

Helping Staff & Customers into New Technology and Services





Maurice Coleman

He/Him/His

Consultant/Author

Trainer/Speaker

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CHANGE

Ongoing &
Inevitable



CHANGE

Affects Us

Three Orders Of Change

First Order Change:

Developmental/Gradual Change

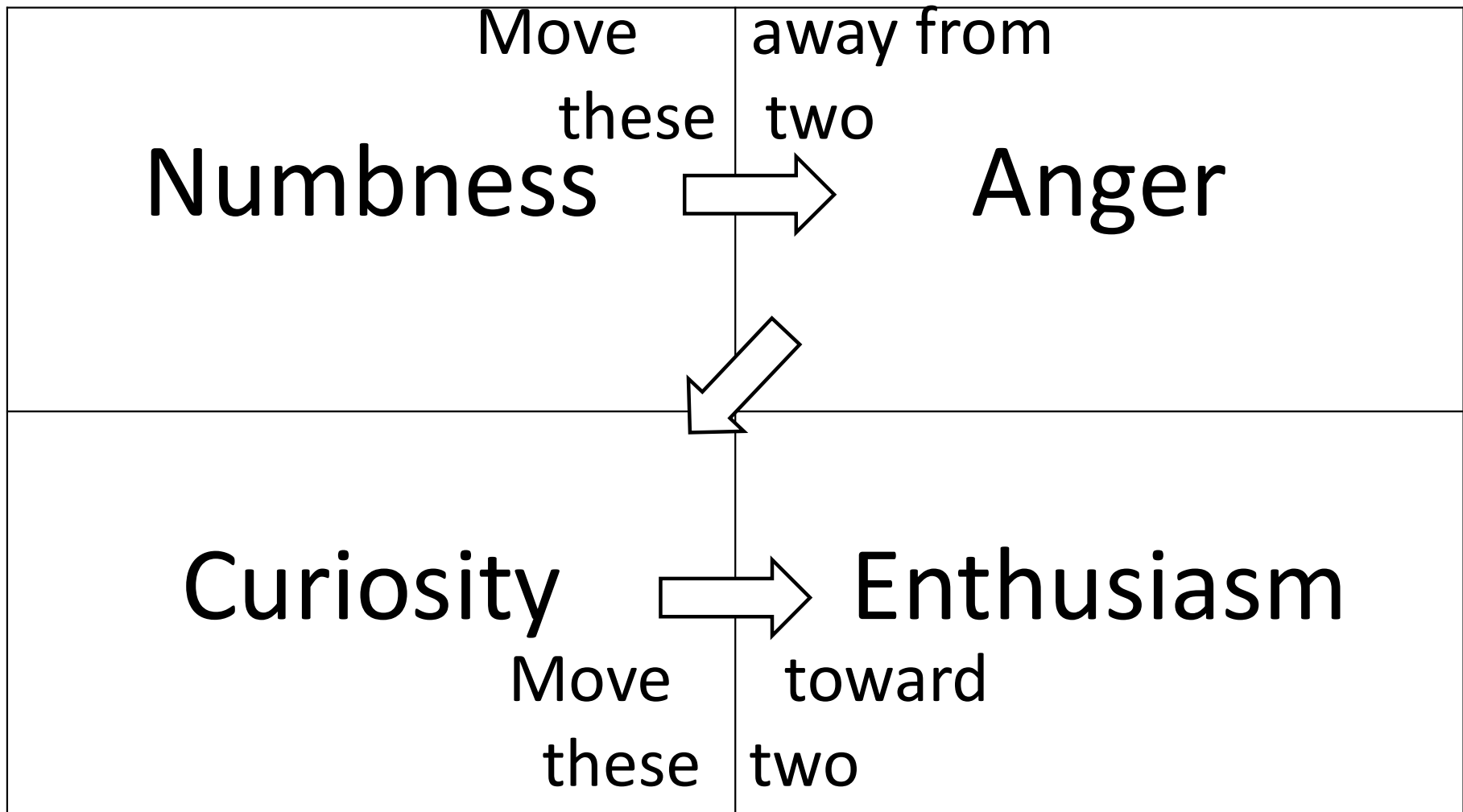
Second Order Change:

Reforms Existing Practices

Third Order Change:

Transformative change

Negotiating The Change Matrix - It is a continuum.



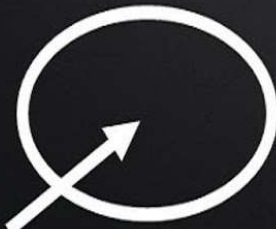
There's only two things I don't like:

Change and the way things are.

Where
the magic
happens

...

Your
Comfort
Zone



The Enemies of Change



The **Mistake** About Mistakes

They are incredible
learning opportunities.

Your Brain

It is not a big fan of change.
Change gets you eaten by the panther.
Old pathways are safe pathways.

Nope - The Doubting Thomas

Use the experience of your Doubting Thomas to create a better change process. Don't create a whole org of Doubting Thomases

Impatience - (Stuff Takes Time)

Change needs trust, patience, and time to be implemented correctly. Change rarely happens as swift as some or as slow as others desire.

Tribalism - Us vs *Them*.

Most of your change group must be on the same page. There is only WE.

Lack of Focus

Lack of focus will sap energy, strength, drain resources, and momentum.

TTWWHADI –

That's The

Way We

Have Always

Done It

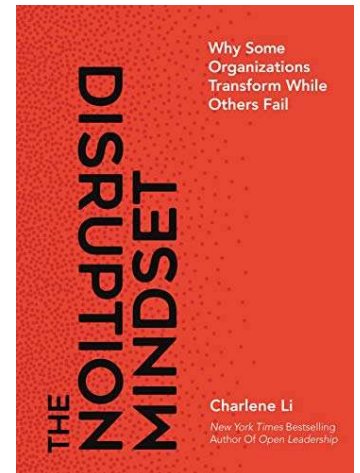
IS DEAD TO YOU



Culture

“The goal is to develop a culture that thrives on three beliefs - Openness, agency, and agility.”

Charline Li
The Disruption Mindset



**When people feel safe
enough to raise their hands
and say, “I made a mistake”
or “I need some help.” The
leader has created an
environment where people
feel safe to be themselves.**

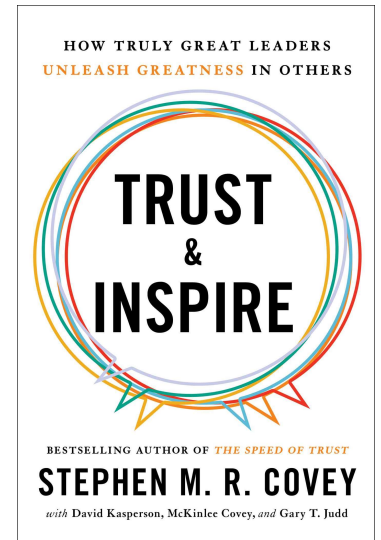
Simon Sinek



Trust

“Less command and control and
more trust and inspire.
Don’t Require...Inspire.”

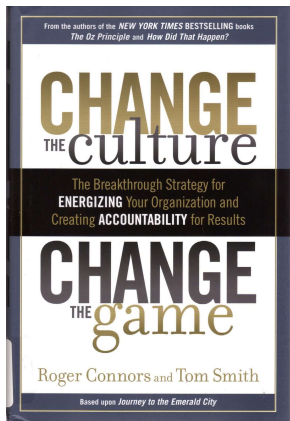
Stephen Covey
Trust & Inspire





Accountability

“Do what you say you will
do and sustain an environment
of trust.”



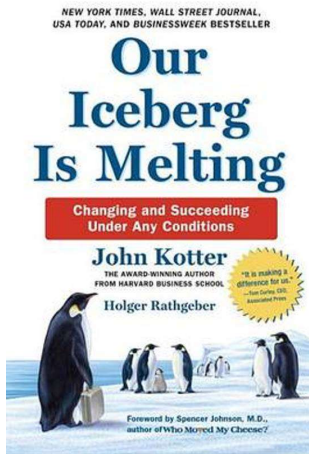
Connors and Smith
Change the Culture Change the Game



Clarity Of Purpose

“Set the stage for change.
Acknowledge issues and clear
need for the change.”

John Kotter,
Our Iceberg is Melting.





Communication

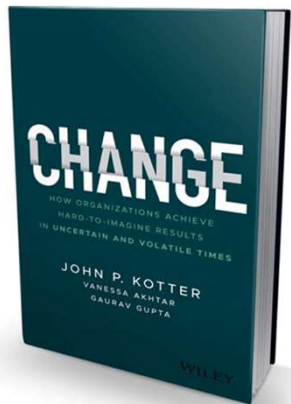
I got a dig bick!

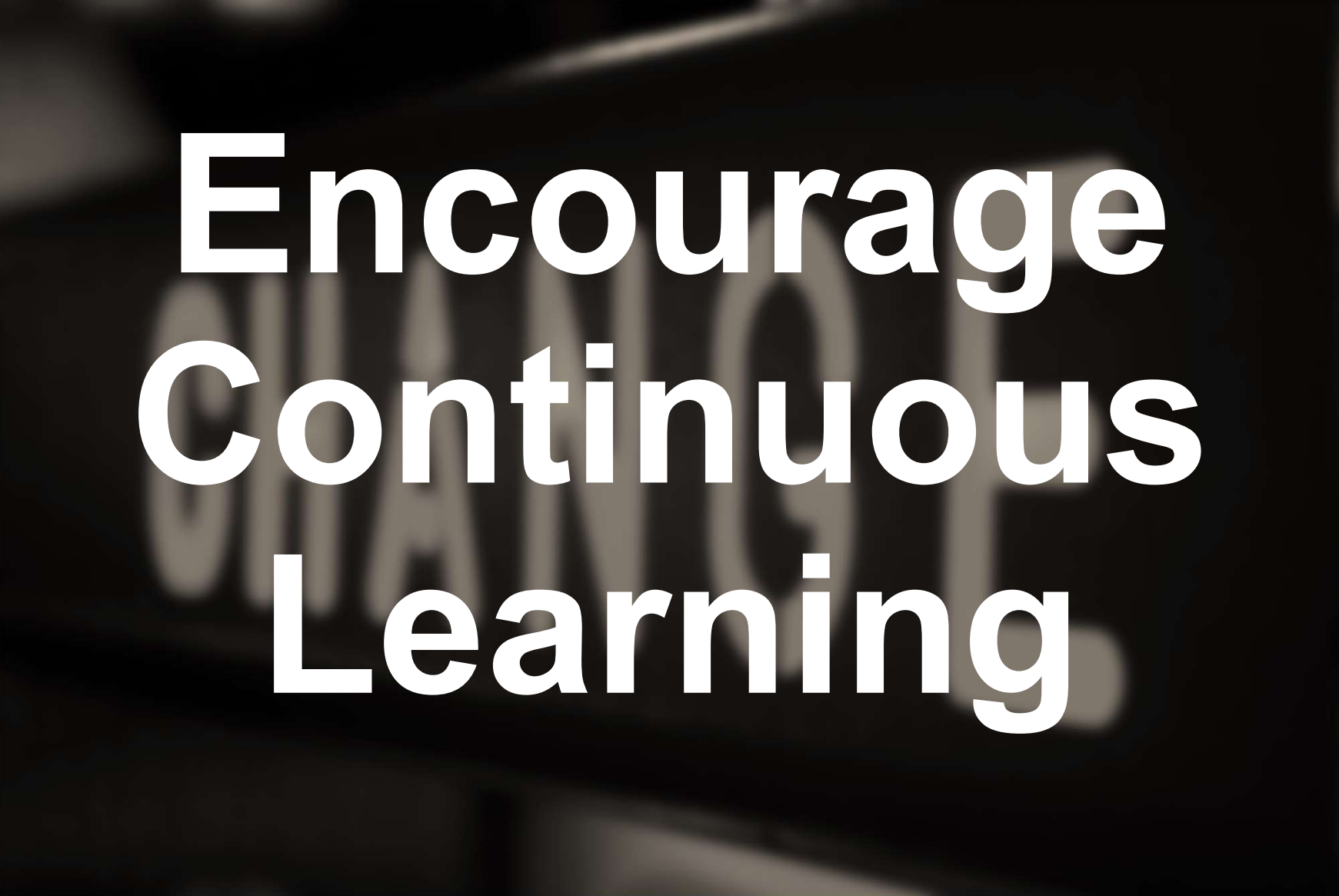
You that read wrong.

You read that wrong too.

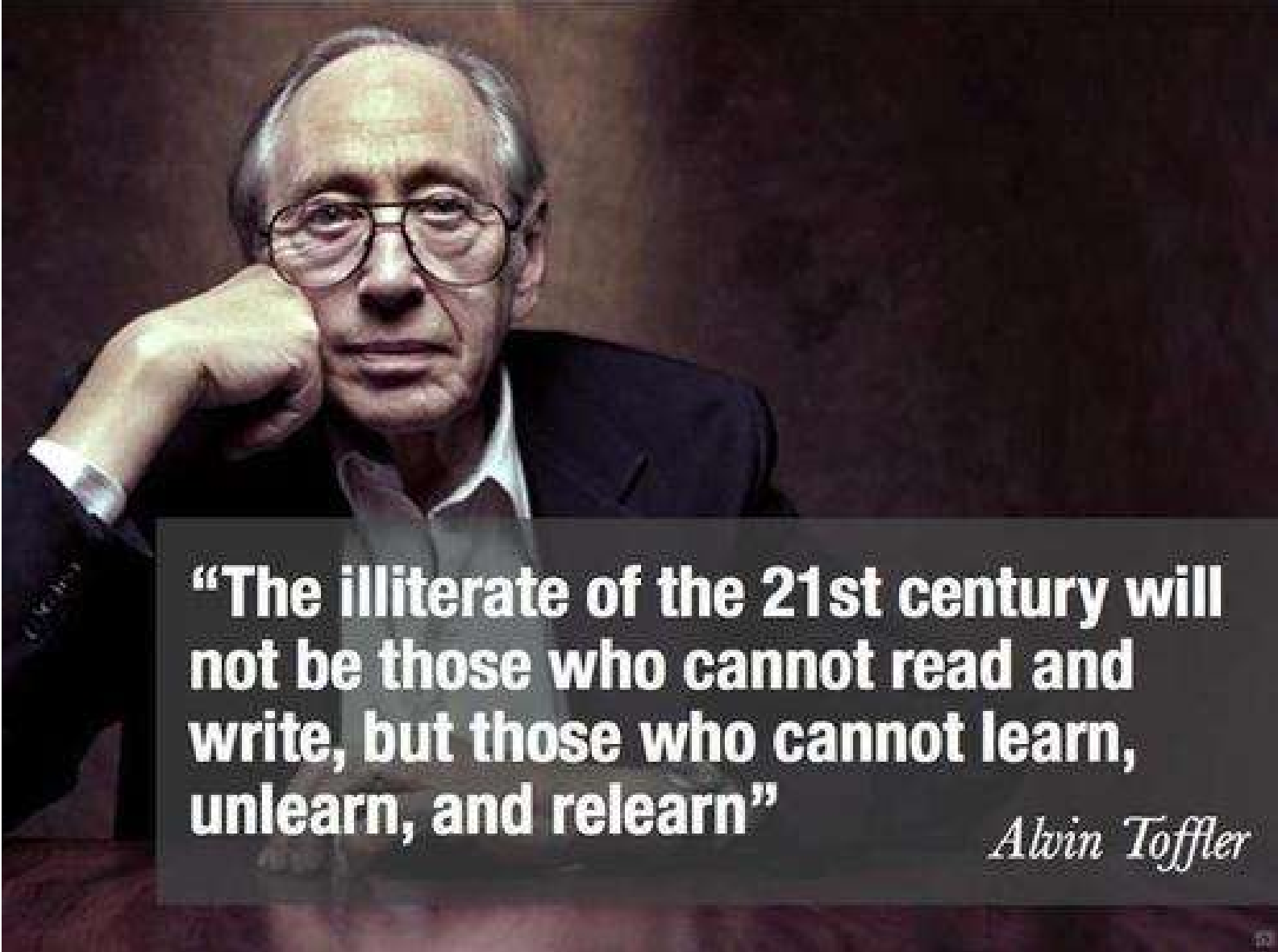
“If you can’t communicate the vision in 5 minutes and they understand, you are not done.”

John Kotter
Change



The background is a dark, blurred image. The word "CHANGE" is visible in a light, sans-serif font, oriented vertically and slightly tilted. It appears to be part of a larger graphic or text that is out of focus.

**Encourage
Continuous
Learning**

A portrait of Alvin Toffler, an older man with glasses, resting his chin on his hand. The background is dark and textured.

“The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn”

Alvin Toffler



**Learn
from Mistakes**



Failure
=
Learning

FAILURE



4



3



2



1



0



LOVE
LOVE
LOVE

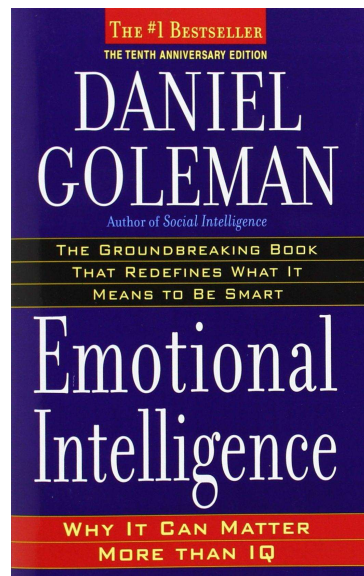
meh.

HATE
+HATE
HATE

assess and evaluate

Model Emotional Intelligence

“Part of change is rewiring your reptile brain.”



Daniel Goldman
Emotional Intelligence

FIGURE 1: THE BUILDING BLOCKS OF EMOTIONAL INTELLIGENCE

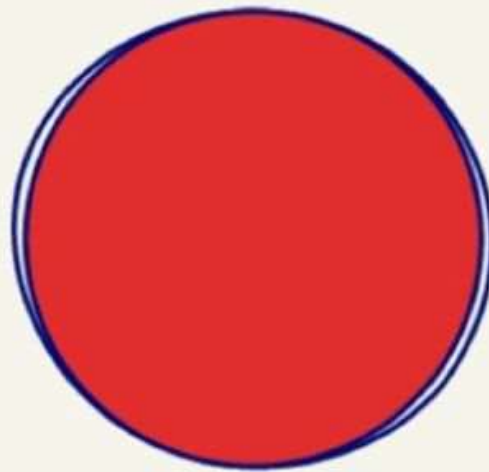
SELF-AWARENESS	SELF-MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
Emotional Awareness	Self-Control	Empathy	Influence
	Trustworthiness		Conflict Management
Self-Confidence	Conscientiousness	Organizational Awareness	Teamwork
	Adaptability		Leadership
	Innovation		Communication

Adapted from Daniel Goleman and Richard E. Boyatzis, "Emotional Intelligence Has 12 Elements. Which Do You Need to Work On?" *Harvard Business Review*, February 6, 2017; and Michael Akers and Grover Porter, "What is Emotional Intelligence (EQ)?" *Psych Central*, updated October 8, 2018.



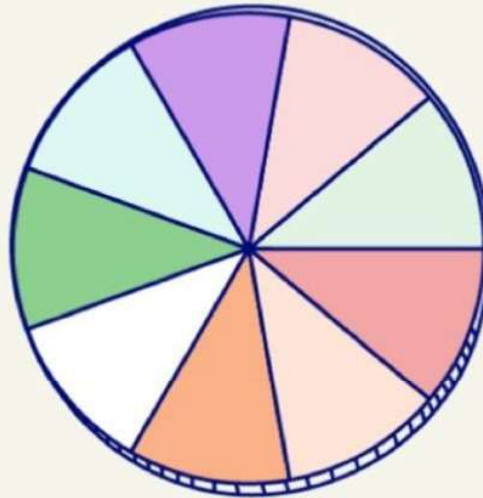
**Be Mindful
of Others**

What People Think Empathy Is



 Feeling sorry for someone

What Empathy Actually Is



■ Sensing other people's emotions

■ Mirroring someone's feelings

■ Imagine what someone is thinking

■ Identify how a person is feeling

■ Feeling overwhelmed by others' tragedy

■ Really listening to what others have to say

■ Understanding another person's feelings

■ Imagining how someone is feeling

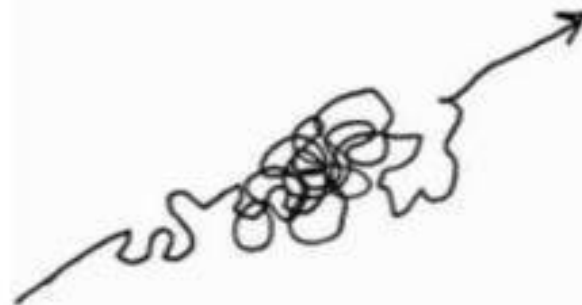
■ Seeing things from another point of view

Success

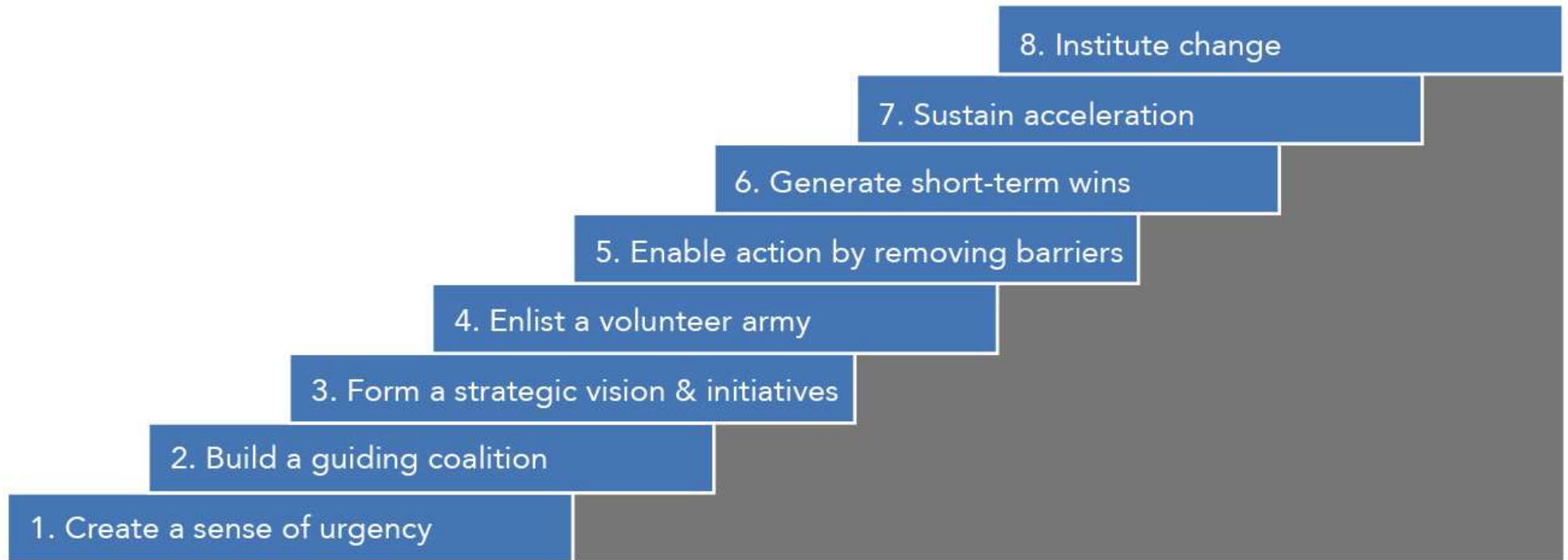


what people think
it looks like

Success



what it really
looks like



Source: <https://www.kotterinc.com/8-steps-process-for-leading-change/>



all
things
will
take

a
lot
of
this

Practice
Practice
PRACTICE!



To do List

organic veg ✓

mend bicycle ✓

workshop notes ✓

ask daddy for loan ✓

buy UPSocial housing ✓

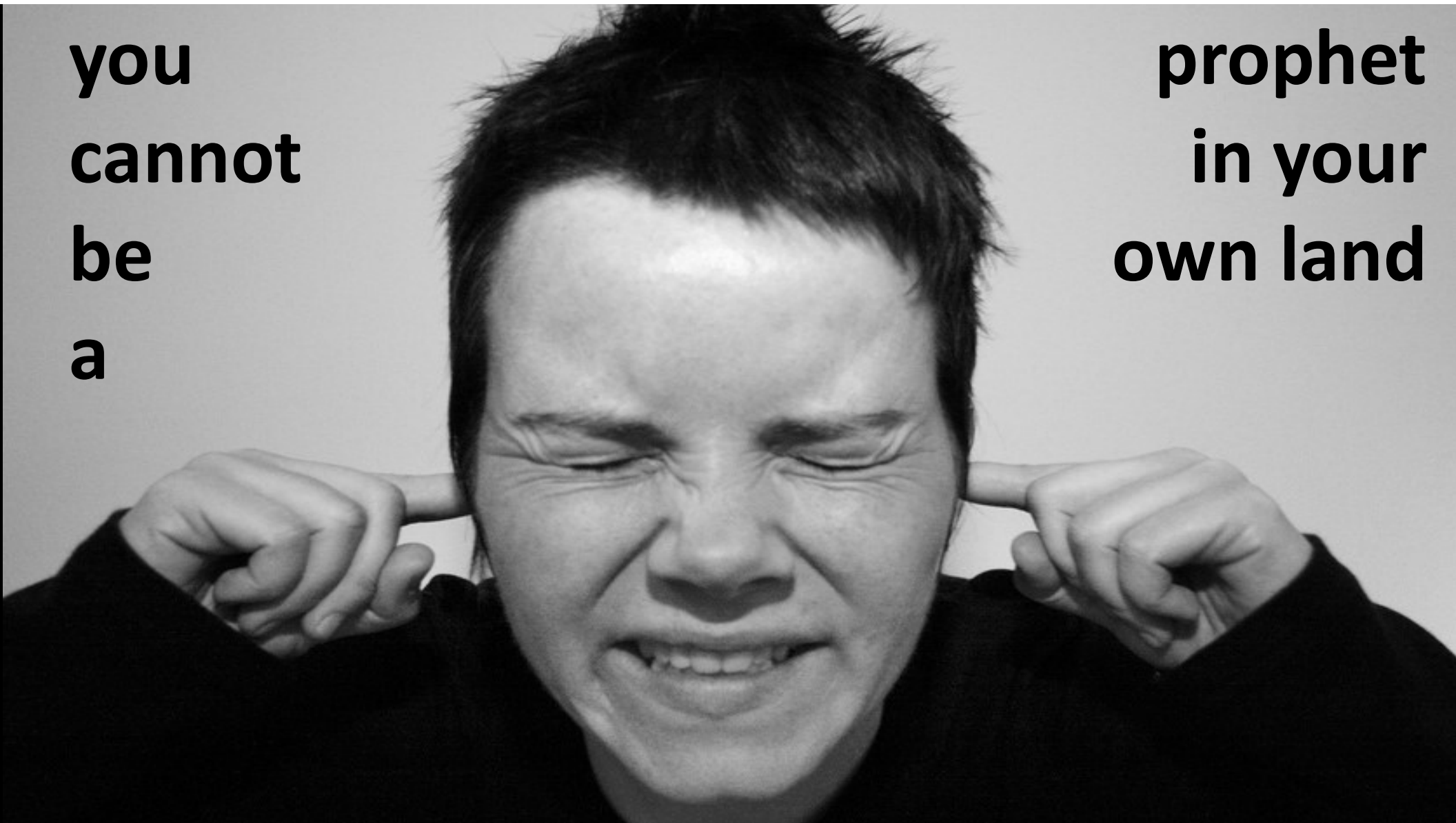
Sell For large Profit ✓

move to the Country ✓

goals=accountability

**you
cannot
be
a**

**prophet
in your
own land**

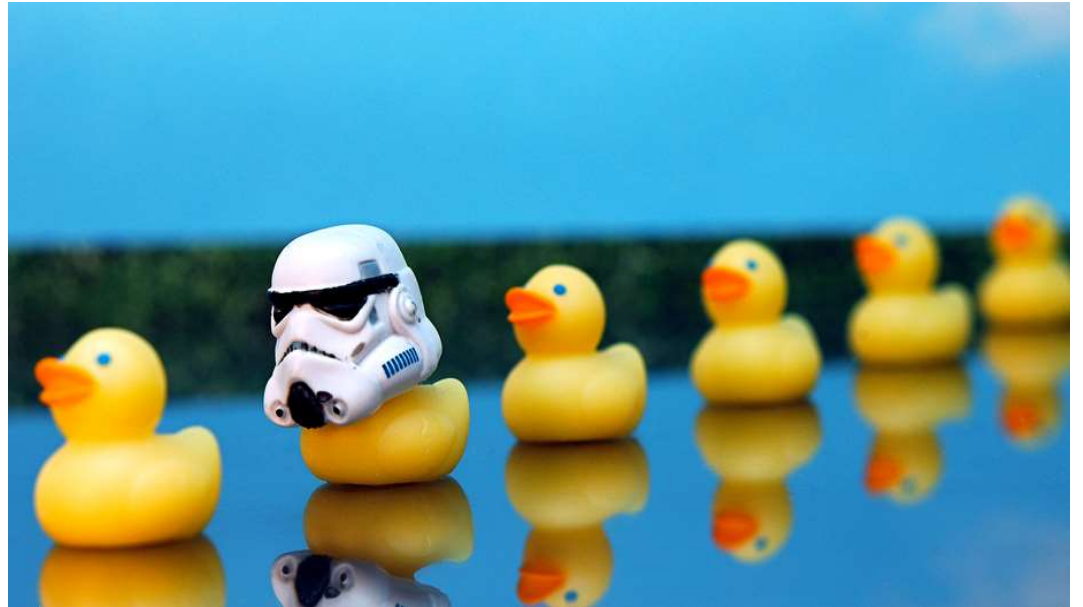


**convert naysayers
with “WIFM”**

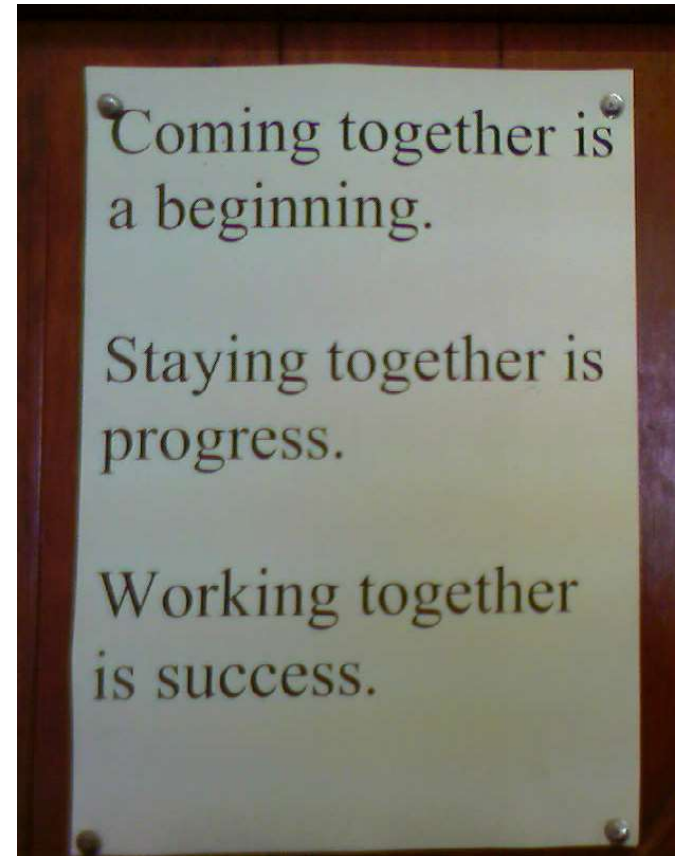
***What's
In it
For
Me***

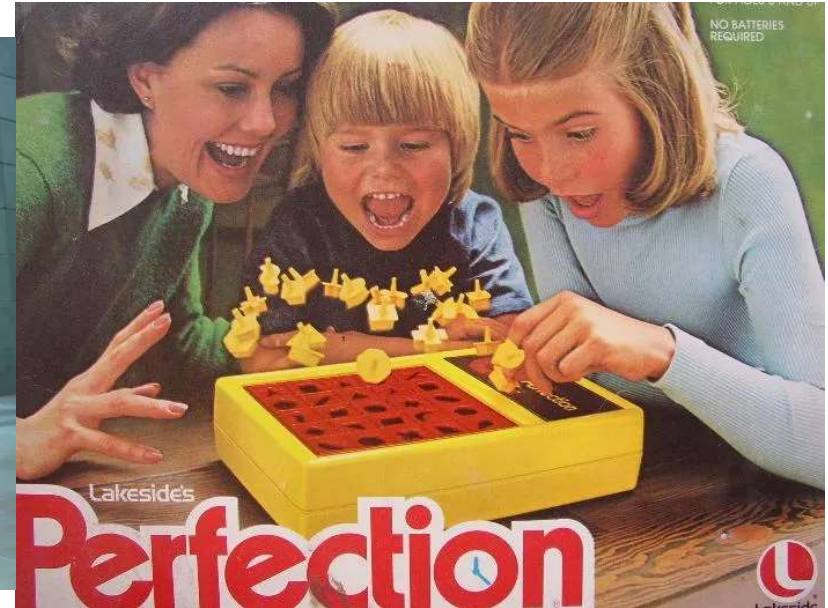


**make
it
organized**



**make
it
collaborative**





Strive for perfection
Settle for working well and pretty dang well.

**make it social -
Working together can create**

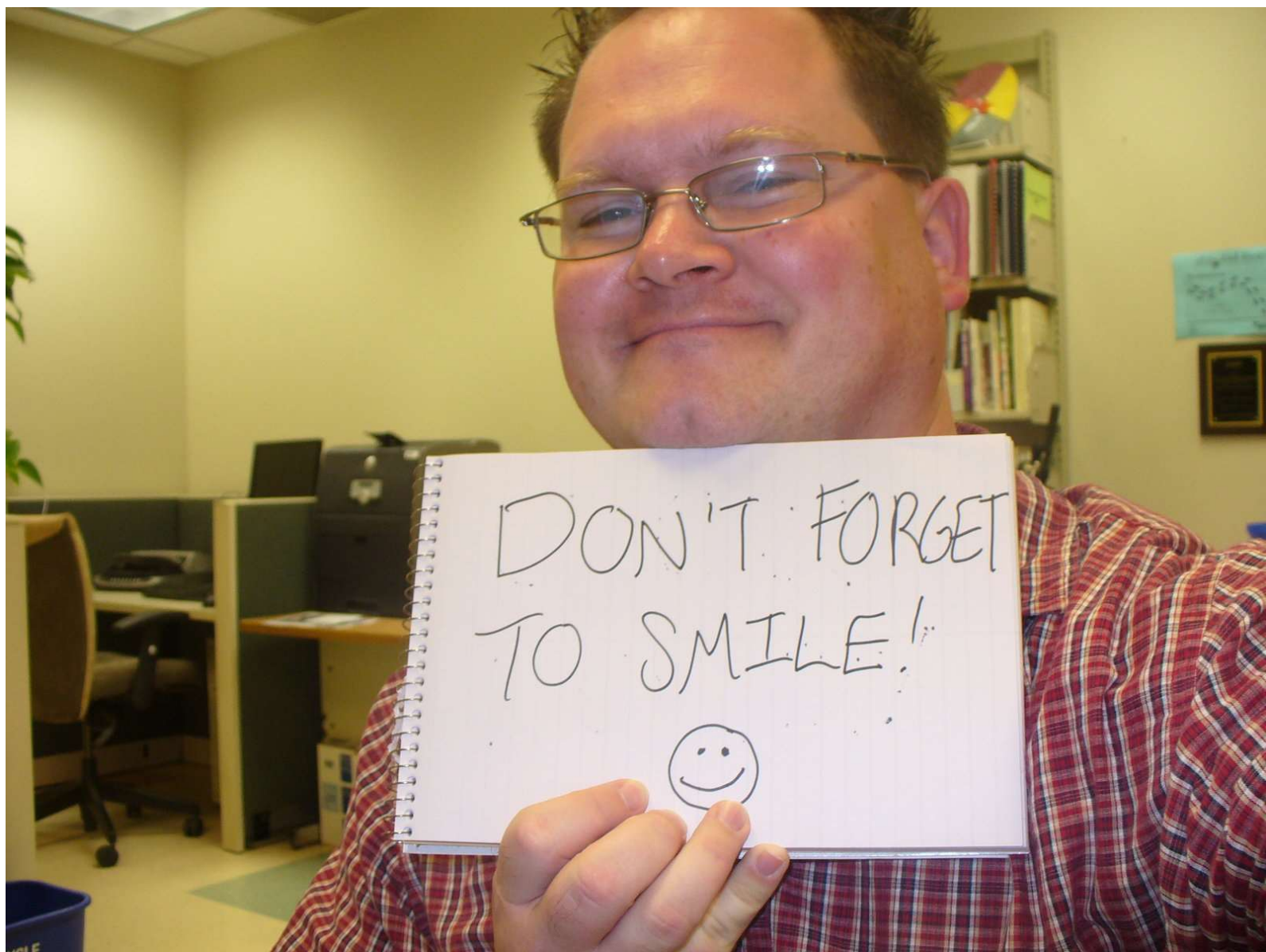


**unexpected strength and
excellent unanticipated outcomes**

make it fun!



**fun fuels a creative and
productive group!**



give clear directions *in the right order*

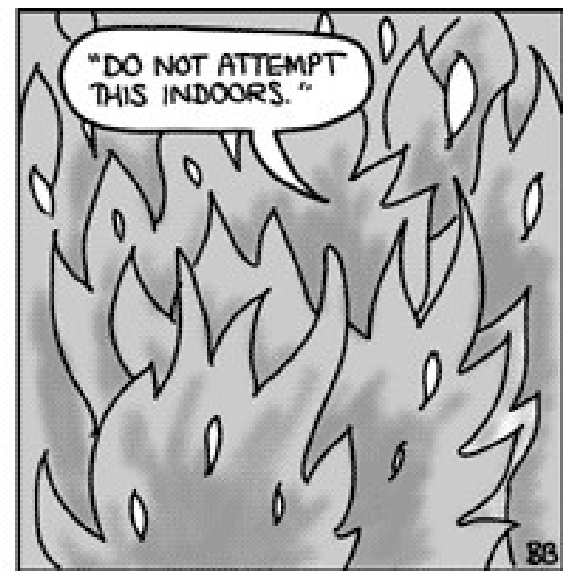


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Let them drive



Let them drive

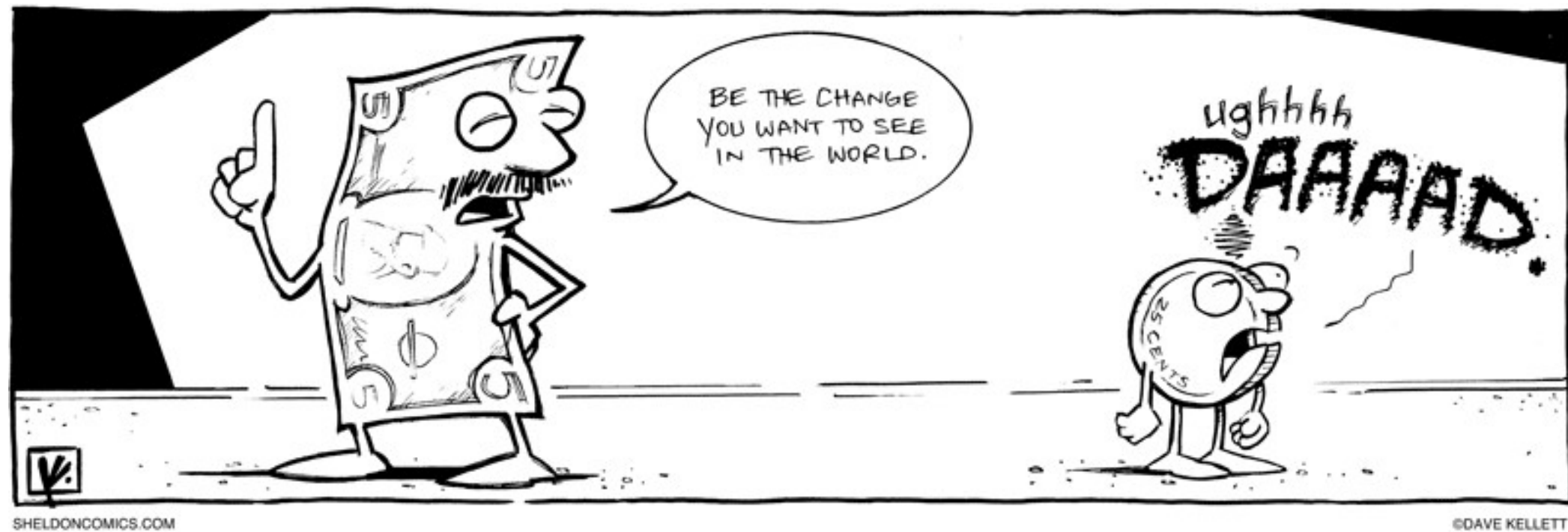
DRIV
TRAI

DON'T
TOUCH
DONGLE



ACT

This is very hard to do



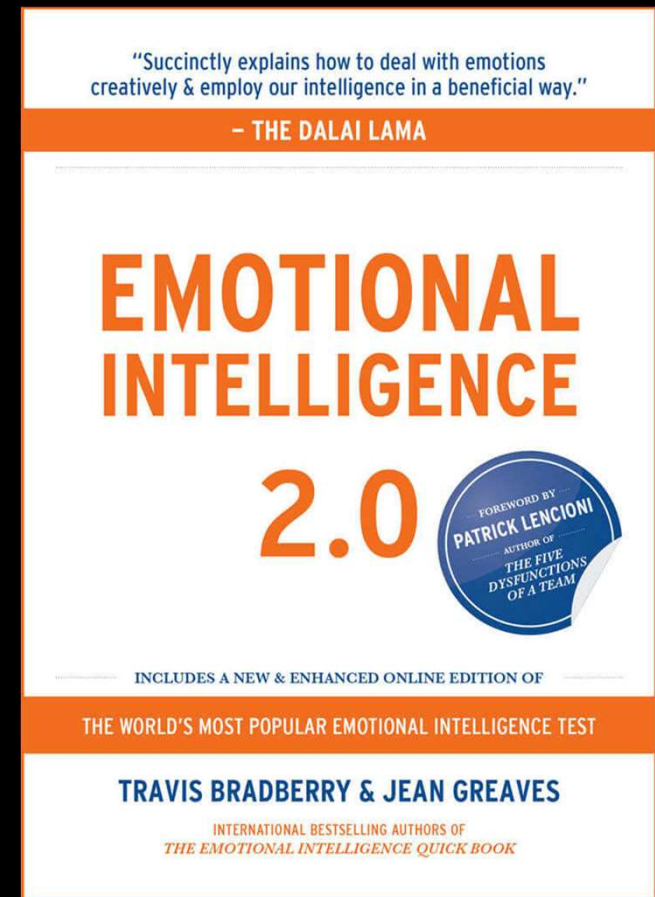
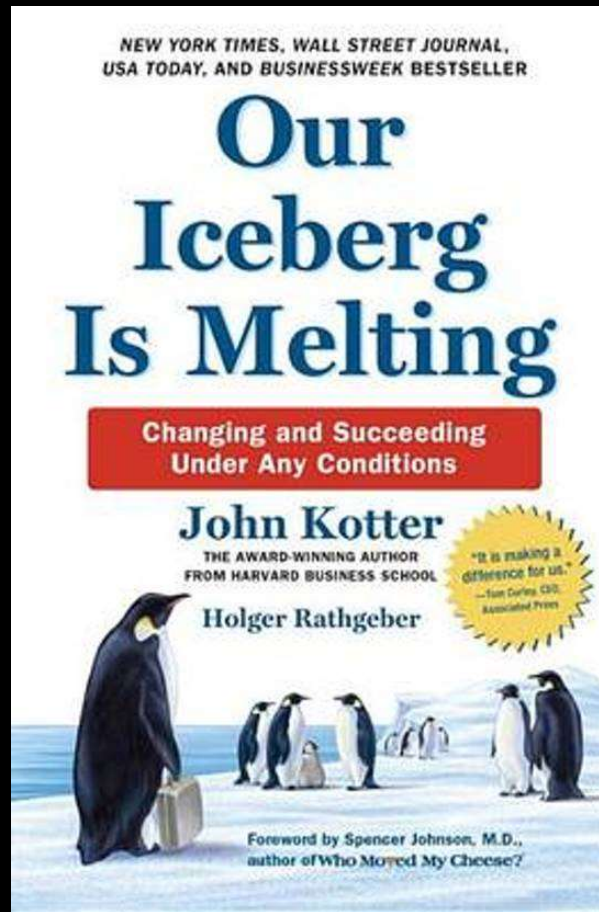
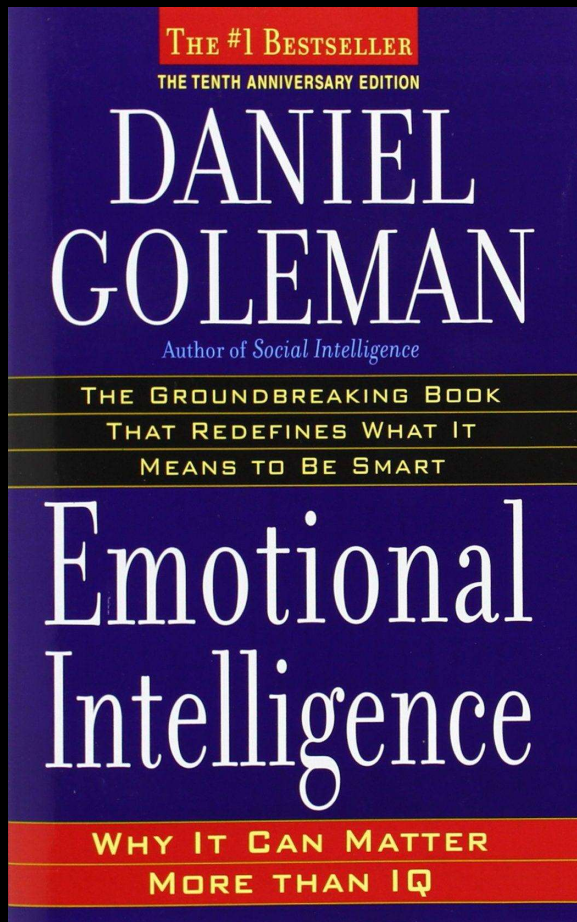
Thanks to Dave Kellett for permission @davekellett

YMMV

**Your mileage
may vary**

Used to tell
someone that
advice may not
give them
the same results
as it gave
someone else





From the authors of the *NEW YORK TIMES* BESTSELLING books
The Oz Principle and *How Did That Happen?*

CHANGE THE culture

The Breakthrough Strategy for
ENERGIZING Your Organization and
Creating **ACCOUNTABILITY** for Results

CHANGE THE game

Roger Connors and Tom Smith

Based upon *Journey to the Emerald City*

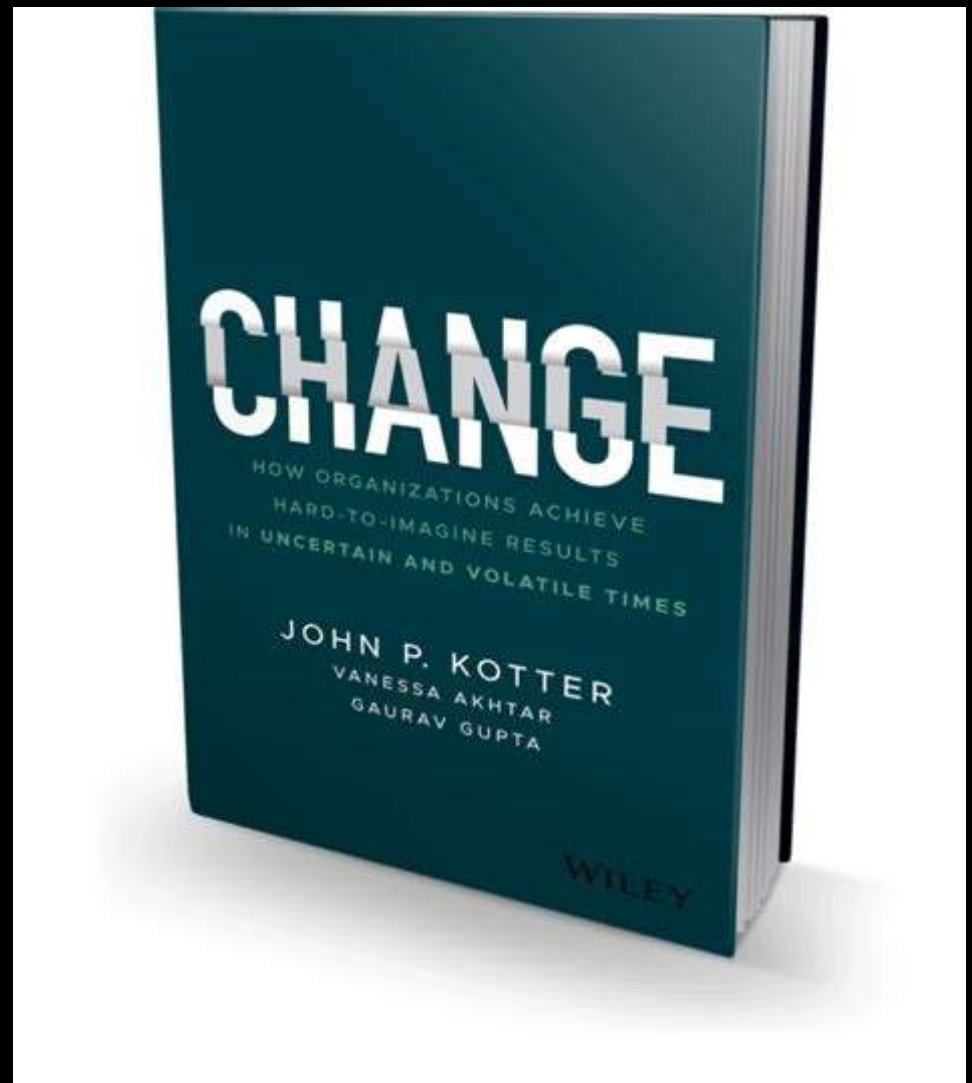
HOW TRULY GREAT LEADERS
UNLEASH GREATNESS IN OTHERS



BESTSELLING AUTHOR OF *THE SPEED OF TRUST*

STEPHEN M. R. COVEY

with David Kasperson, McKinlee Covey, and Gary T. Judd



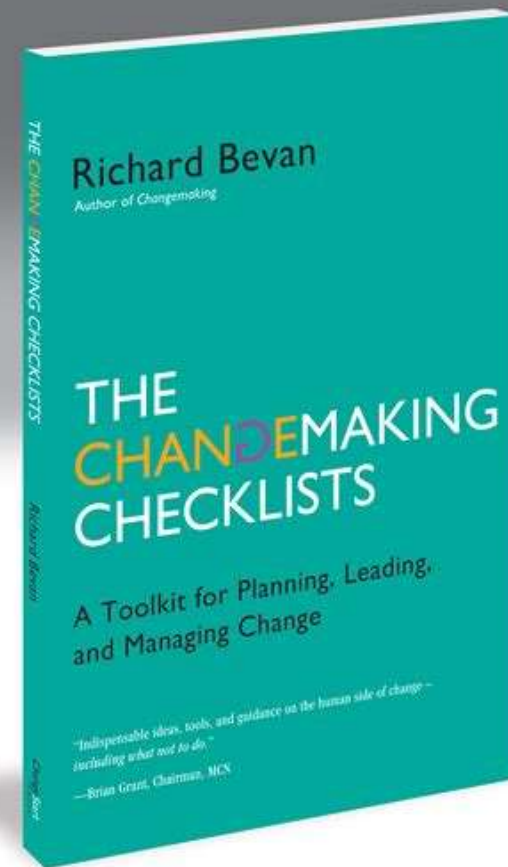
Richard Bevan

CHANGE MAKING

Tactics and Resources
for Managing Organizational Change

"Changemaking is a superb resource that takes up where all the other change-related books ended – it's the book that should have come with all the other books."

—Jim Shaffer, author of *The Leadership Solution*



AUTHOR OF THE #1 NEW YORK TIMES
BESTSELLER *DARING GREATLY*

RISING STRONG

THE RECKONING. THE RUMBLE.
THE *REVOLUTION*.

*If we are brave enough, often enough, we will fall.
This is a book about what it takes to get back up.*

BRENÉ BROWN, Ph.D.,
LMSW

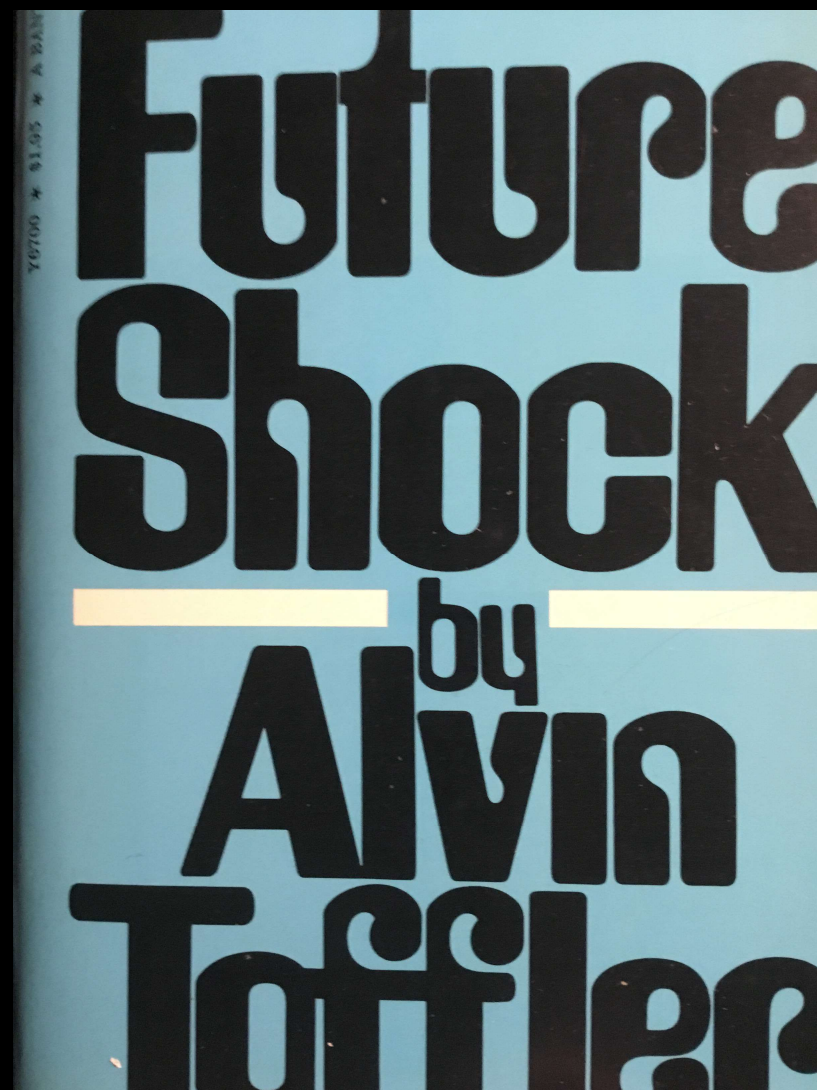
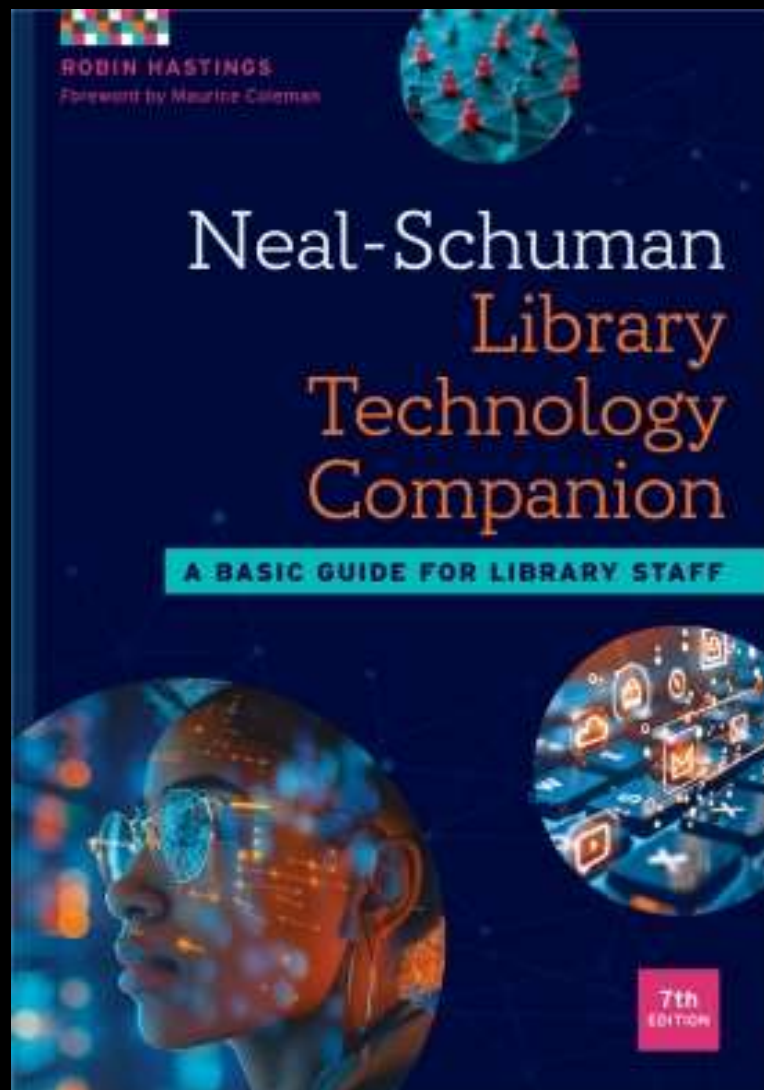
#1 NEW YORK TIMES BESTSELLING AUTHOR

Brené Brown
PhD, LMSW

dare to lead

BRAVE WORK.
TOUGH CONVERSATIONS.
WHOLE HEARTS.

DARING GREATLY AND RISING STRONG AT WORK





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