

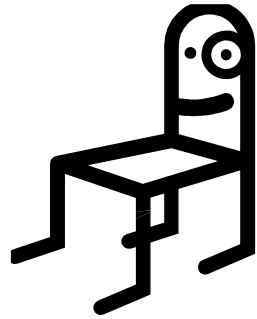
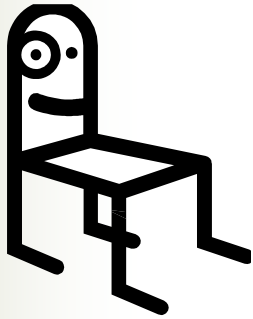


Change

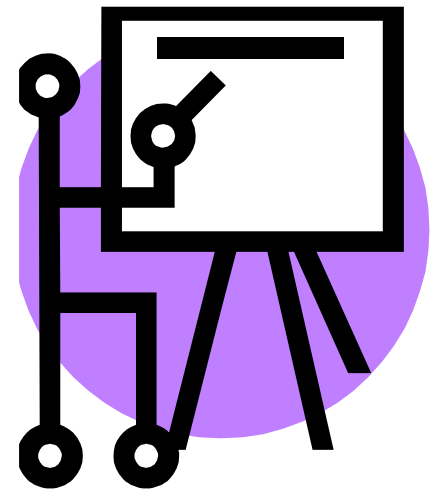
The Complex Process of Adapting to Reality...



Change...



1. *Lorem ...*
2. *Ipsum .*
3. *Dolor sit amet,*
4. *Consectetur adipisicing*



Change And Transition

■ Change

- *A situational event*
- *External*
- *Starts with a beginning*

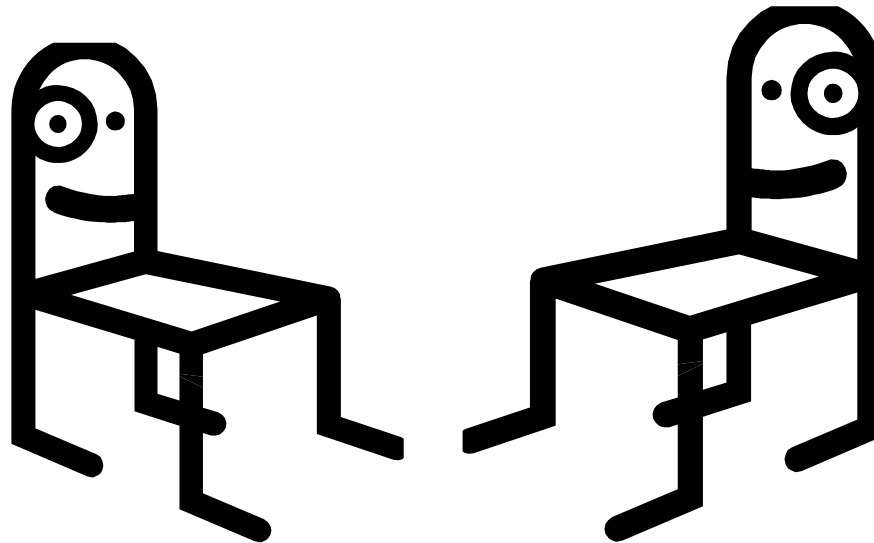


■ Transition

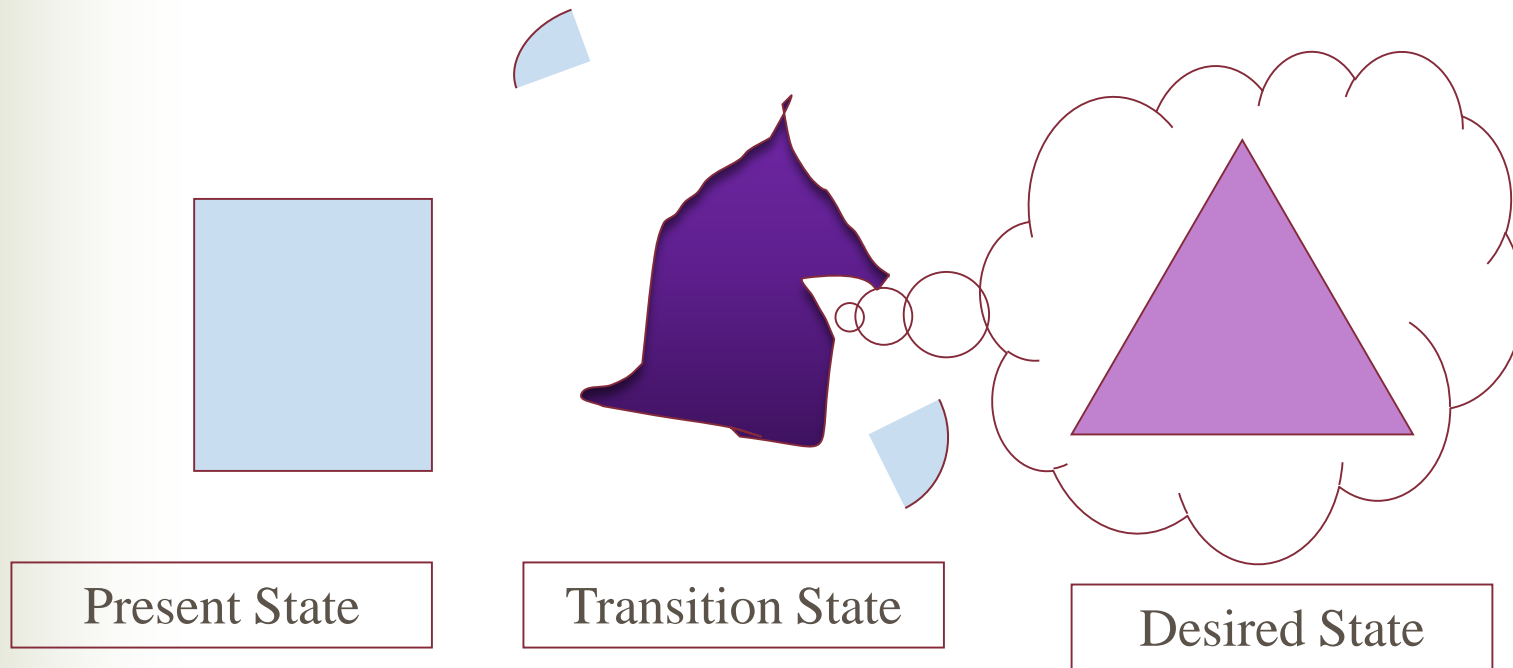
- *A process over time*
- *Internal*
- *Starts with an ending and then gets messy in the middle...*

Starting at the End

- When Change Happens – Something Else Ended.
- What is a significant thing in your own life/org that “ended” when some new “change” was introduced?

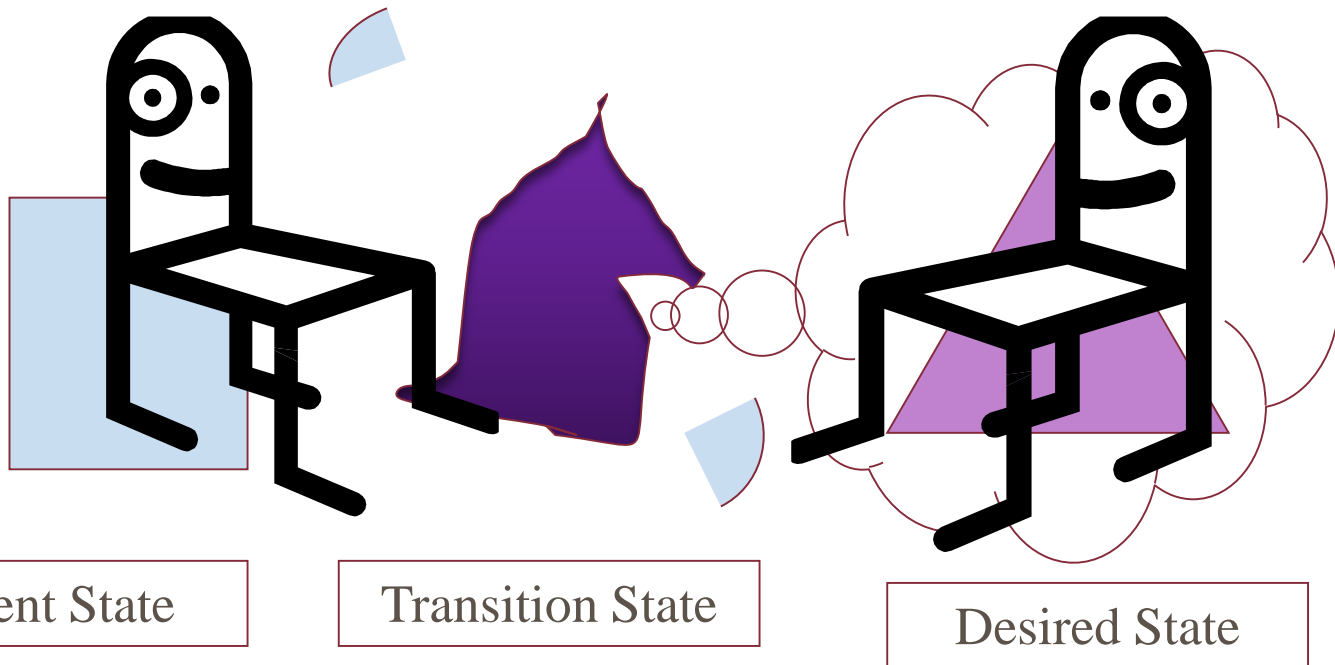


Organizational Change

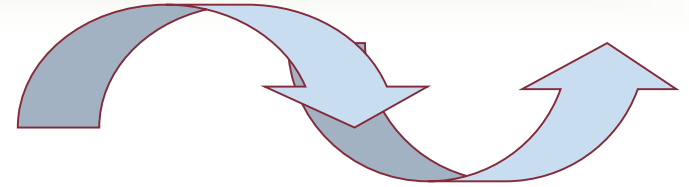


Noticing the Transition

- What transition state is currently uncomfortable in your organization – something that is not what it was, but also not what it could be?



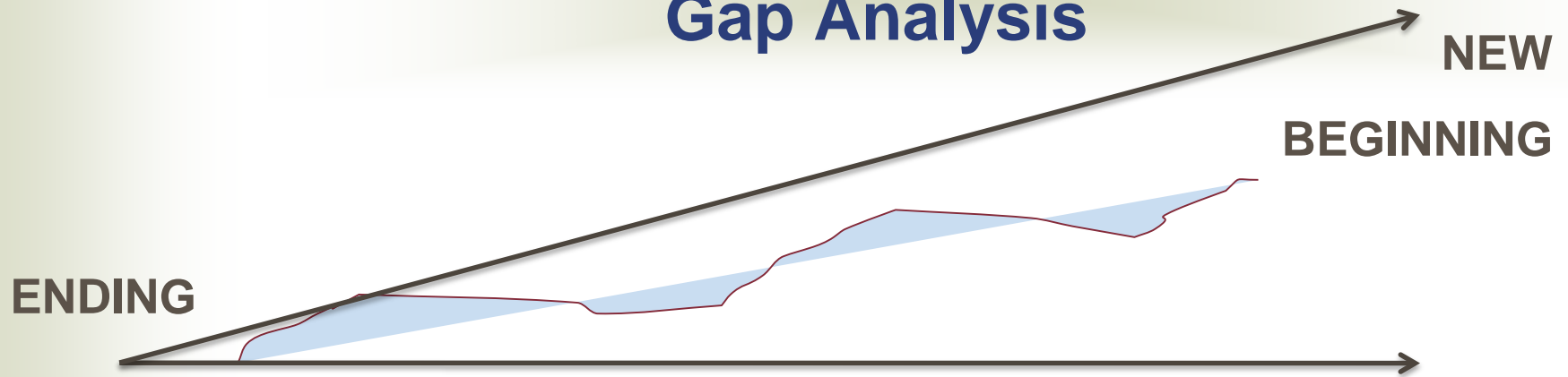
Predicting the Path of Change



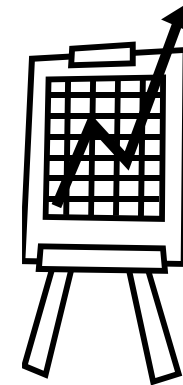
- There are predictable responses to the reality of change
 - *Kubler-Ross Death and Dying Model*
 - *Conner's Response to Change Curve*

- Each model shows a “dip” in productivity and attitude with the onset of change

Gap Analysis

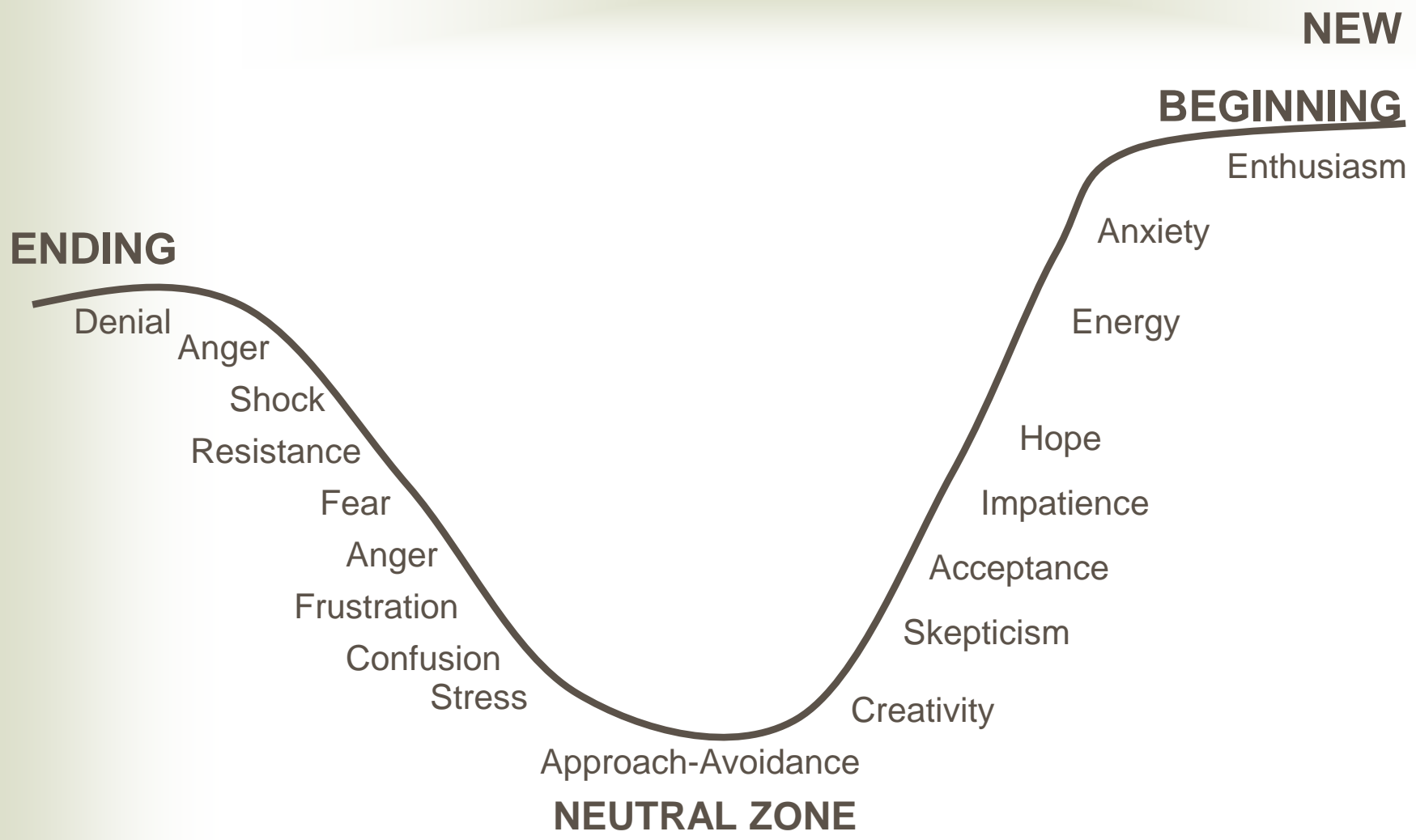


- Current State
- Desired State
- Cost and Savings Projected
- Length of Time to Implementation
- Hooray! Let's Go!





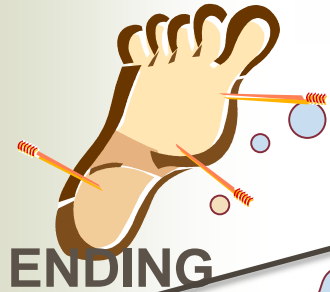
THE TRANSITION CYCLE



Based on work of William Bridges and Elizabeth Kubler Ross

Skiers

How You'd Like It to Go



ENDING



NEW

BEGINNING

Enthusiasm

Anxiety

Energy

How it Really Goes



Hope

Impatience

Acceptance

Skepticism

Creativity

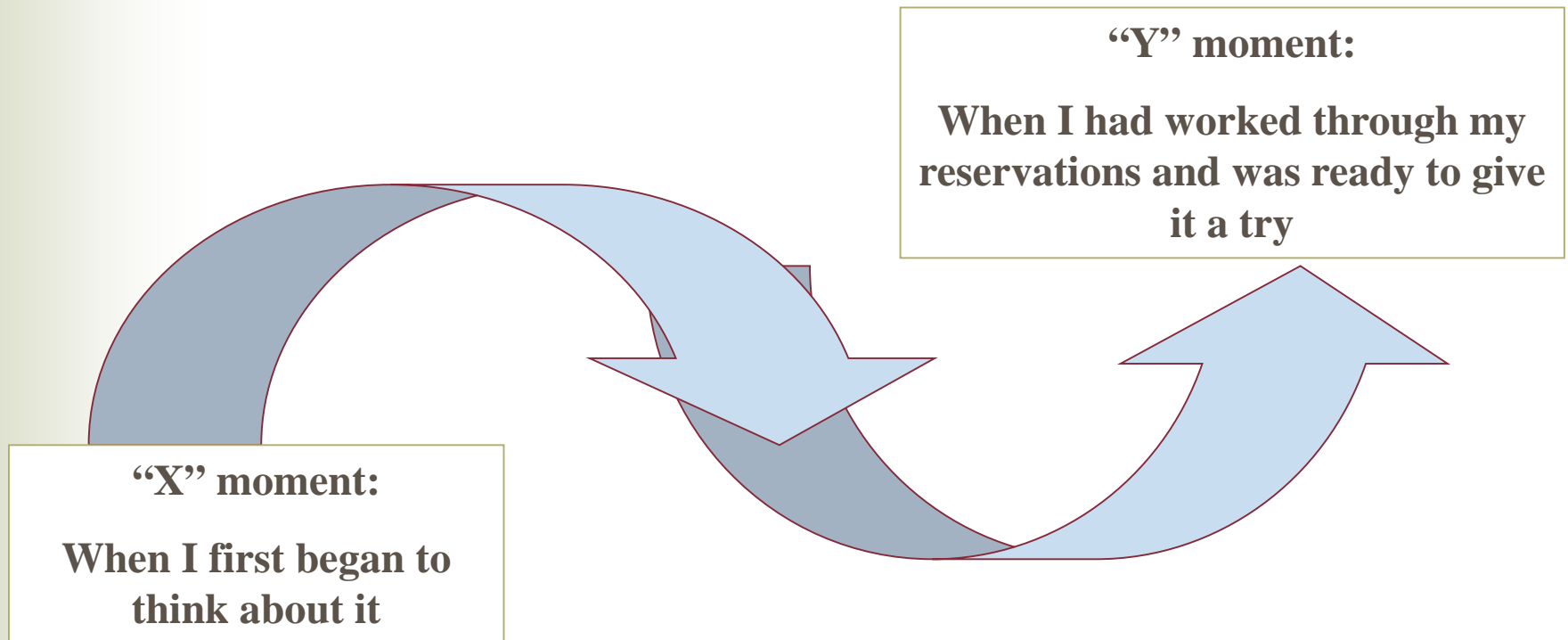
Denial
Anger
Shock
Resistance
Fear
Anger
Frustration
Confusion
Stress

Approach-Avoidance

NEUTRAL ZONE

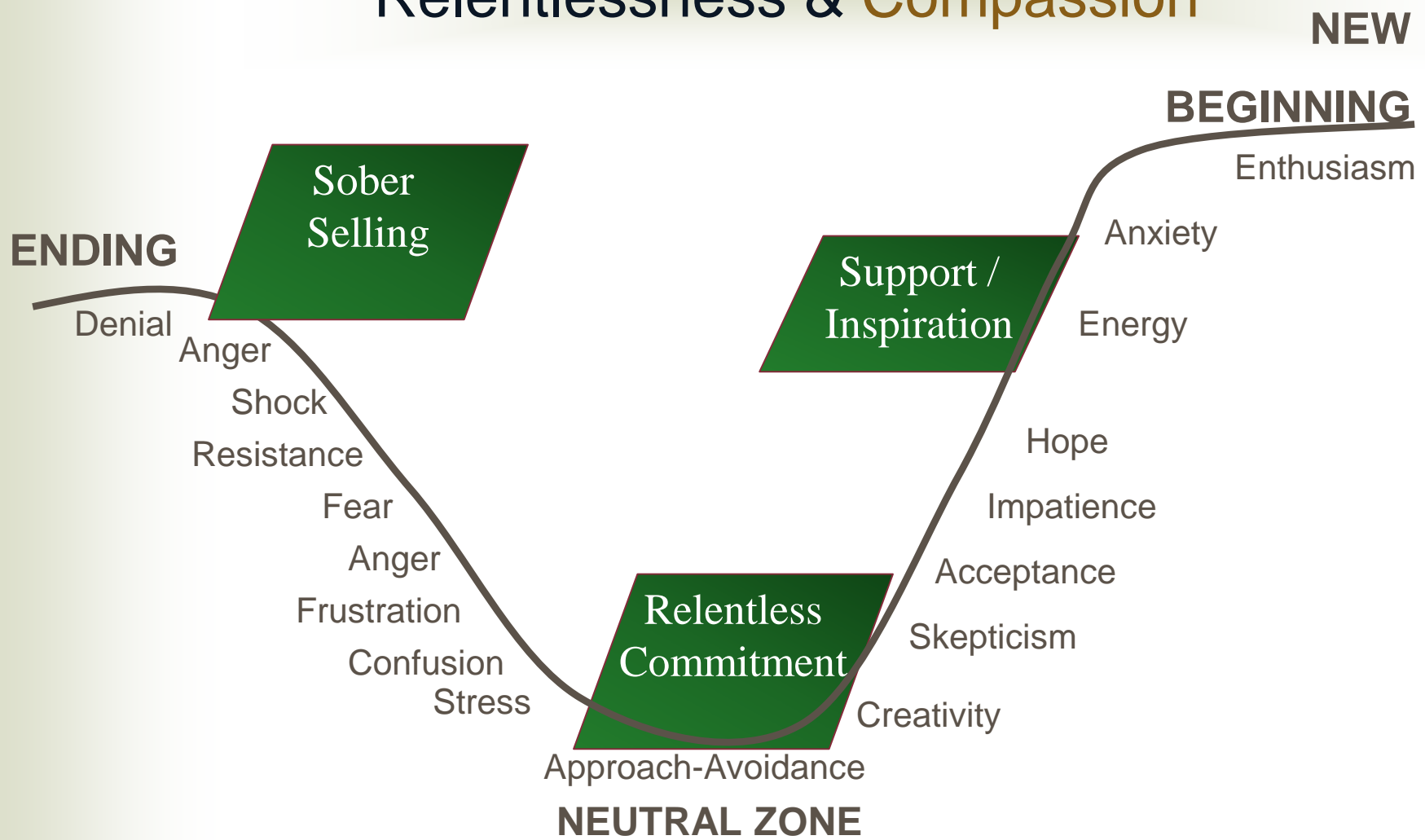
Talking About Change

- Talking about change up front can enhance the resilience of those who have to live with the reality of it.





Leadership Differentiation: Relentlessness & Compassion



Based on work of William Bridges and Elizabeth Kubler Ross

Doing Something Helpful...

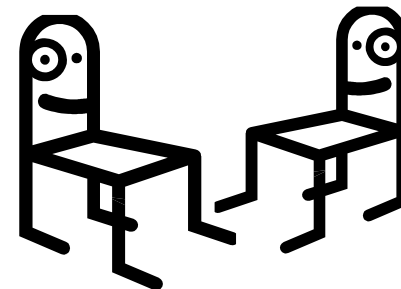
Pick an area of significant change in your org, and locate where you and/or your colleagues are on the curve.

- For an upcoming change that you know about – what **X Moments** could you create for those impacted?

OR

- What leadership stance/support might be useful?

*Sober Selling
Relentlessness
Inspiration and Support*



Resources...

- William Bridges, Transitions
- Daryl Connors, Managing At the Speed of Change
- Alan Deutschman, Change or Die
- Howard Gardner, Changing Minds
- John Kotter, Managing Change To Reduce Resistance
- Elisabeth Kubler Ross, On Death and Dying
- Dana Meadows, Limits To Growth
- Dean Ornish, Program For Reversing Heart Disease

Thank you

Maureen MacCarthy

maureen@mgs-us.com

