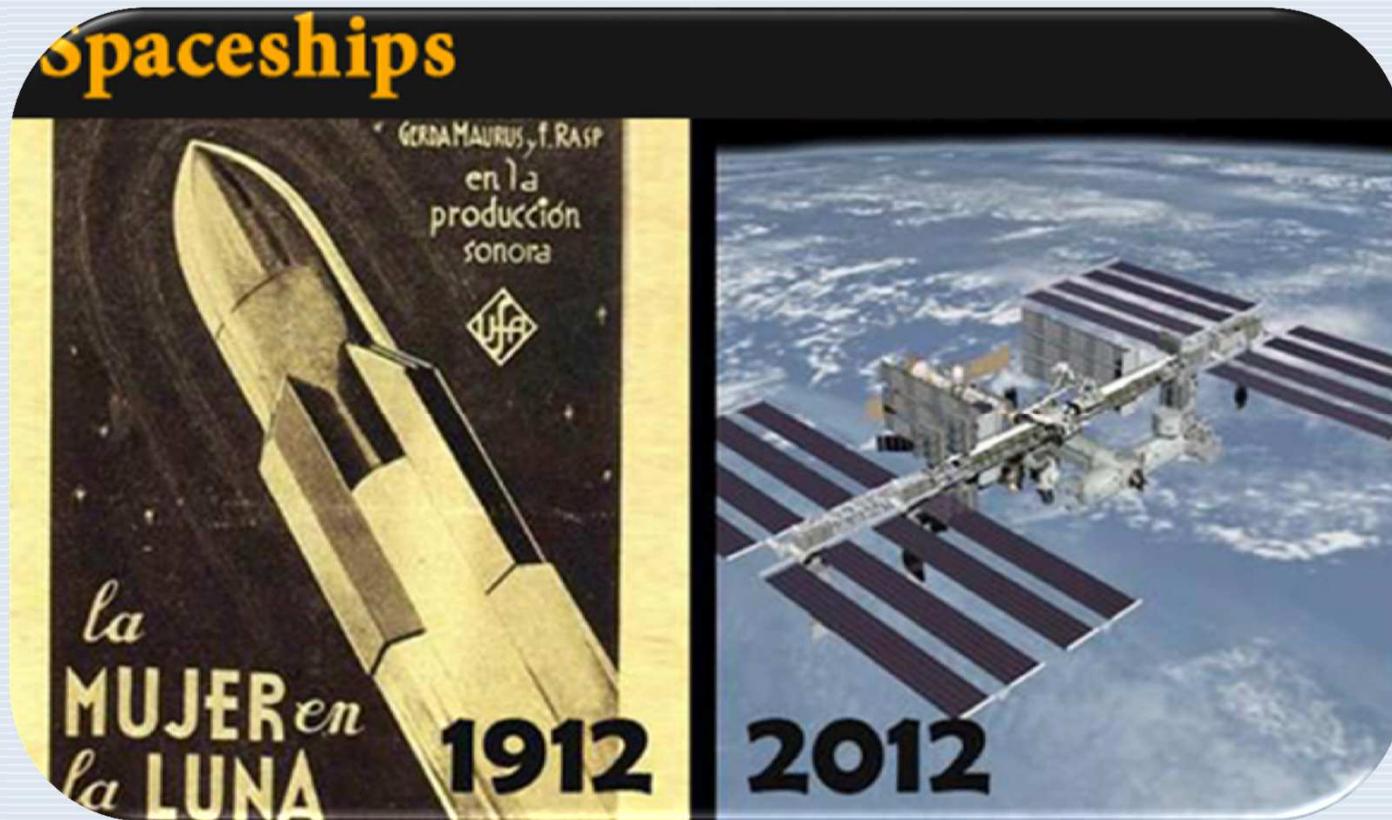
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Change Management

SIMPLER. FASTER. BETTER. LESS COSTLY.

Some change History

1912 - 2012



SIMPLER. FASTER. BETTER. LESS COSTLY.

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1912 - 2012

Automobiles

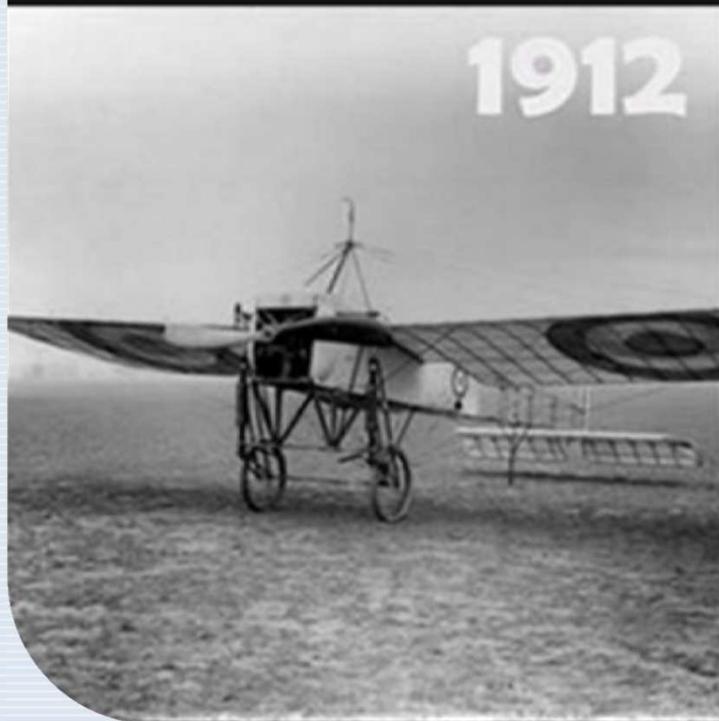


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1912 - 2012

Aviation



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1912 - 2012

Fashion

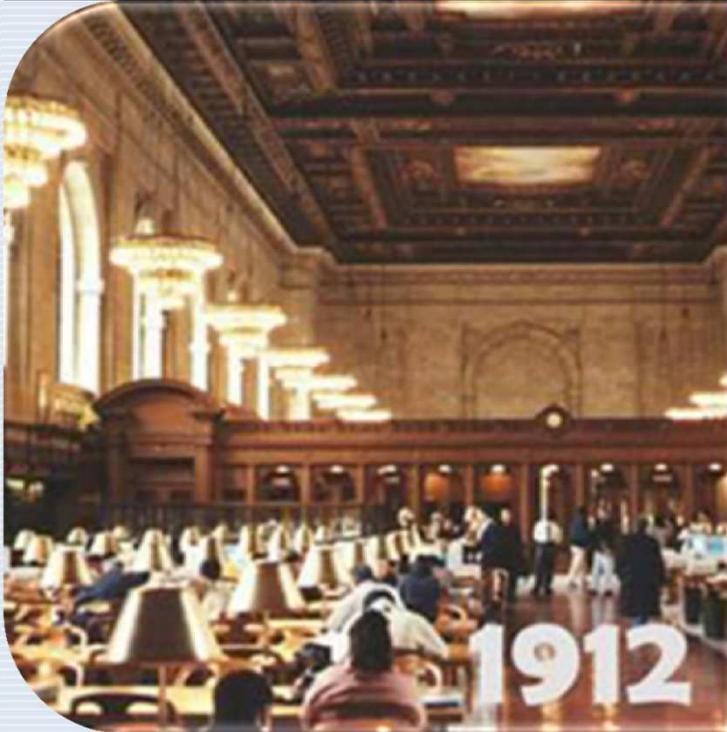


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1912 - 2012

Library



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In 1903 in the US....*

- The average life expectancy was 47. (Today: 79)
- Less than 14% of homes had inside bathrooms.
- The average wage was \$0.22 an hour, between \$200 and \$400 per year.
- More than 95% of all births took place at home.
- Most women only washed their hair once a month and used borax or egg yolks for shampoo, and rural women usually used homemade lye soap.
- The population of Las Vegas, Nevada was 30.
- Only 6 percent of all Americans had graduated from high school.
- Marijuana, heroin, and morphine were all available over the counter at corner drugstores.

[*Ralph Burns](#) from *Sleepless in Midland*,
November 26, 2003

Some changes are planned for; others are not.

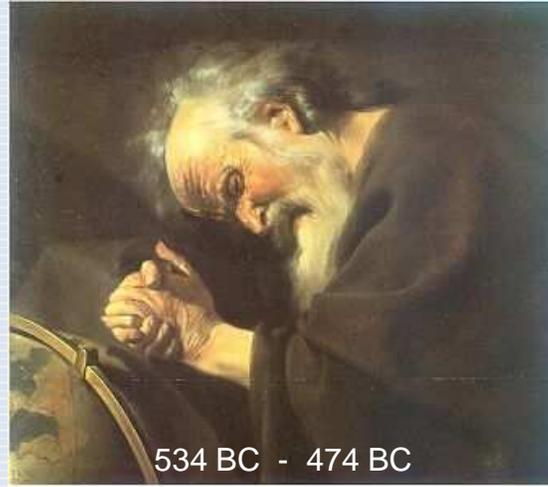


SIMPLER. FASTER.

OSTL

CALL

Heraclitus: Greek Philosopher



“THE ONLY THING THAT IS CONSTANT IS CHANGE.”
Πάντα ῥεῖ καὶ οὐδὲν μένει
(Almost 2,500 years ago!)

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So, if change is inevitable....
Let's turn it to our advantage!

柔道



Jigoro Kano
Father of modern Judo:

Judo: The art of using your opponent's strength
to your advantage

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Benjamin Franklin: US Statesman



*By failing to prepare,
you are preparing to fail.*

Benjamin Franklin

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Let's try an experiment....

- First, sign your name on a sheet of paper the way you would normally write it.
- Now, switch your pencil or pen to your other hand, and write your name again, just below your first signature.
- Finally, sign your name one last time however you like.



"Birth of a butterfly" by Pezlet

CHANGE

"Change is the essence of life. Be willing to surrender what you are, for what you could become".

Defining Organizational Change Management

The process of influencing how people transition and learn new habits of believing, thinking, feeling and acting at work

Outcomes

1. *Have a working definition of organizational change management.*
2. *Recognize that people respond differently to change.*
3. *Identify ways of dealing with emotions throughout the stages of change.*

Outcomes

4. *Explain how individuals control their responses to change.*
5. *Identify ways to assess the impact of change and set expectations for those receiving change.*
6. *Communicate ways for improving current and future change efforts.*

Factors that drive organizational change

-
-
-
-
-



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Factors that drive organizational change

- technology
- law
- reorganization
- diversity
- competition



Successful organizational change is a tale of two journeys

1. Aligning organizational systems
2. Managing individual transitions

Organizational change happens
one person at a time

*Everyone thinks of changing the world and no one
thinks of changing themselves.*

Leo Tolstoy

Key roles in organizational change

Sponsors

(Senior Team)

Clarifying Intent,
Modeling, and
Authorizing

Champions

(Managers)

Managing Up

Modeling and
Coaching Others

Recipients*

(senior team+ managers+
front line)

Self Reflection

Learning

Experimentation

**Everyone must be a recipient of change before they can
effectively plan any other role*

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Group question...

- How do you respond to change?

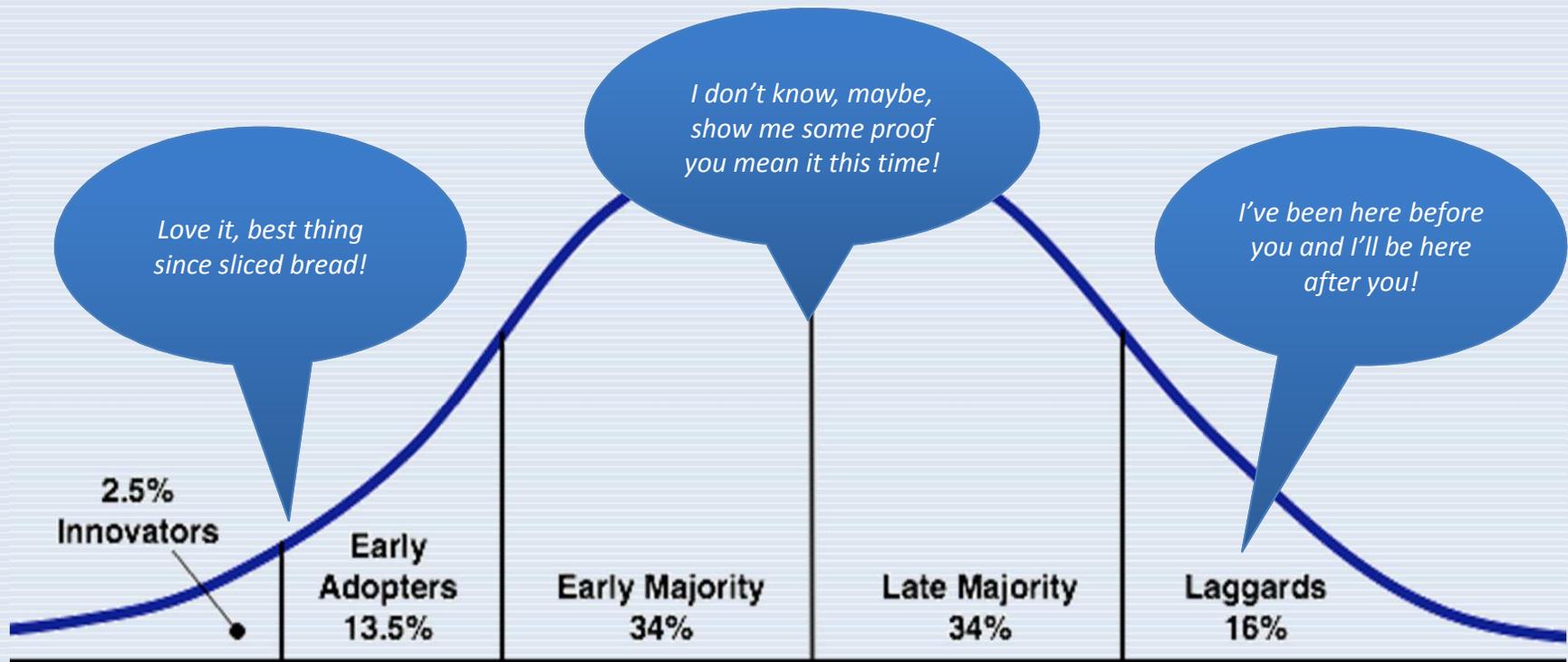


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People choose different responses toward adopting change

Innovation Adoption Curve



Source: Everett Rogers, Diffusion of Innovations, 1962

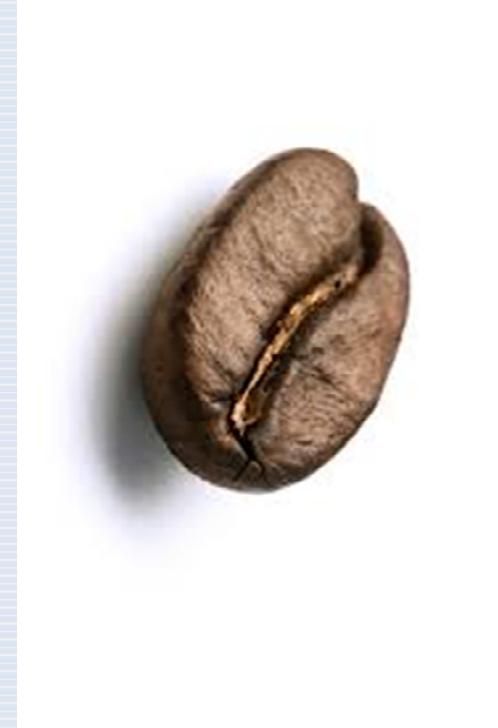
Key influencers:

1. Who they are
2. History / previous experiences
3. Current environment

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Framework for individual change



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Defining Organizational Change Management

The process of influencing how people transition and learn new habits of believing, thinking, feeling and acting at work

Process for adopting change



Stages for adopting to change

- Denial
- Resistance
- Exploration
- Commitment



Stages for adopting to change

- Denial
- **Resistance**
- Exploration
- Commitment



Stages for adopting to change

- Denial
- Resistance
- **Exploration**
- Commitment

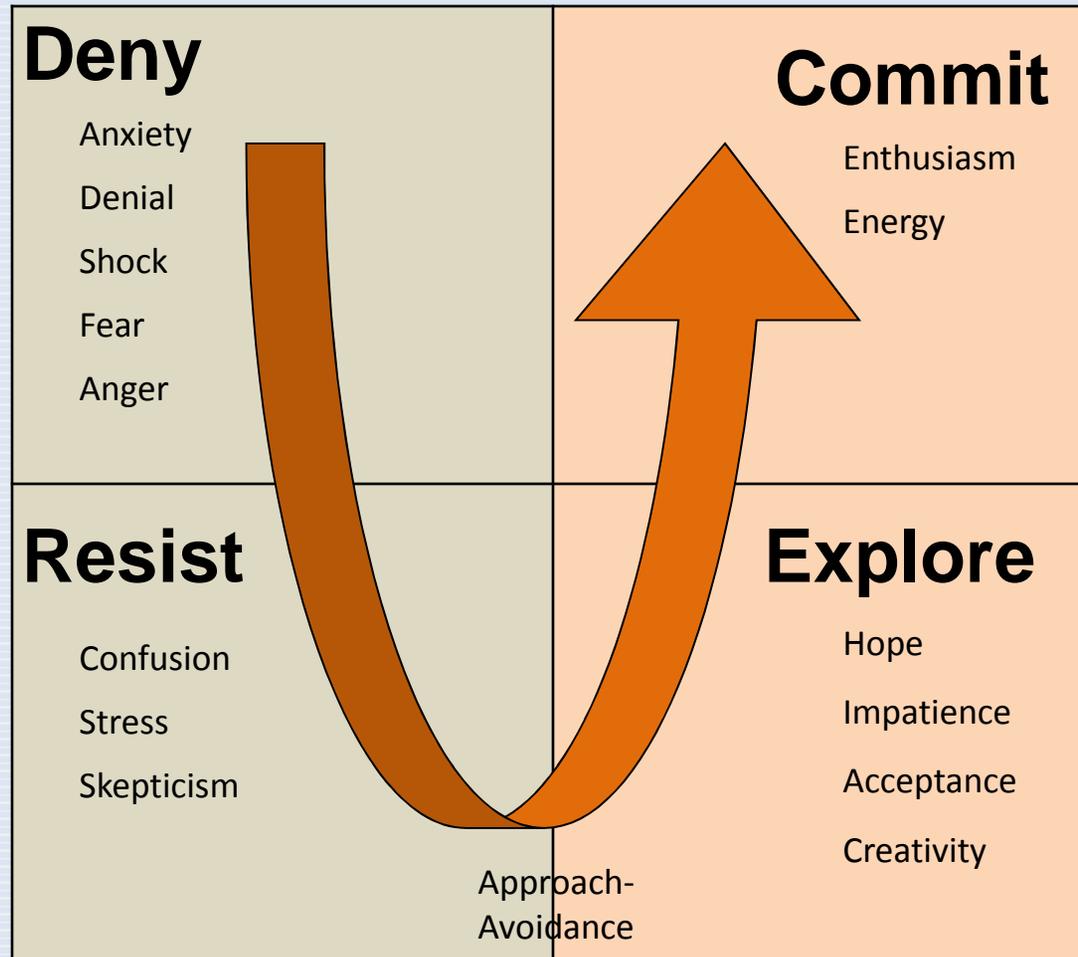


Stages for adopting to change

- Denial
- Resistance
- Exploration
- **Commitment**



Emotions and change

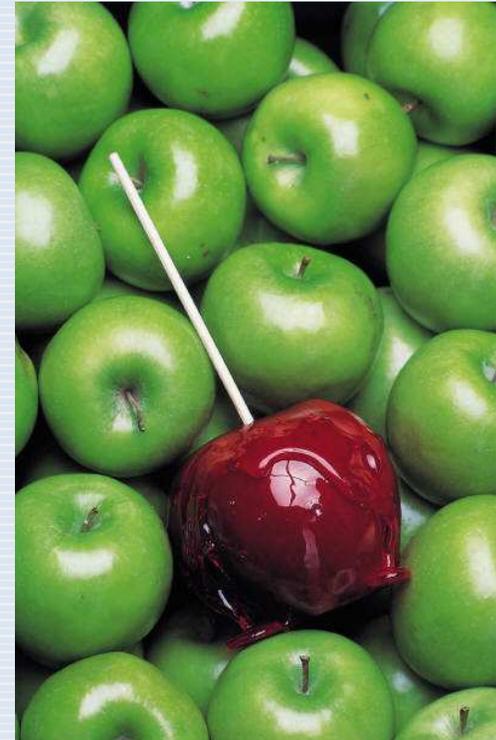


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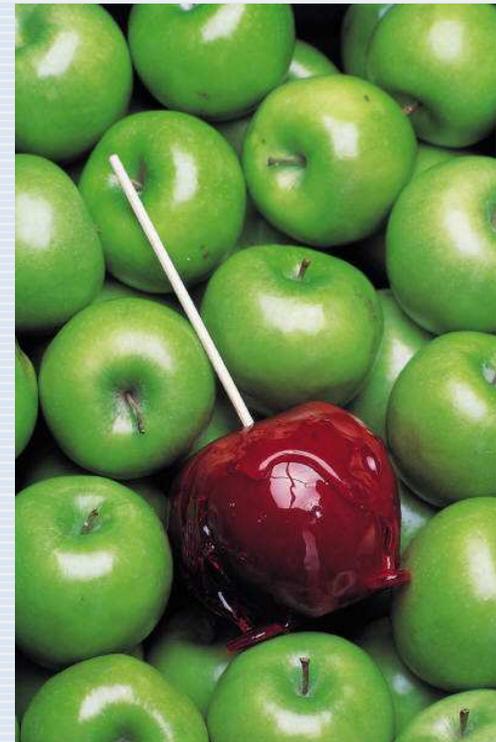
Communicating with each other through change

- Clarify the issue
- Verify the issue
- Determine the impact
- Prepare for the future



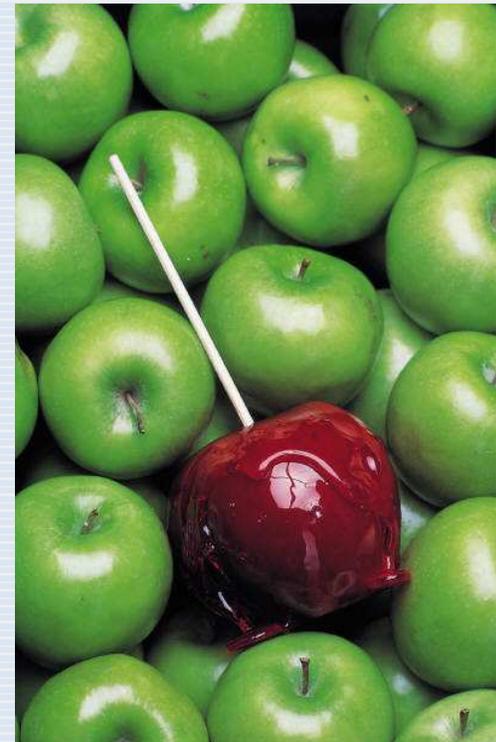
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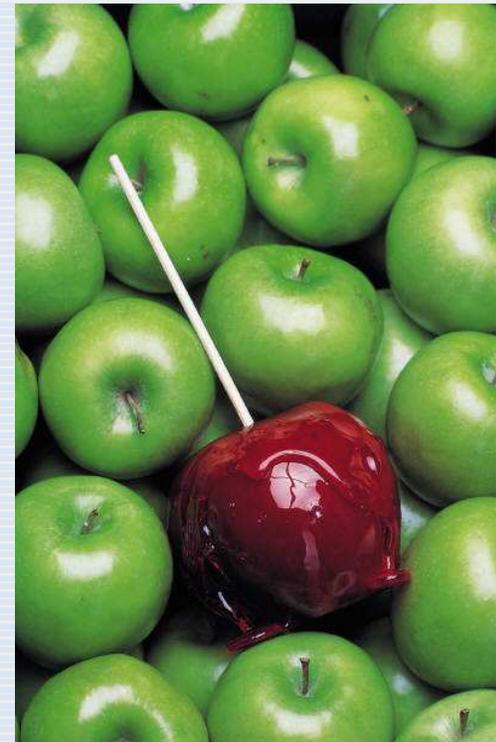
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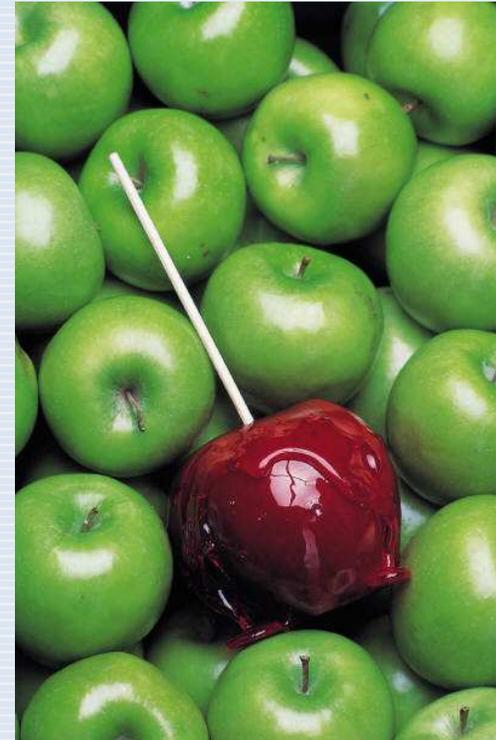
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Recap

1. Change happens one person at time.
2. Managing organizational change is a process influencing how people behave inside an organization.
3. We all have a role in making change successful.
4. We all make different choices for how we respond to change.