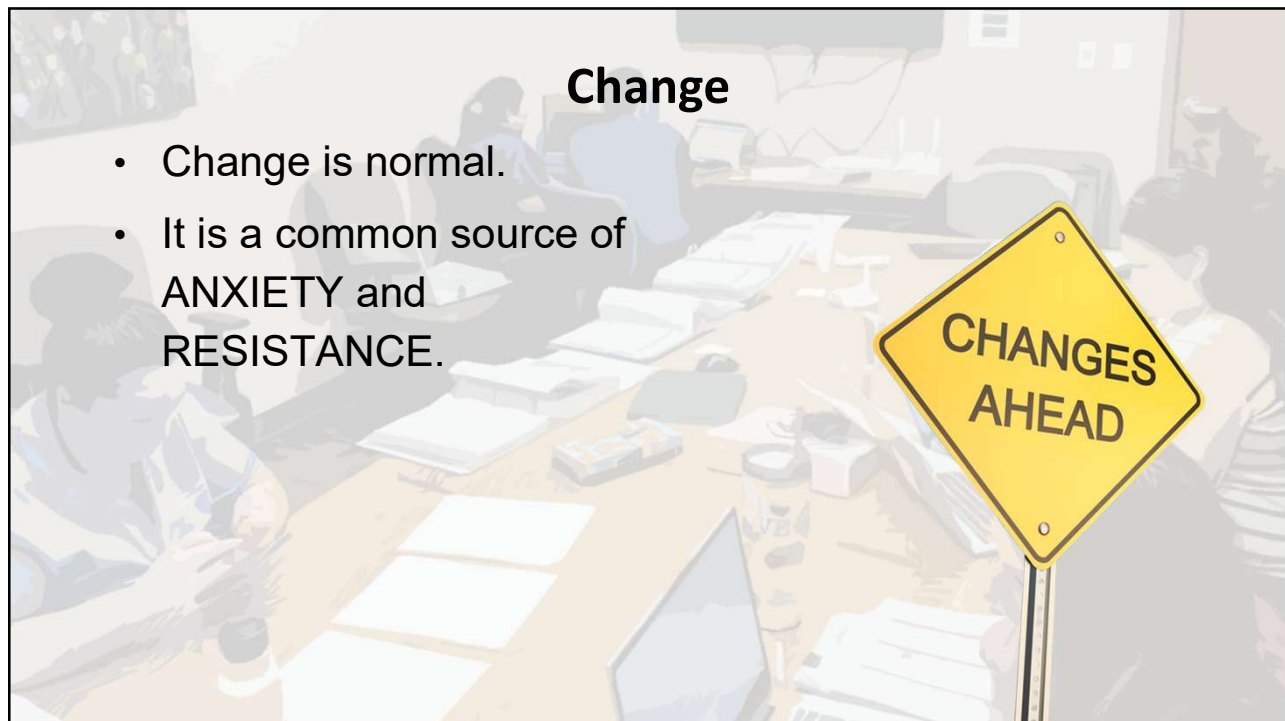




1



2

Do you like change?

3

Prepare & Plan

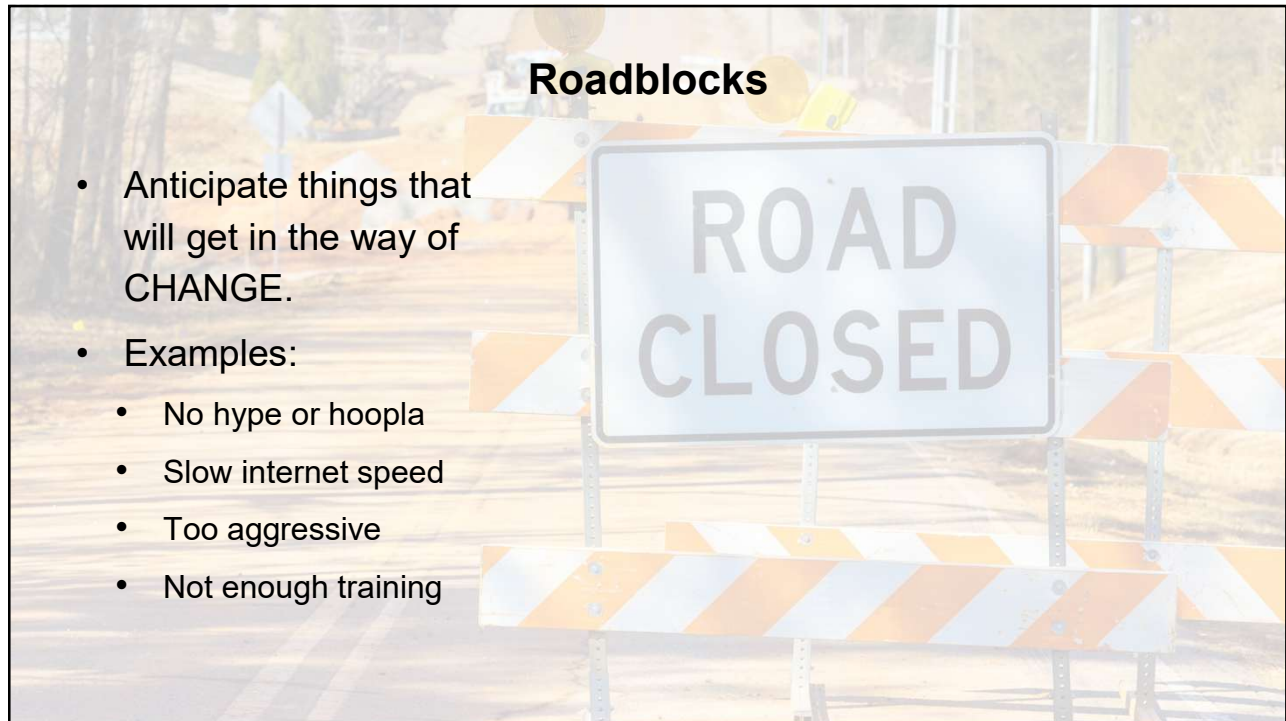
- Learn CURRENT process and people first.
- LEARN everything about the change.



4

Roadblocks


- Anticipate things that will get in the way of CHANGE.
- Examples:
 - No hype or hoopla
 - Slow internet speed
 - Too aggressive
 - Not enough training



5

Find Roadblocks

- Go SMALL first.
- “Fire BULLETS then cannonballs” – Jim Collins.



Collins, J. (2001). *Good to great: Why some companies make the leap... and others don't*. HarperCollins.

6

Common Reasons For Failure

Lack of COMMUNICATION

...URGENCY

...SUPPORT

...FEEDBACK



7

Reasons For Failure

- UNREAL expectations
- TOO SOON for new manager
- IGNORING keepers of the STATUS QUO



8

Buy In or Out

- Team follows YOUR LEAD.
- If you are unsure, keep researching and studying before sharing with your team.

9

**Have you ever been part of a
rushed change effort?**

10

Clear Communication

- “Clear is kind, unclear is unkind.” – Brene Brown
- PAINT PICTURE of WHAT change IS.
- Keep it SIMPLE.
- REPEAT message.



Brown, B. (2018). *Dare to lead: Brave work. Tough conversations. Whole hearts.* Random House.

11



Urgency

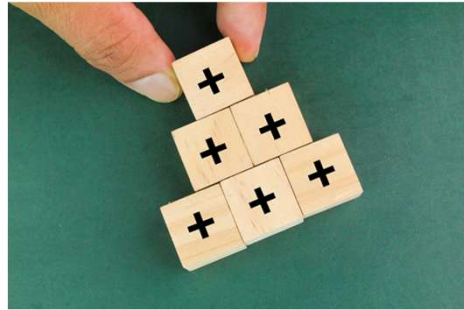
- Why is it **IMPORTANT** to change now?
- Examples:
 - Financial
 - Hackers
 - Competitive positioning
- Not changing is more **DANGEROUS** than changing.

Kotter, J. P. (1996). *Leading change.* Harvard Business School Press.

12

Benefits?

- “What is in it for ME?”
- ADVANTAGES of change.
- Examples:
 - Save TIME
 - Reduce MISTAKES
 - Improve PATIENT CARE



13

What is one way that you effectively communicate to your team about change?

14

Be Present

- MODEL what change looks like.
- Be VISIBLE during the change process.
- GET INVOLVED in the change.



15

Give a recent example of you were present during a change?

16

Write It Down

- Provide STANDARD training materials.
 - Playbook
 - Short videos
- EASIER to train



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harges



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Summary_Vi
deo

17

Create Energy

- You are the HYPE person.
- It is your job to create ENERGY, EXCITEMENT, and VISIBILITY.
- No one will assign this to YOU.

18

What is one way you can bring the energy and attention to a change effort?

19

Reassure

- We will get through this TOGETHER.
- It will be OKAY.
- Expect a DIP or TROUGH.
- We got this!

20