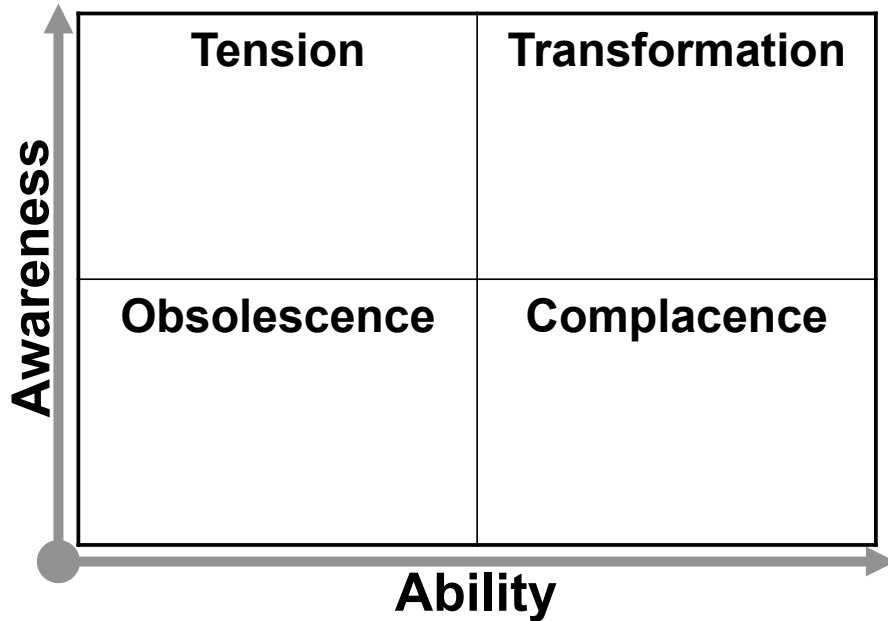


Thriving in the Midst of Change

Increase Your Change-Ability



Change Catalysts

- Customer needs and expectations
- Organizational strategies and priorities
- Competition for market share
- Regulation and reform
- Pressure to reduce costs and increase revenue
- Advancements in technology
- The race to innovation
- Limited resources

- _____
- _____
- _____
- _____

The Stages of Change

1. Denial
2. Resistance
3. Exploration
4. Commitment

Milestones of Change

1. Focus on the Facts

- *Identify the stakes and the stakeholders.*
- *Use thoughtful communication. What stays? What goes? What is expected of me? Why are we doing this?*
- *Turn your objections into questions.*

2. Empower Yourself and Others

- *Acknowledge the endings and feelings.*
- *Guard your focus carefully. Focus on the elements you can influence, impact and control.*
- *Give and ask for support.*

3. Find Possibility

- *Shorten up goals — create fast wins and establish clear priorities.*
- *Involve people to create buy in.*
- *Connect the dots intentionally. How does this change connect to the long-term strategy?*

4. Leverage Opportunity

- *Make progress visible and results obvious.*
- *Slow down to speed up. Use reflective thinking to deconstruct successes and setbacks.*
- *Celebrate and tell the change story.*
