





Module 3 – Problem Solving

Topic 4: Change Management

Session 4



“ Introduction


Change management is the management of transformations that need to be done in your industry to ensure its sustainability. In this session, we are going to explore the **4 essential steps in change management**, including **identifying the need for change**, **setting the strategy** and the **transition plan**, and most of all, ways to **keep your team engaged**.





Outline

A- 5 essential tools for successful change management

An aerial photograph of a sailboat on a dark blue, textured body of water, positioned on the left side of the slide.

A- 4 essential tools for successful change management

B- 5 Essential Tools for Successful Change Management



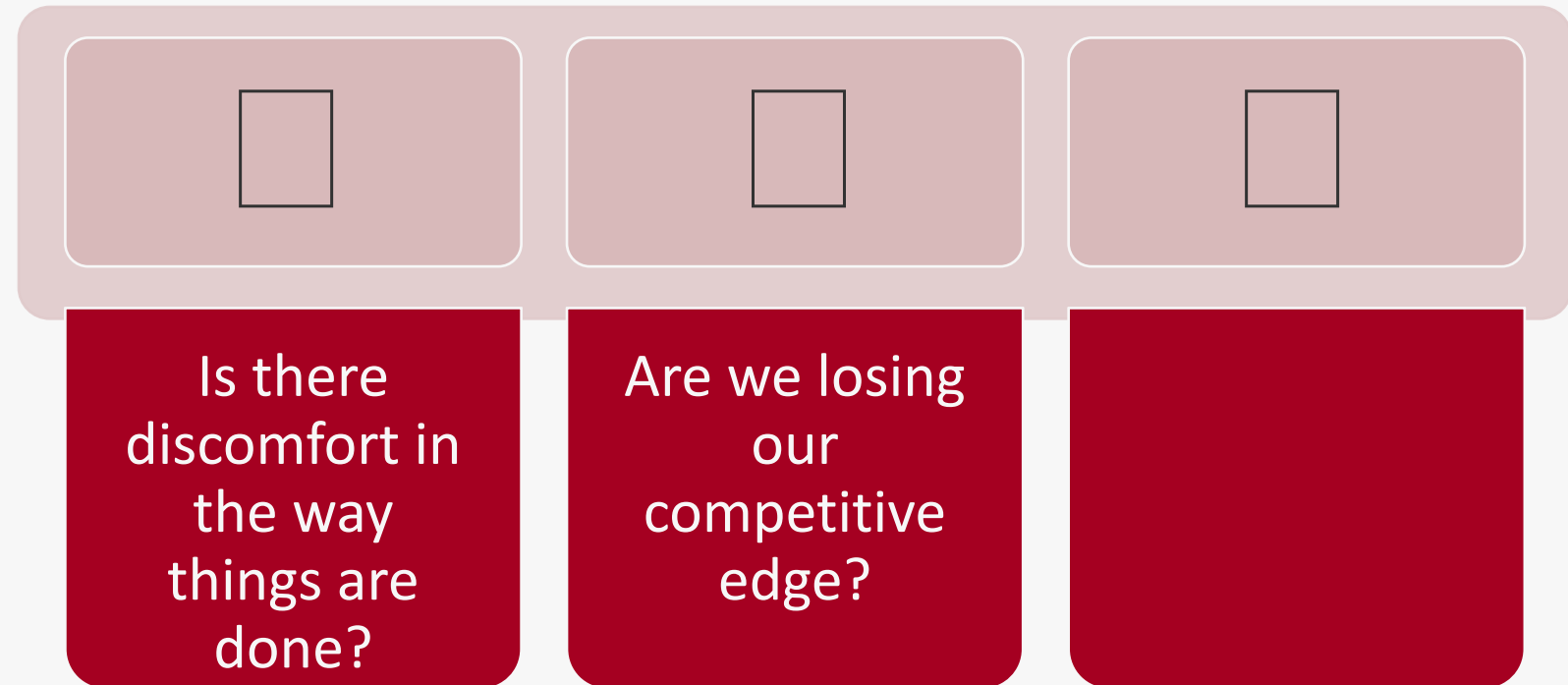
1- Identify the need for change

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there discomfort in the way things are done?		

B- 4 Essential Tools for Successful Change Management



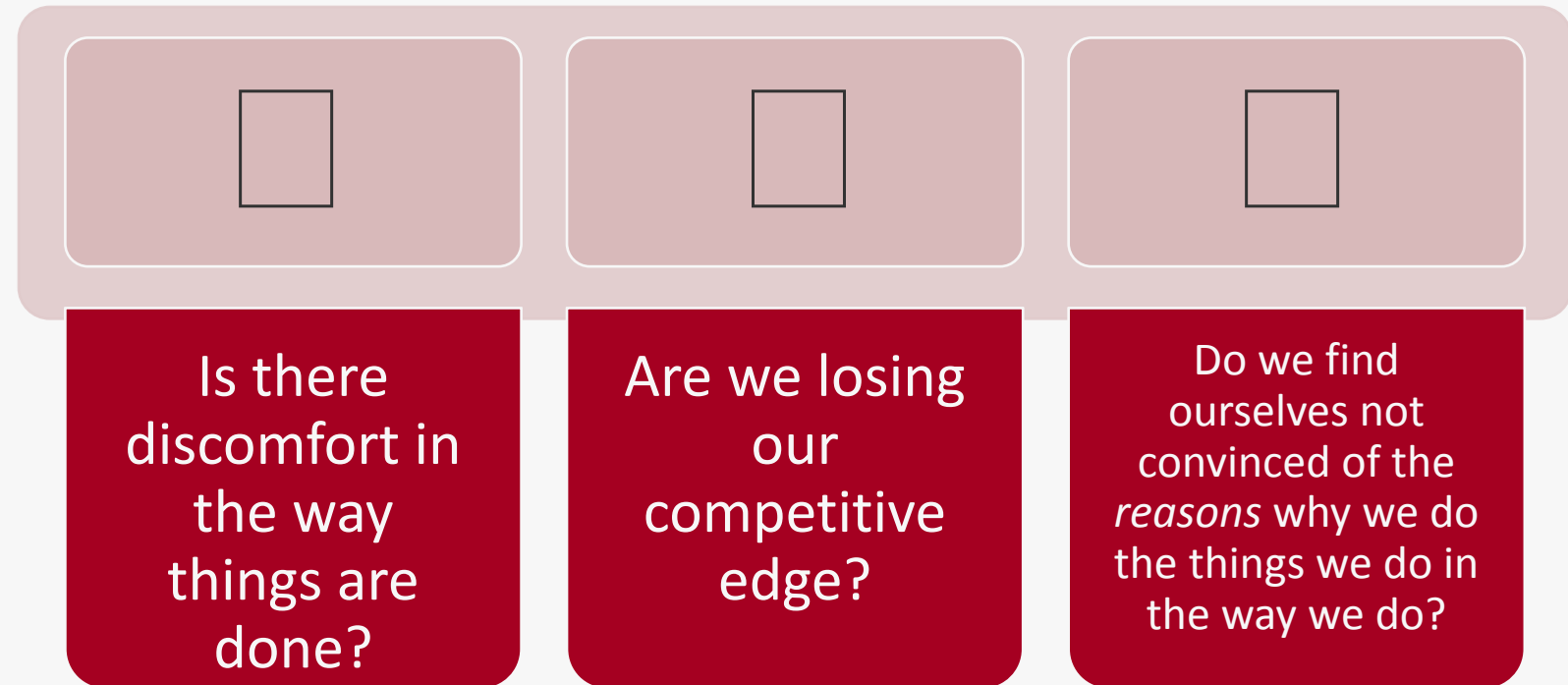
1- Identify the need for change



B- 4 Essential Tools for Successful Change Management



1- Identify the need for change



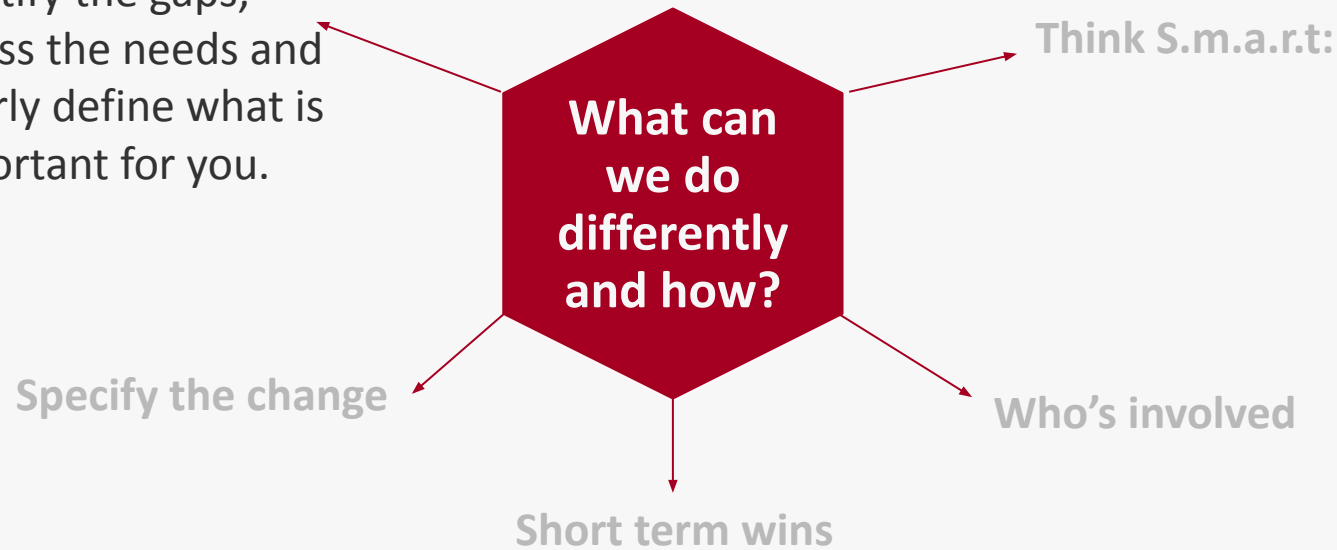
B- 4 Essential Tools for Successful Change Management



2- Set the strategy including a gap analysis

Gap analysis

Identify the gaps,
assess the needs and
clearly define what is
important for you.



B- 4 Essential Tools for Successful Change Management



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**What can
we do
differently
and how?**

Think S.m.a.r.t:

Specify the change

What needs to
happen *differently* for
you to achieve your
goals?

Who's involved

Short term wins

B- 4 Essential Tools for Successful Change Management



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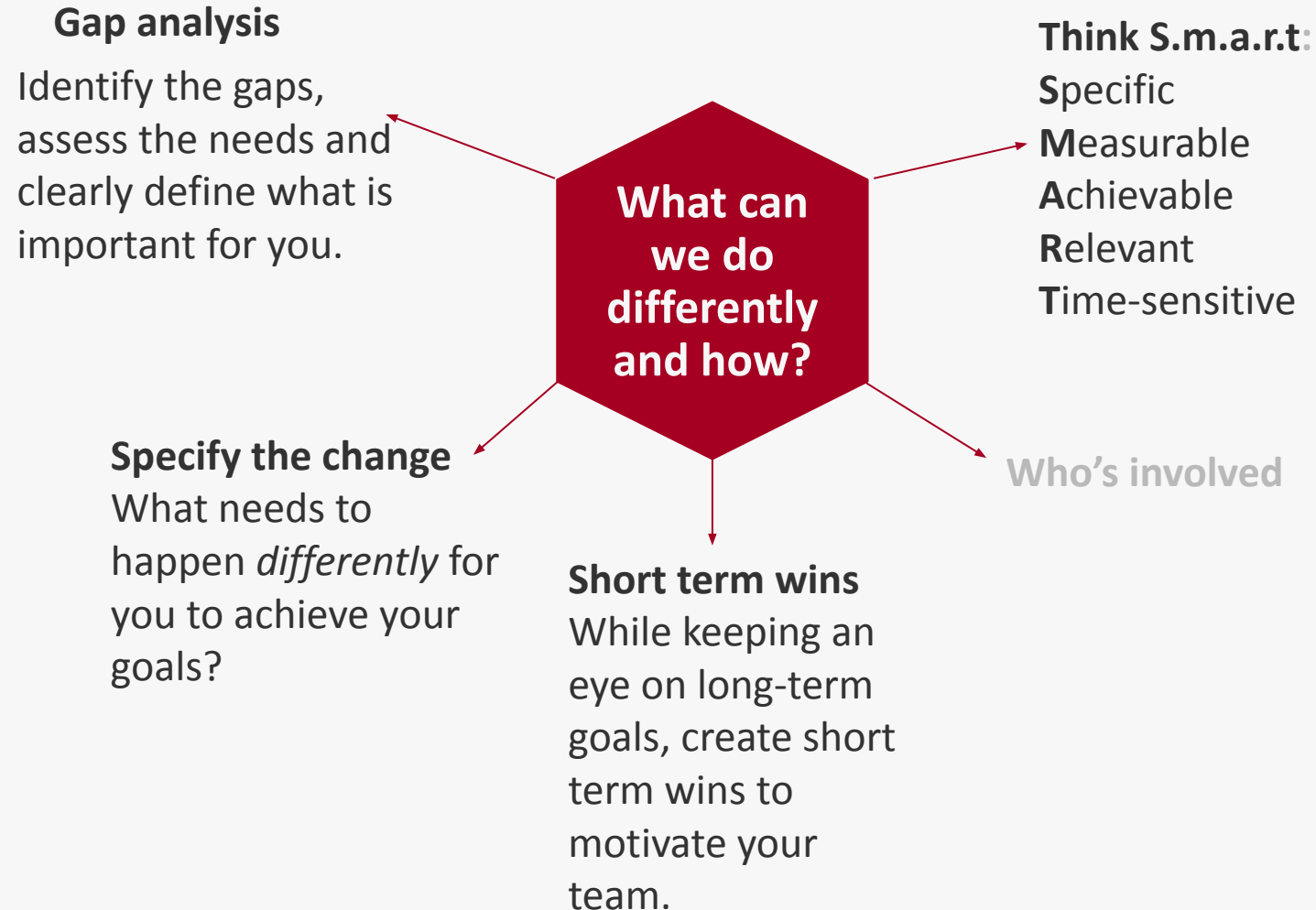
Short term wins

While keeping an
eye on long-term
goals, create short
term wins to
motivate your
team.

B- 4 Essential Tools for Successful Change Management



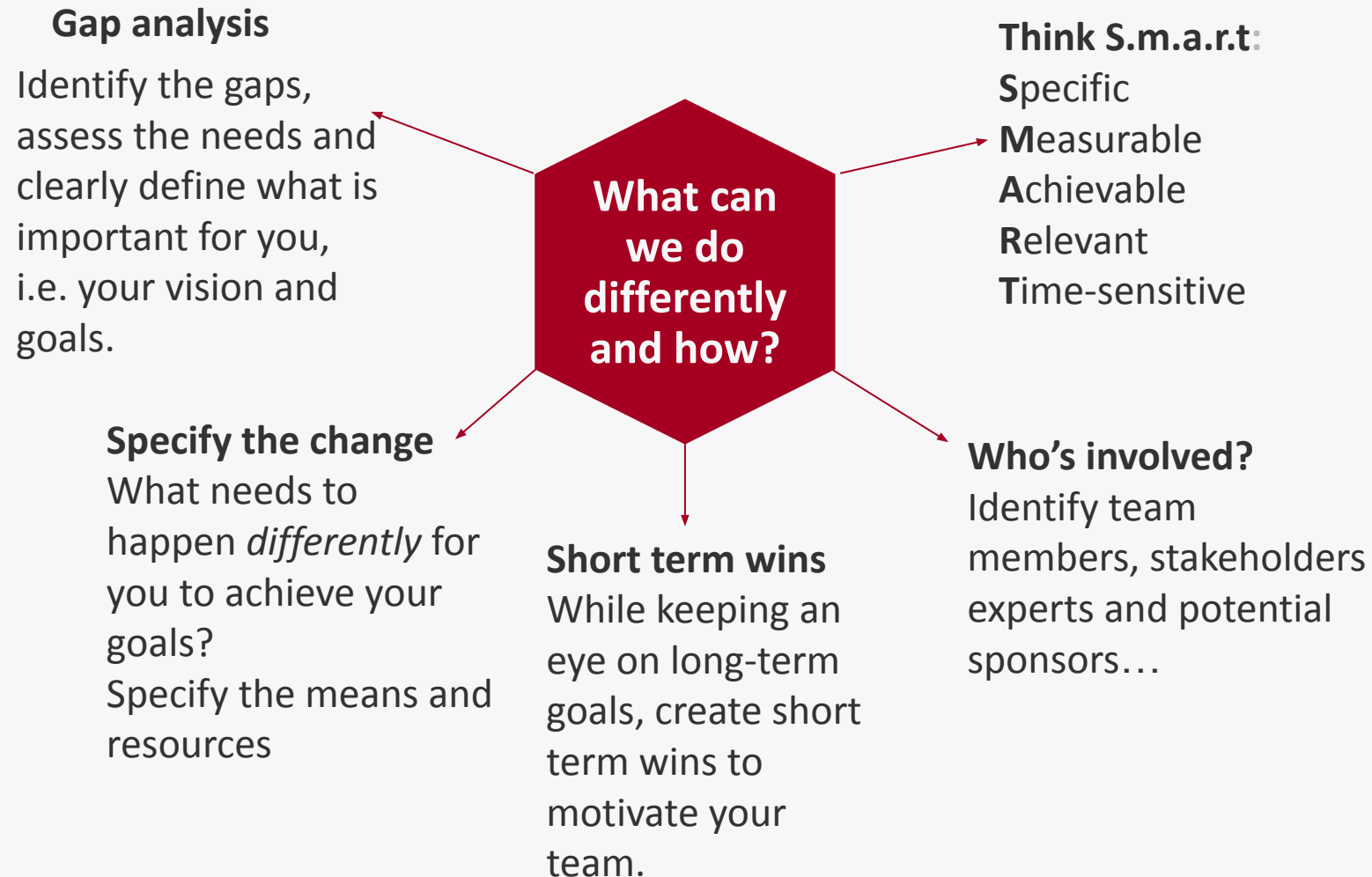
2- Set the strategy including a gap analysis



B- 4 Essential Tools for Successful Change Management



2- Set the strategy including a gap analysis



B- 4 Essential Tools for Successful Change Management



3- Transition plan:

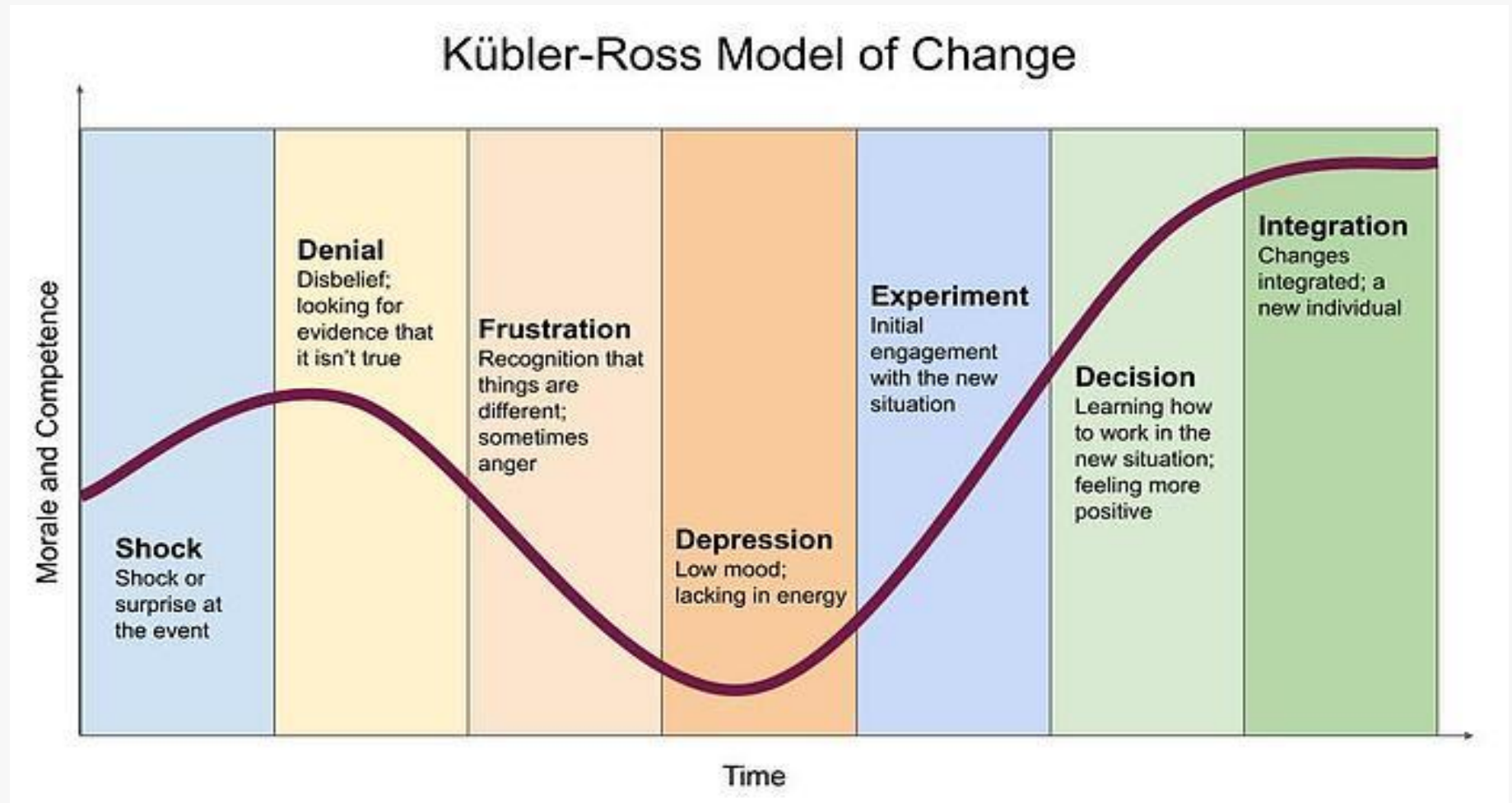
Make sure all these elements are aligned. You are the maestro here and need to create synchrony between all the ingredients of change.



B- 4 Essential Tools for Successful Change Management



4- Keep People Engaged



B- 4 Essential Tools for Successful Change Management



4- Keep People Engaged

To keep people engaged during the 7 phases of change:

► In phases 1 and 2: SHOCK AND DENIAL

When they are in shock and denial, project empathy and support using your emotional intelligence skills.



B- 4 Essential Tools for Successful Change Management



4- Keep People Engaged

To keep people engaged during the 7 phases of change:

► In phase 1: SHOCK

When they are in shock, project empathy and support using your emotional intelligence skills.



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4- Keep People Engaged

To keep people engaged during the 7 phases of change:

► In phase 2: DENIAL

When they are in denial, project empathy and support using your emotional intelligence skills.

They might be still adopting old methods and processes. Don't force them out of it. Try to show them the benefits of the new process instead.



B- 4 Essential Tools for Successful Change Management



4- Keep People Engaged

To keep people engaged during the 7 phases of change:

► In phase 3: FRUSTRATION

While still projecting empathy and using active listening to let them voice their concerns, make sure they understand *why* you are doing the change.



B- 4 Essential Tools for Successful Change Management



4- Keep People Engaged

To keep people engaged during the 7 phases of change:

► In phase 4: DEPRESSION

Share your vision with them to inspire them. Let them know what your aspirations are and how they will benefit everyone involved.



B- 4 Essential Tools for Successful Change Management



4- Keep People Engaged

To keep people engaged during the 7 phases of change:

► In phase 5: EXPERIMENT

Make sure everyone knows how the process goes. Include them in every step you make so that they will invest in your new approach.



B- 4 Essential Tools for Successful Change Management



4- Keep People Engaged

To keep people engaged during the 7 phases of change:

► In phase 6: DECISION

Make sure everyone feels included.
Inclusiveness boosts commitment.



B- 4 Essential Tools for Successful Change Management



4- Keep People Engaged

To keep people engaged during the 7 phases of change:

► In phase 7: INTEGRATION

Make sure knows exactly his mission and tasks and is communicating effectively with the rest of the team to fully integrate the change in a holistic way.



Thank you



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