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Don't Let Change Run Over You

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Change or Die

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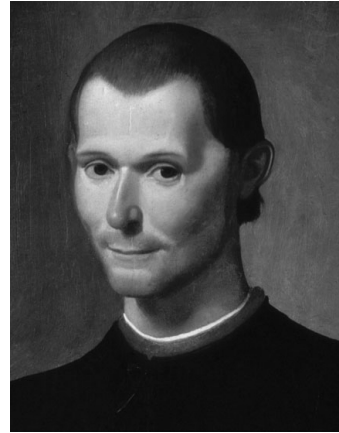


“It is not necessary to change. Survival is not mandatory.”
– W. Edwards Deming



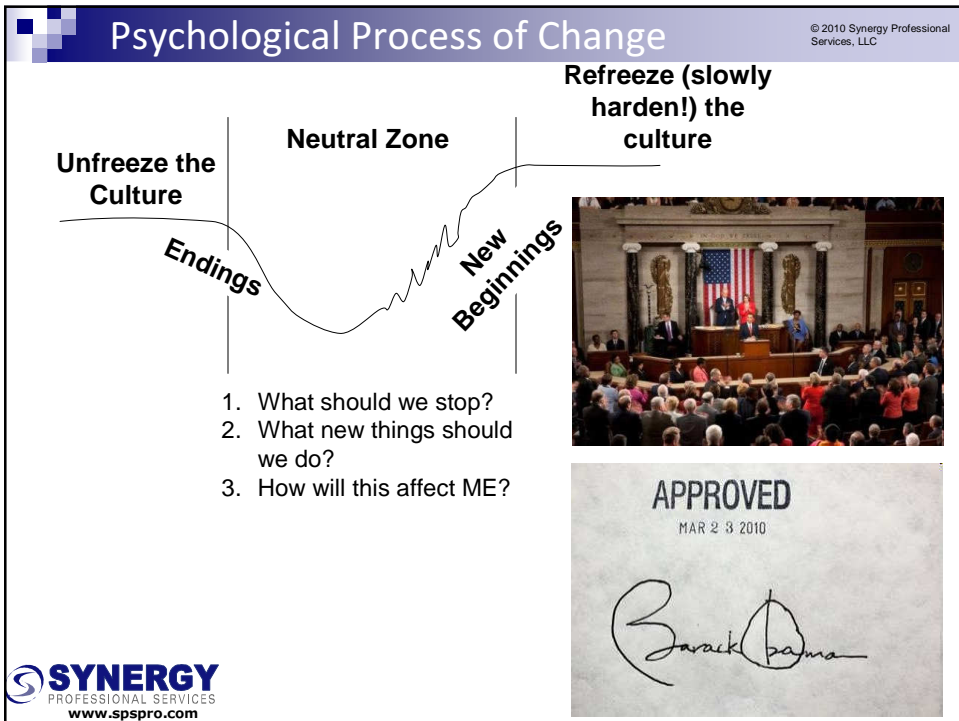
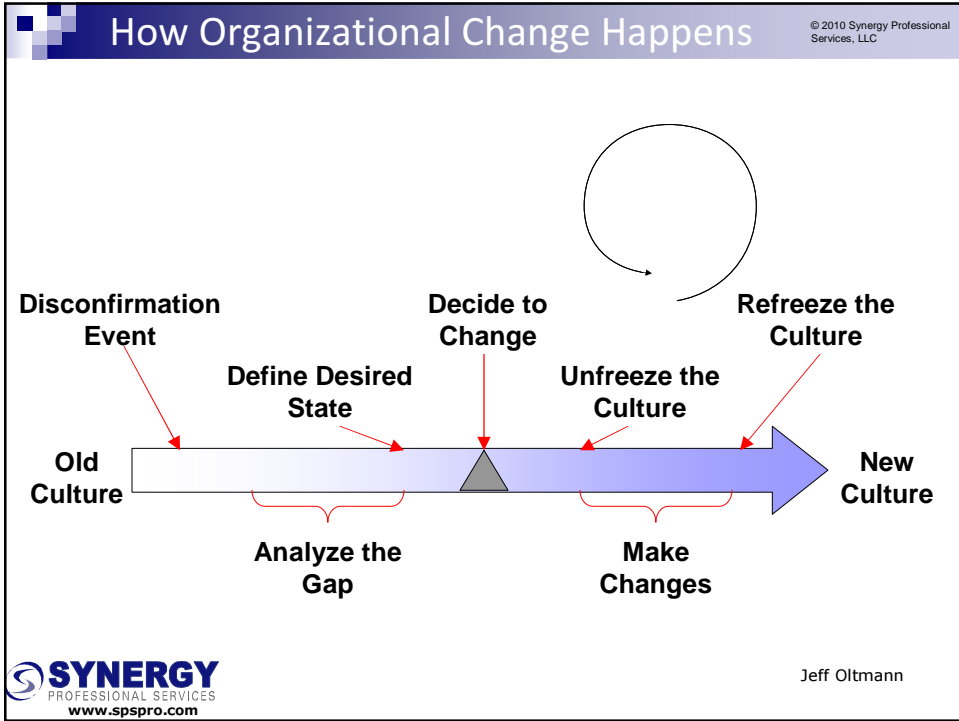
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“
There is nothing more difficult to take in hand, more perilous to conduct, or more uncertain in its success, than to take the lead in the introduction of a new order of things.”
– Nicolo Machiavelli



- The Process of Organizational Change
- Eight Steps for Leading Change
- Building Capacity and Engagement
- How to Predict Success
- Helping Individuals



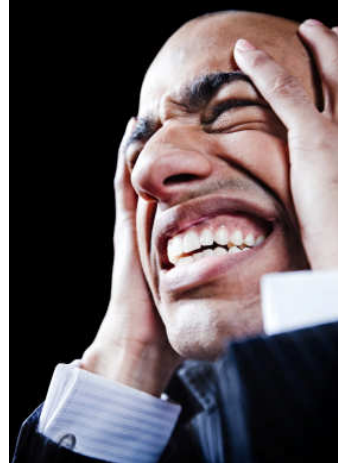


Visceral Reality

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Fear



Stress

Characteristics

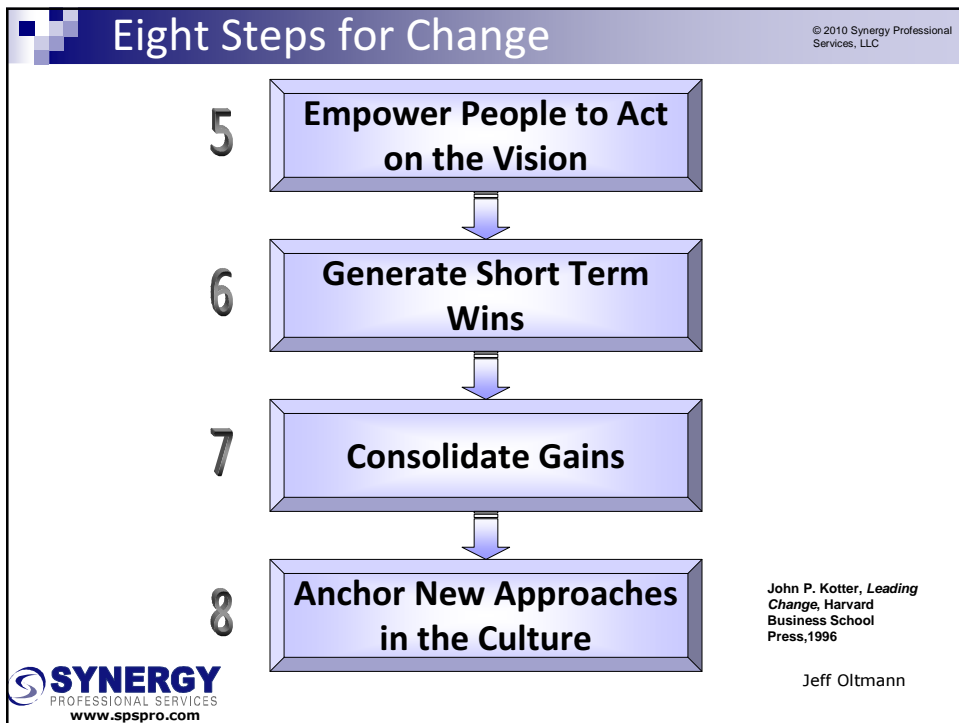
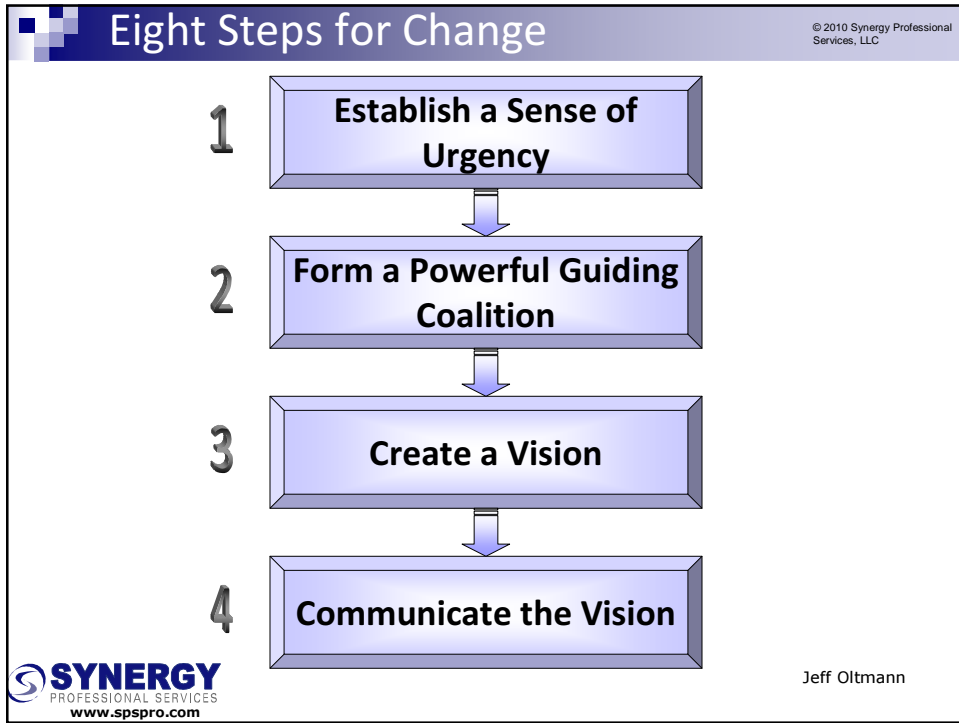
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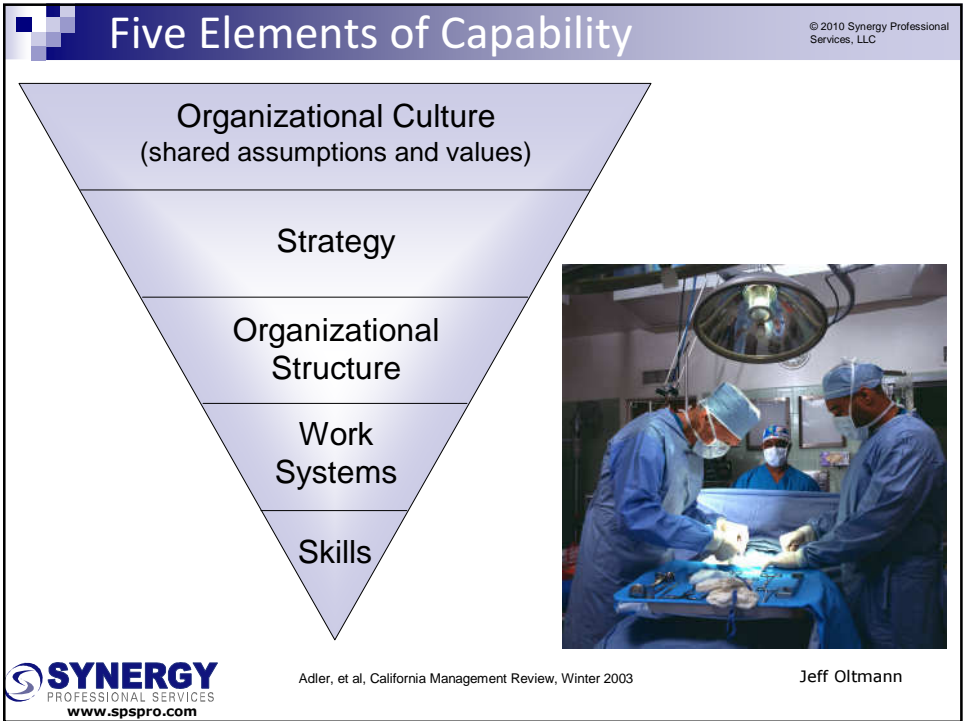
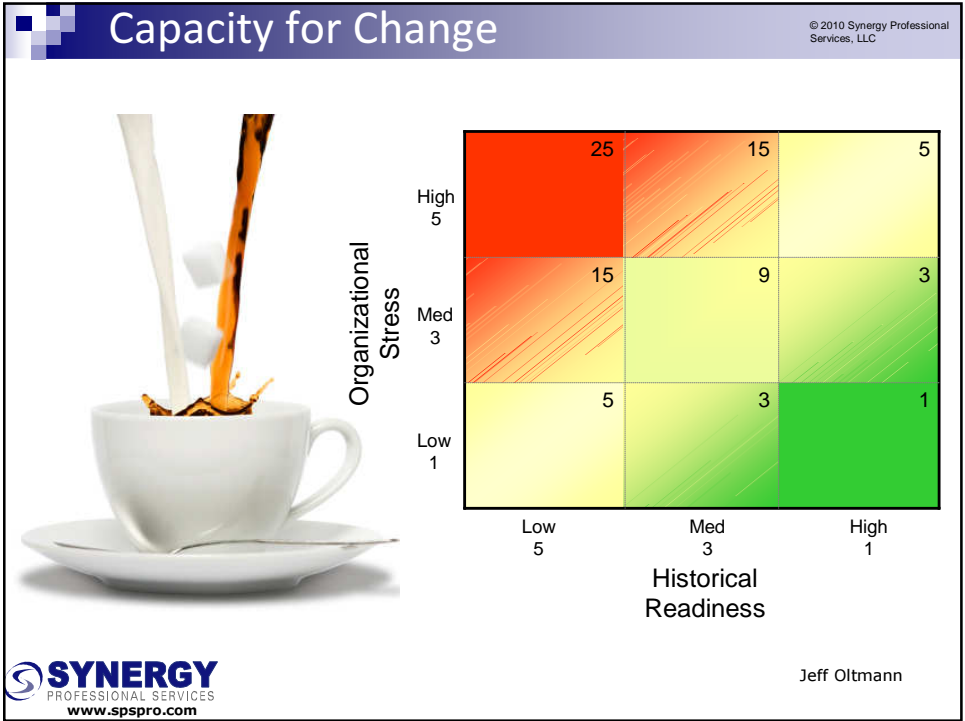
Change is:

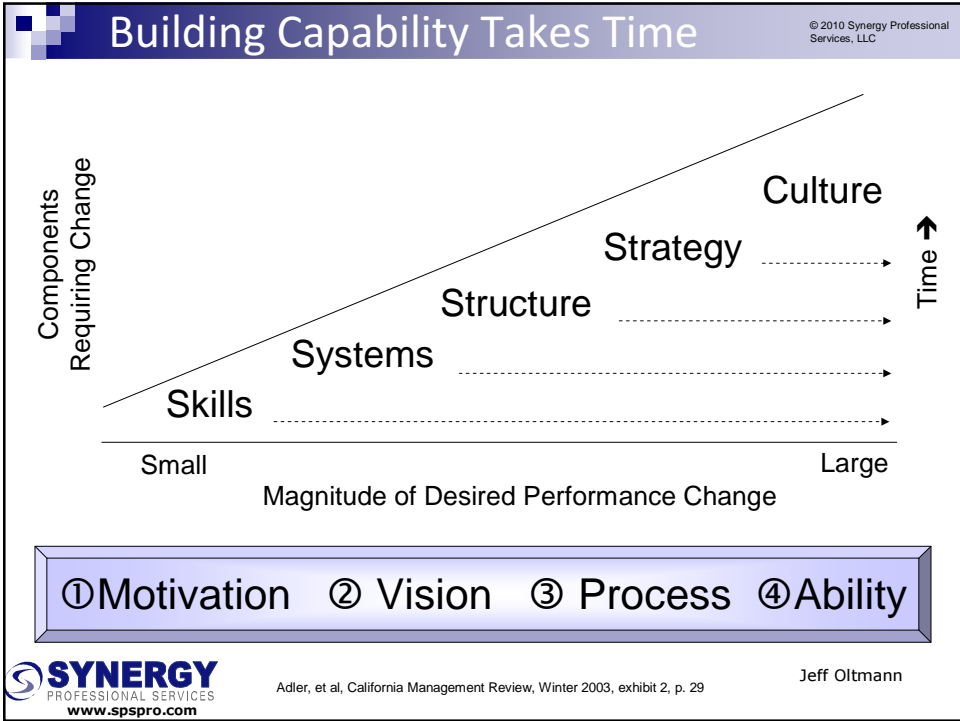
- Disruptive
- Essential
- Creative
- Uncomfortable for many

Change is not:

- Simple
- Immediate
- A program







It's About Changing Behavior

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Engage the Crowd

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Problem: support base is too concentrated

1. Broad support base improves chances of success
 - Engage every person in the challenges
 - Relinquish some control
 - Establish urgency by facing the truth
 - Maintain healthy levels of stress
 - Don't let leaders provide all the answers
 - Find ways to internalize the new disciplines
2. Leverage change agents and key influencers

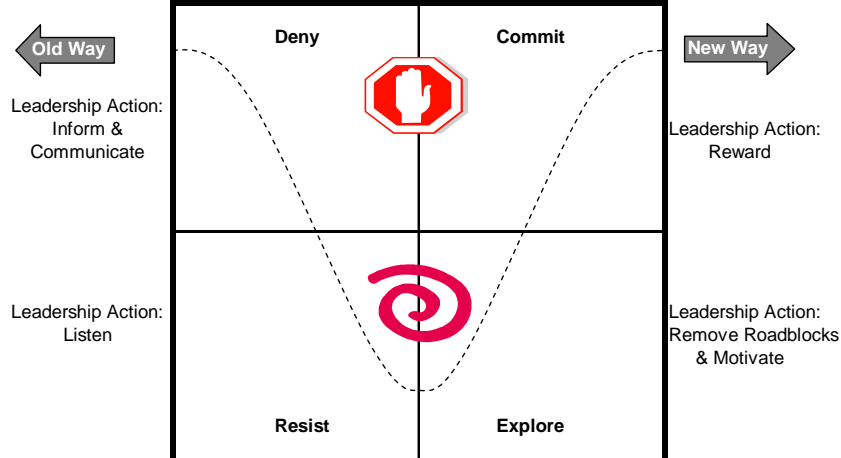


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How Individuals React

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Stages of Reaction to Change



Project Leaders can:

- Understand sequence of stages
- Offer appropriate type of help in each stage
- Plan and manage change like a project

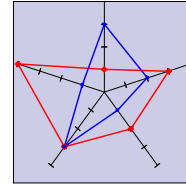
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Predicting Success

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Variable		Description
Duration	D	Time between highly visible reviews is short
Integrity	I	Project team members have necessary skill, motivation, and resources
Commitment	C1	Senior management is committed and communicates a clear vision
	C2	Affected employees believe it is worthwhile
Effort	E	Project does not require excessive extra work by employees beyond their normal workload

- Each factor is scored from 1 (best) – 4 (worst) using a calibrated scale
- DICE score = $D + (2 \times I) + (2 \times C1) + C2 + E$



DICE Score

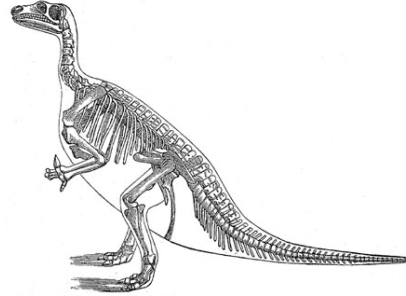
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Score	Zone	Probable Outcome
7 - 14	“Win”	Statistically likely to succeed
14 - 17	“Worry”	Outcome is hard to predict
17 - 28	“Woe”	Likely to fail or have mediocre results

Call to Action

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1. Change is mandatory
2. Lasting changes are a transition, not an immediate switch
3. Navigating change is mostly about people
4. Use smart tools to manage change



Contact Information

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