

MANAGING CHANGE [1]



The Safe Choice

What is “Change,” Really?

- How would you define “change?”
- Two key characteristics or attributes that you associate with “change”

What is “Change,” Really?

危机

“Opportunity”
out of
“Crisis”

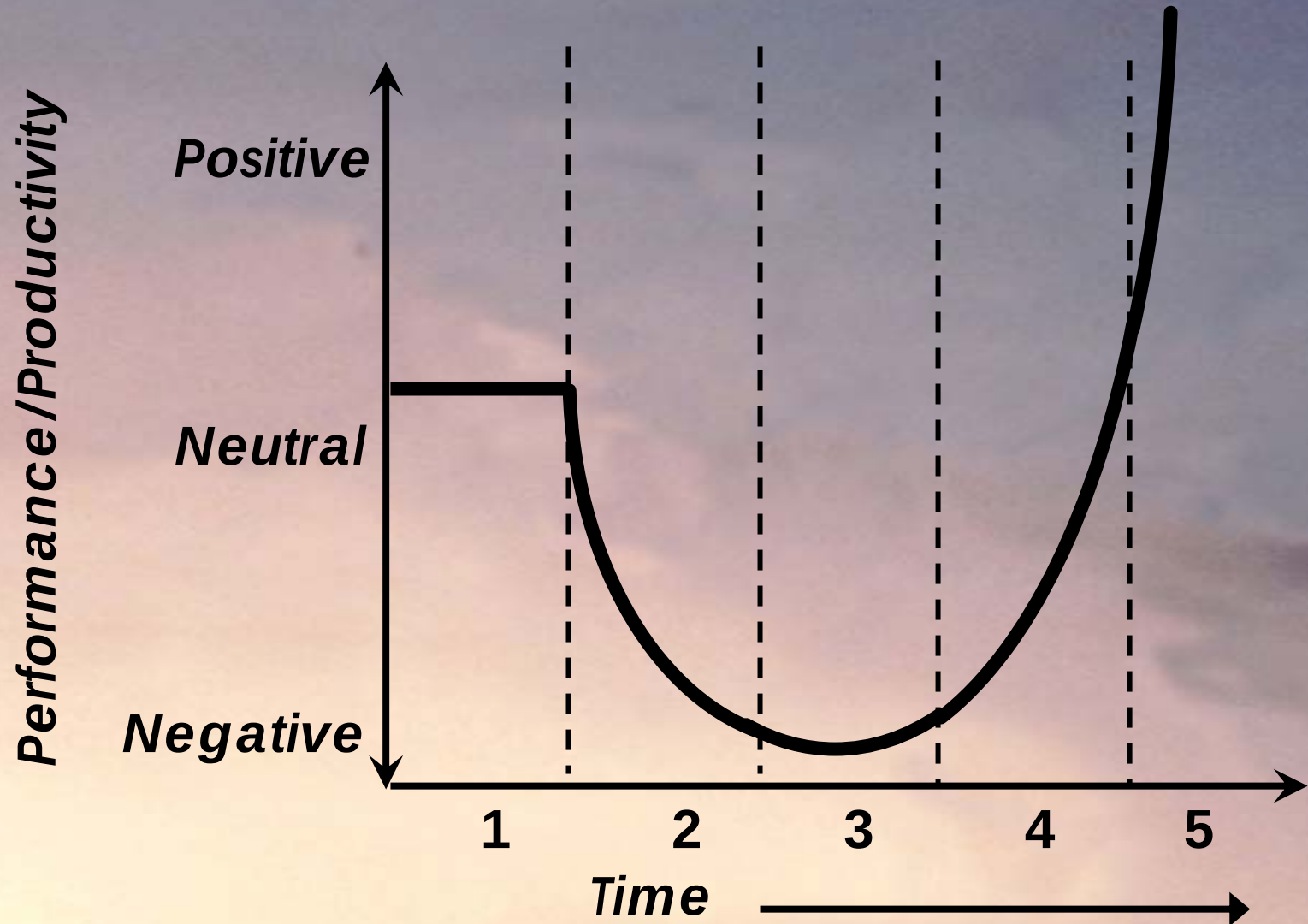


What is “Change,” Really?

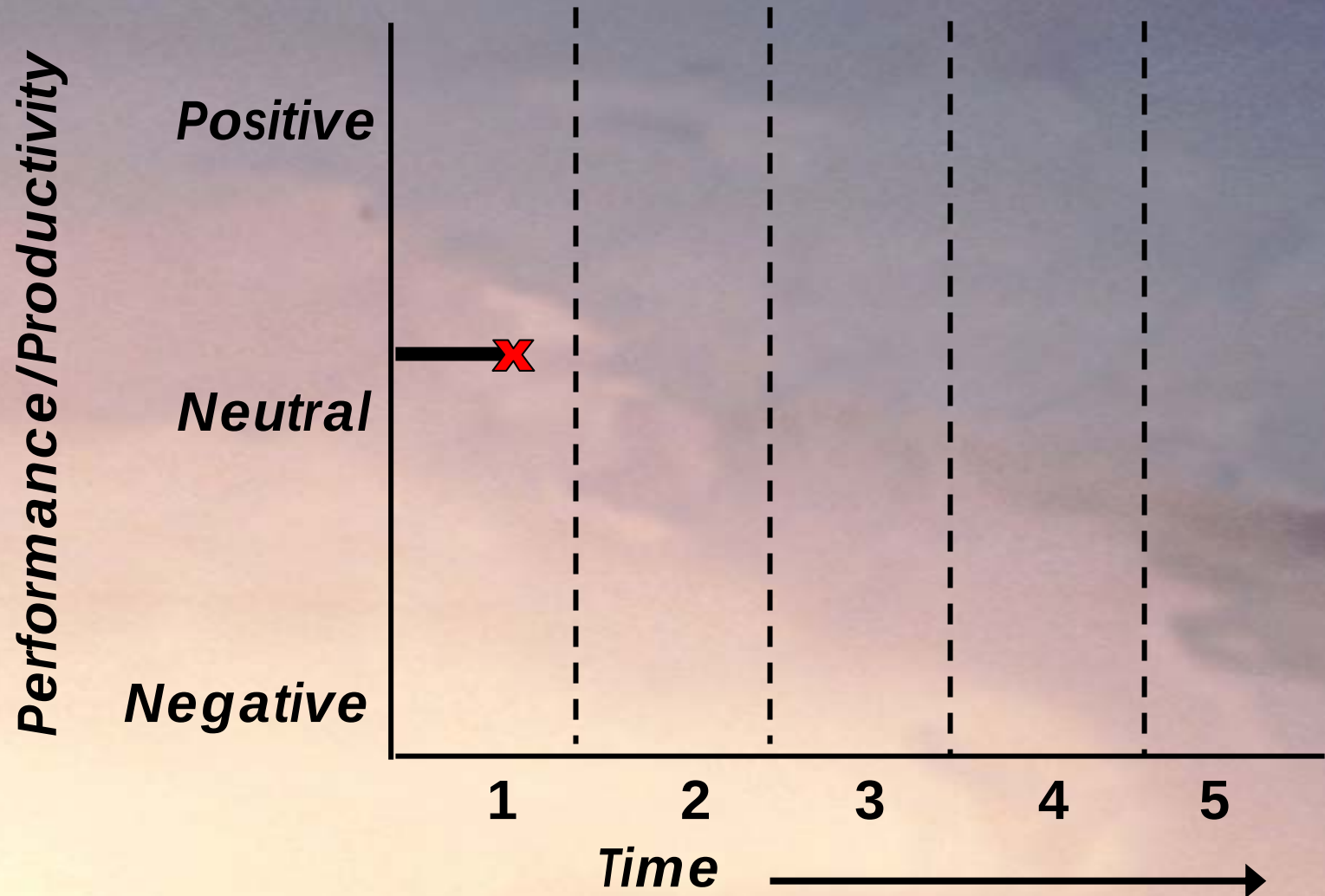
- The 1st “Law” of Change:

UNCOMFORTABLE

The Process of Change



Stage 1: “Static Quo”



Stage 1: “Static Quo”

- “Why do I have to change?”

ANXIETY

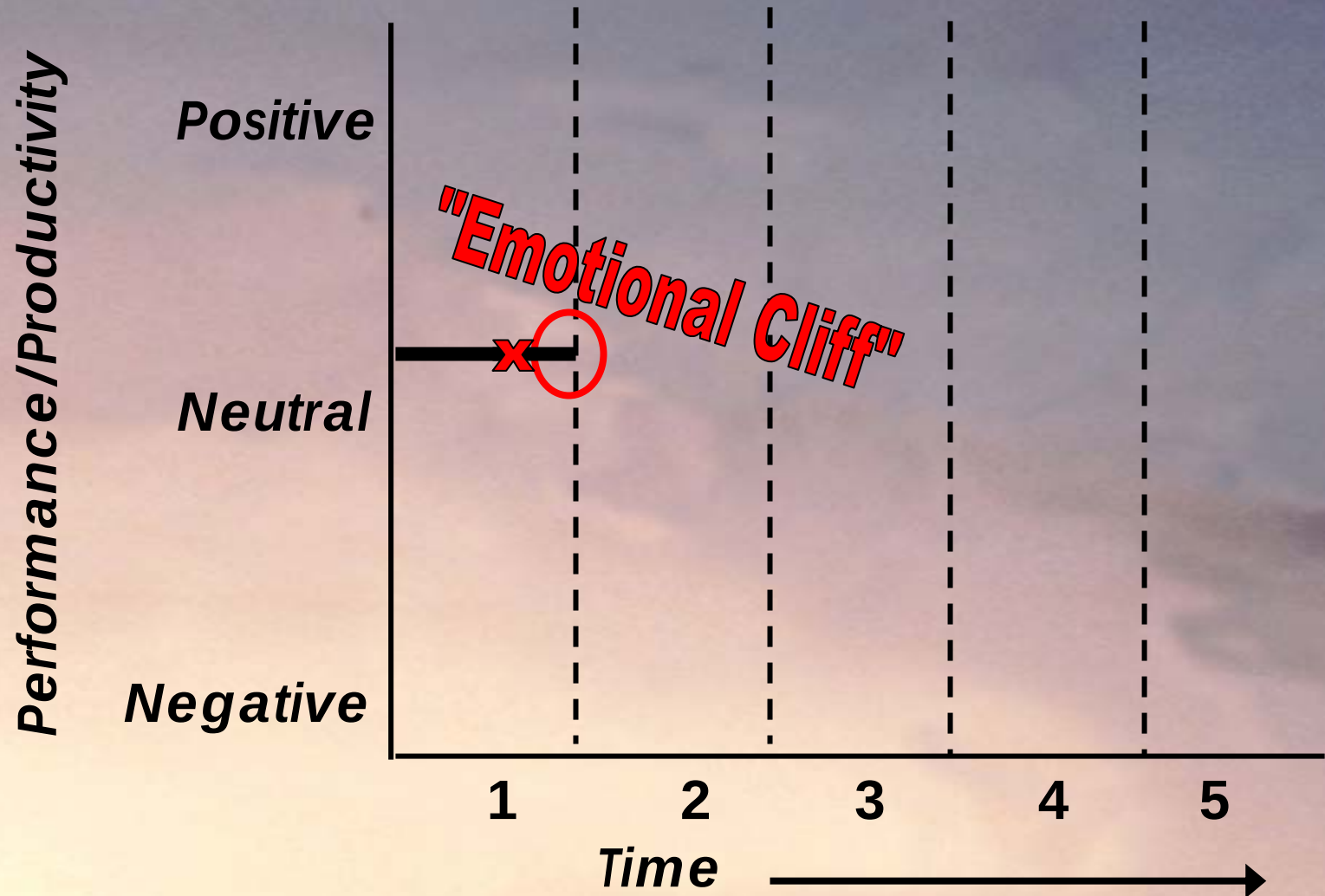
- “What does this mean for me?
Nothing good and a lot of hurt.”

DREAD

- “If it’s not broken, why change it?”
- “This is a mistake because...”
- “I won’t be able to do this.”

ANGER

Stage 1: "Static Quo"



The Uncertainty Monsters



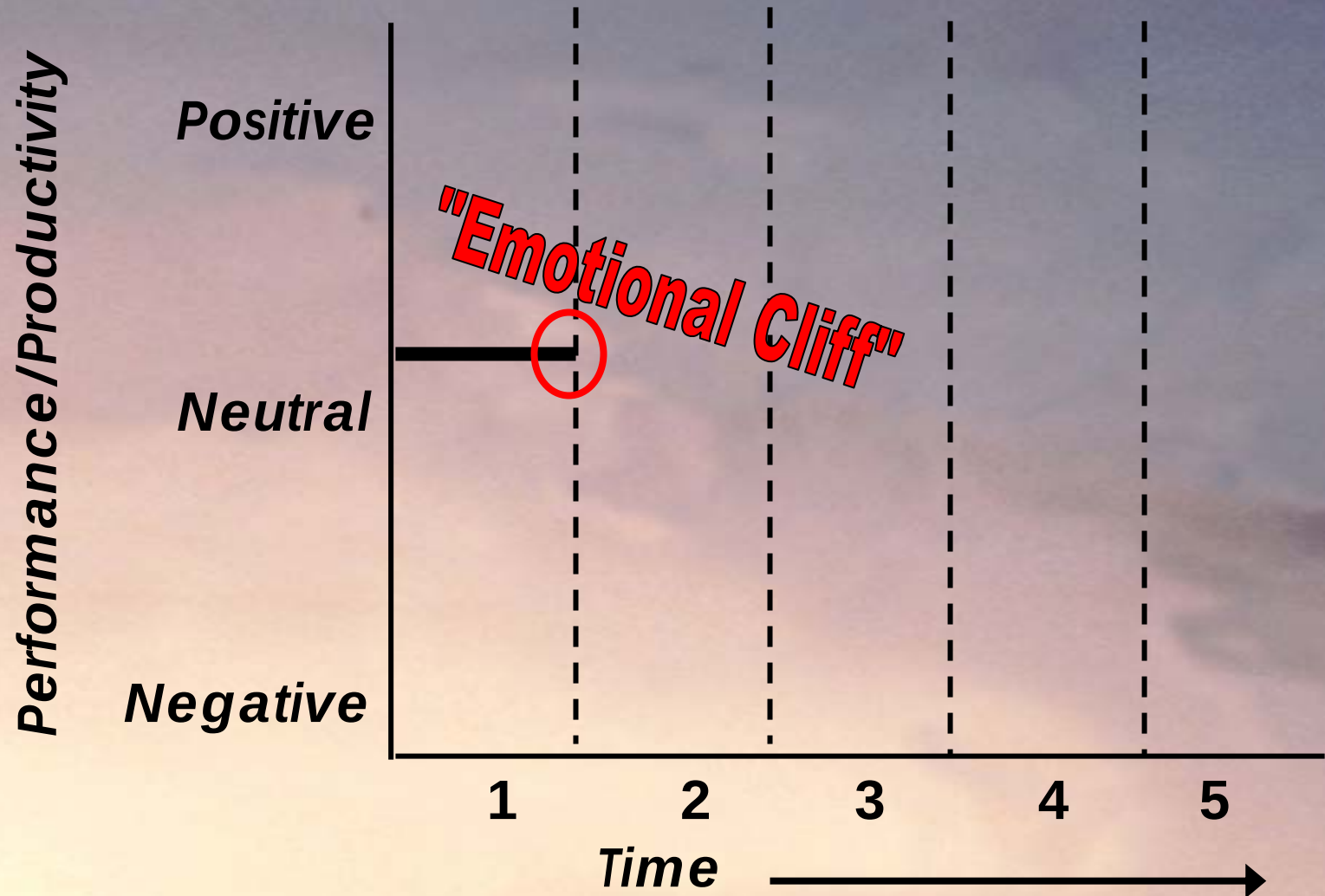
“Emotional Cliff”

- Anticipation—Suspense
- Imagine the worst
- Distort reality
- Dire expectations
- Say anything to escape

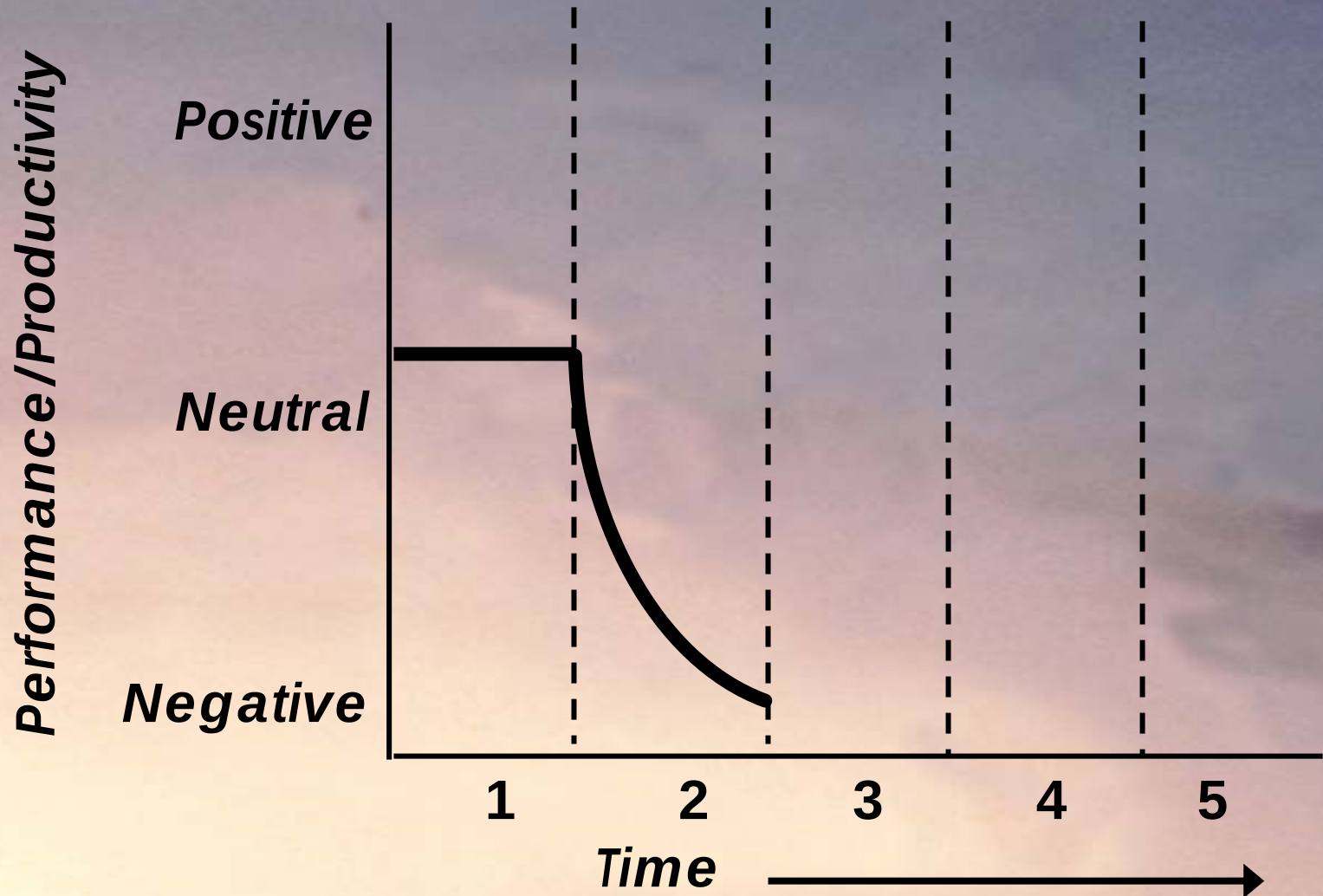
The Monsters



Stage 1: "Static Quo"



Stage 2: “Taking the Plunge”





Points of View

Leader

- Future
- Benefits
- Organization
- Big Change

Follower

- Present
- Costs
- Self
- Huge Change

Stage 2: “Taking The Plunge”

***“It is possible not to
dot, but it is
difficult to do!”***

2nd “Law” of Change

“It is possible not to dot, but it is difficult to do!”

2nd “Law” of Change

Change takes
concentration
& **focus**

Stage 2: “Taking the Plunge”

- “I told you so.”

FAILURE



“I knew this was a mistake.”
How do you handle these

- “I types learned reactions”

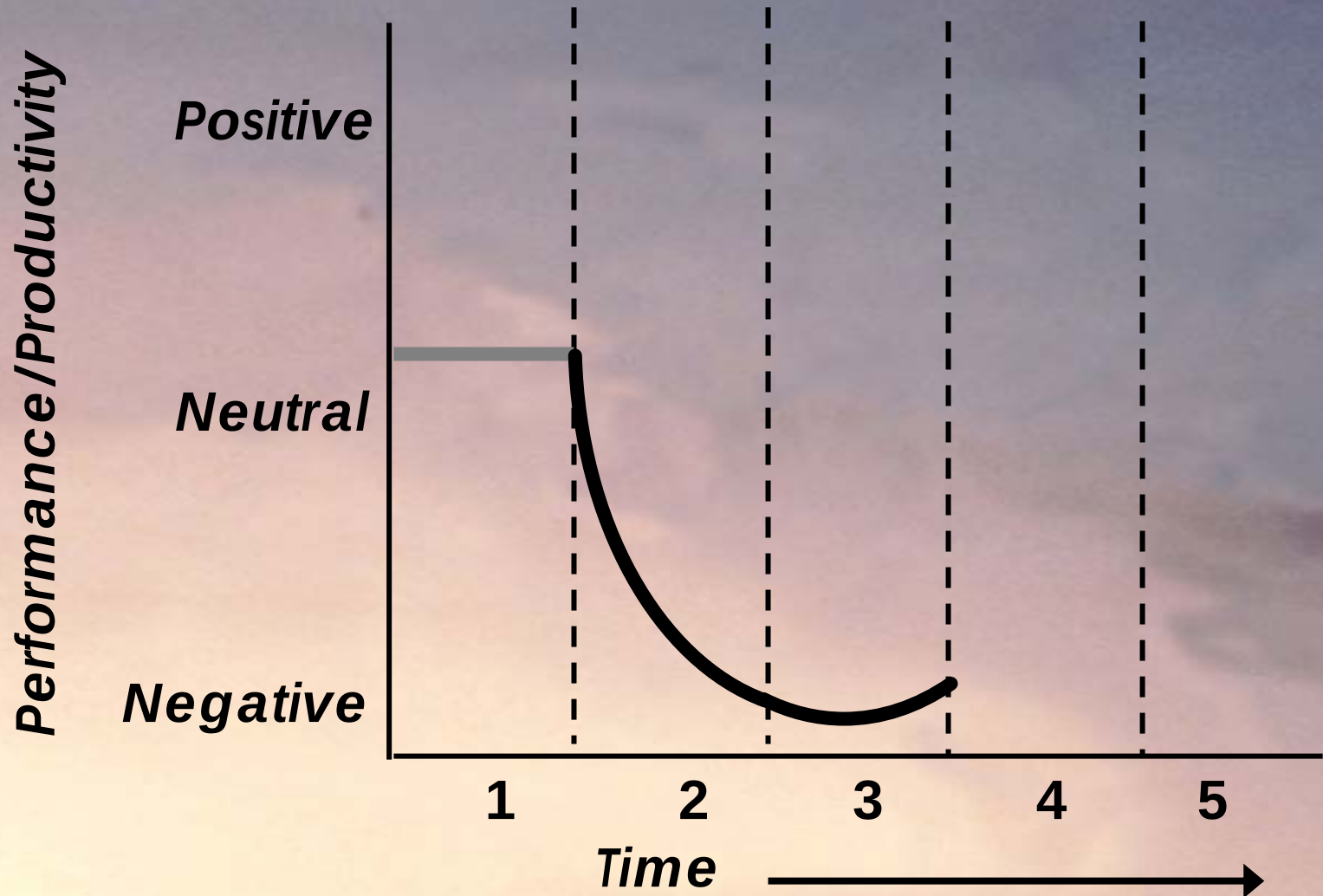
PANIC

- to change initiatives??
“It’s only going to get worse.”

- “I want my mommy.”

ESCAPE

Stage 3: “Bottoming Out”

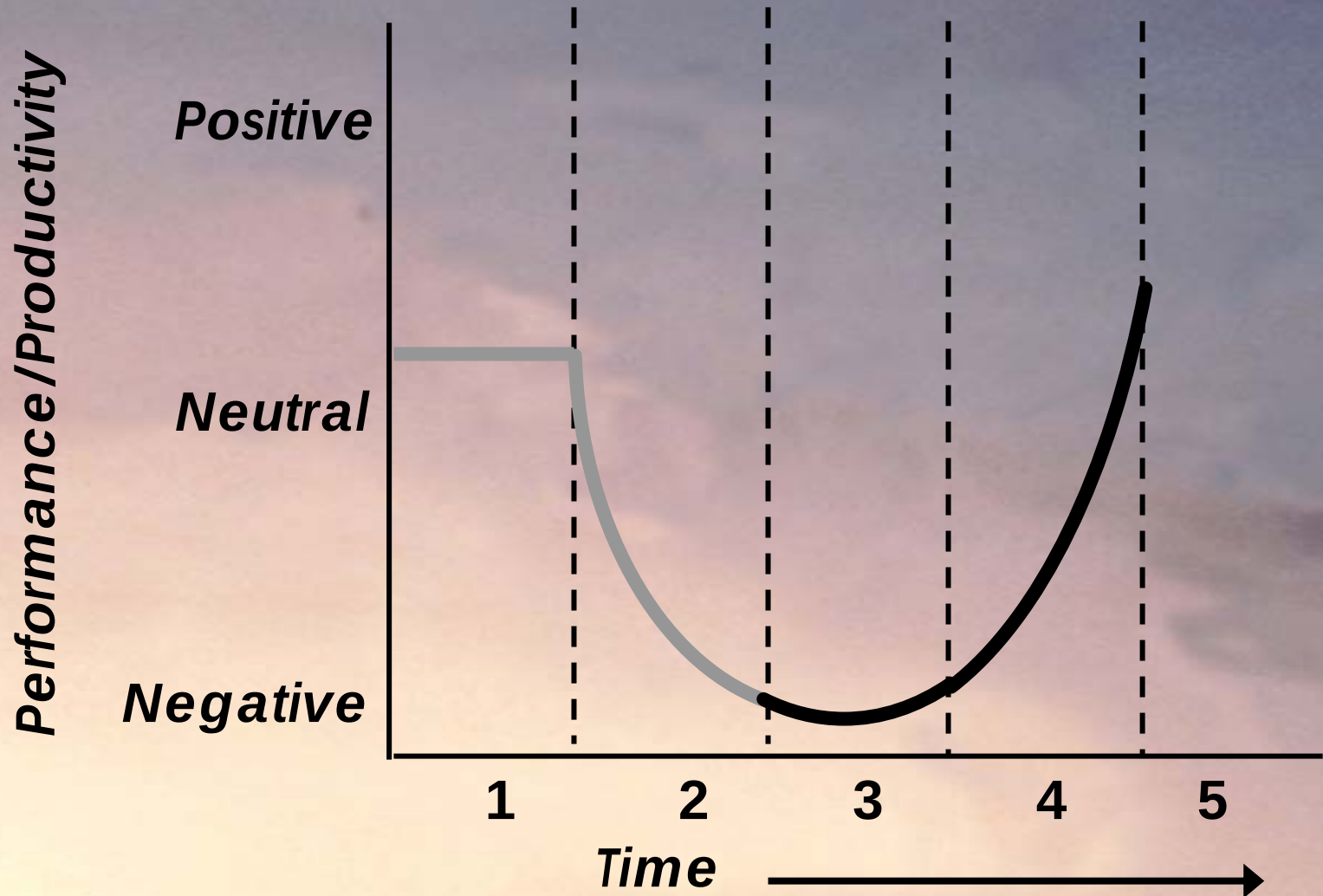


Stage 3: “Bottoming Out”

- “At least I’m not failing every time.”
- “This is just luck.” **UNCERTAINTY**
- “I still don’t know what I’m doing.”
- “Maybe I can sort of do this.”

RELIEF

Stage 4: “Gaining Control”



Stage 4: “Gaining Control”

- “This isn’t so bad.”

PLEASURE

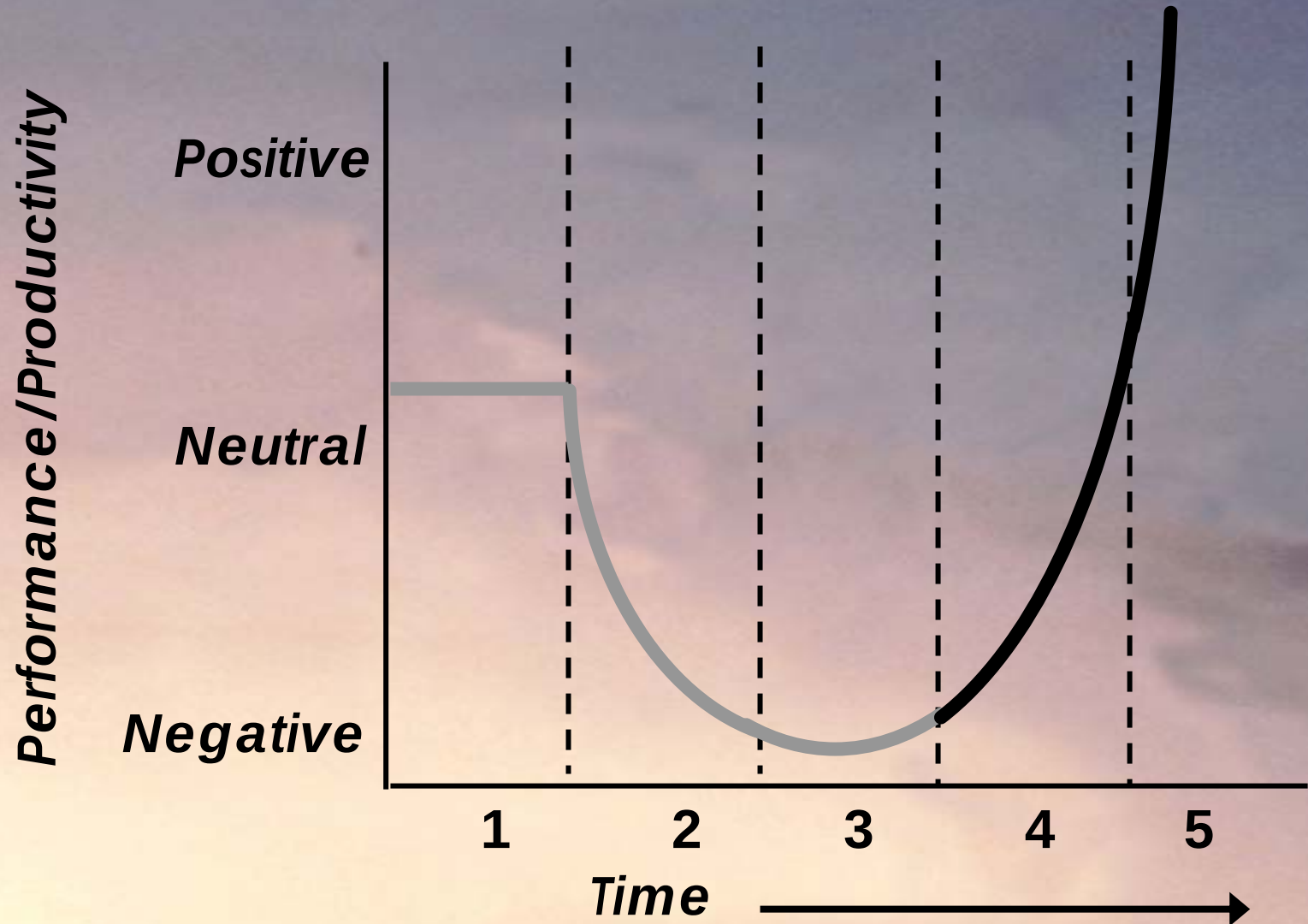
- “I’m better than I thought I was.”

- “We can solve this if we ...”

CONFIDENCE

- “This is kind of fun.”

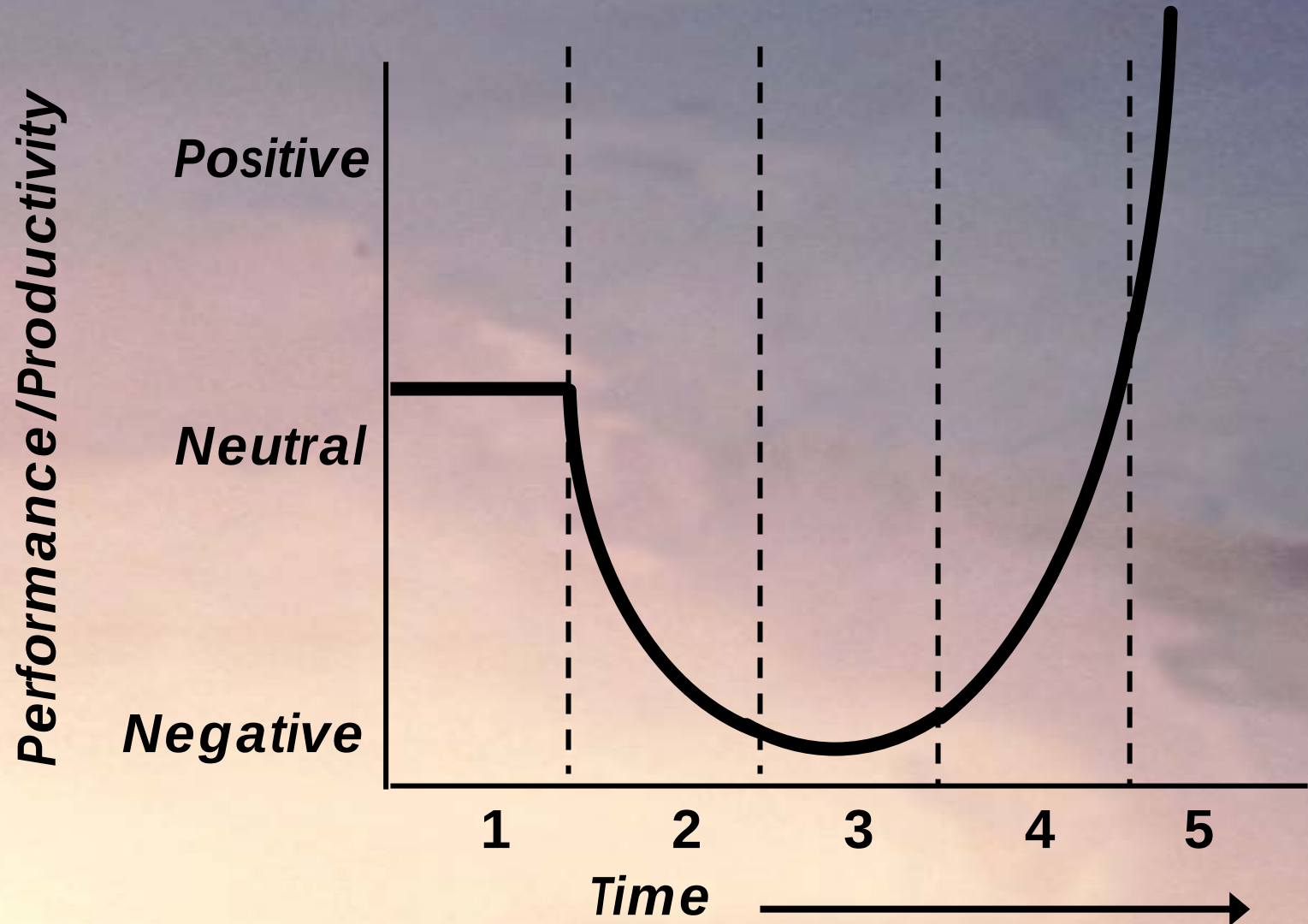
Stage 5: Mastery



Stage 5: Mastery

- “Yes!” **VALIDATION**
- “This old dog can learn new tricks.”
- “I love it, this is great.” **JOY**
- “Why did I wait so long?”

The Process of Change



What Questions Might You Have?

Thank You!