

MANAGING CHANGE

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Agenda

- ① Types of change
- ① Reactions to change
- ① Stages of change.
- ① Reasons for resistance to change
- ① Tactics for dealing with resistance
- ① Tips for communicating change

Change

- make or become different:

"a proposal to change the law"

- take or use another instead of:

"she decided to change her name"

Organizational Change

Company or organization going through a transformation.

Organizational change occurs when business strategies or major sections of an organization are altered.

<http://www.businessdictionary.com/definition/organization-change.html>

Types of Change

- ⦿ Incremental change
- ⦿ Change by exception
- ⦿ Pendulum swing
- ⦿ Paradigm shift

Reactions to Change

- Visionaries
- Adapters
- Followers
- Boiled Frogs

Boiled Frogs – Scare Tactics?

- ⦿ Kodak – the rise of digital photography
- ⦿ Nokia – the popularity of smartphones
- ⦿ Sony – the rise of LCD TVs and consumer purchasing habits around music
- ⦿ Motorola – wireless phones
- ⦿ Blockbuster video – redbox, hulu, netflix
- ⦿ Travel agencies – countless apps for booking travel

4 Stages of Change

- ⦿ Denial
- ⦿ Resistance
- ⦿ Exploration
- ⦿ Commitment

5 Reasons for Resistance

- ⦿ Politics and Power
- ⦿ Misunderstanding & Lack of Trust
- ⦿ Different Assessments
- ⦿ Fear
- ⦿ To Save Face

Tactics for Dealing with Resistance

- ⦿ Education
- ⦿ Communication
- ⦿ Participation
- ⦿ Facilitation
- ⦿ Support
- ⦿ Negotiation
- ⦿ Cooperation
- ⦿ Manipulation
- ⦿ Coercion

Tips for Communicating Change

- ⦿ Talk to people in person
- ⦿ Tell people the truth
- ⦿ Express your feelings

Parting Words

- ◎ Change = Stress
 - The better you handle change, the better you handle stress
- ◎ There is one thing you can always count on - change