

# **Mastering Organizational Change**

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# **Course Introduction**

# "They always say time changes things, but you actually have to change them yourself." ~Andy Warhol

# What changes could, should, would you like to put into place? Anything Big, Small, or even Petty.

**Problems Opportunities**

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# **The Change Snowball**

# "Great things are done by a series of small things brought together." ~Vincent Van Gogh

# The more \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ you believe something to be, the more important it is to establish some \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to make it easier.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ changes are the first steps in building a culture that not only succeeds in changing and evolving, but embraces it.

**The Progress Principle:** The single most important \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is making progress (ANY progress) in meaningful work.

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# **EXERCISE**

# Pick 3 “Small” or “Petty” changes from your Potential Changes List you can start on immediately

Change #1 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Change #2 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Change #3 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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# **KEY POINT OF LESSON**

Building a track record of small successes creates momentum that carries you through to bigger successes.

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# **Your Most Valuable Resource for Change**

# "Effective leaders help others to understand the necessity of change and to accept a common vision of the desired outcome." ~John Kotter

# You get allies for your change with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .

The findings from the Coch and French study are: If you want better results from your change, \_\_\_\_\_\_\_\_\_\_\_\_\_\_ the team from the start.

**Three questions you need to ask to get your team involved in the change:**

# **Question #1** "Where are we headed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?"

# When you get pushback ask

* “Why don’t you think \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?”
* “What would you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?”

# **Question #2** "\_\_ \_\_ \_\_ \_\_ \_\_"

# **Question #3** "How are we \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?"

# Tell the team you need their \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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# **EXERCISE**

# Schedule a meeting with the team to discuss a current change and address each of these three questions in the meeting. Better late than never on this.

CHANGE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Schedule a meeting related to a past change that has “come off the rails” and address each of these three questions.

CHANGE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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# **KEY POINT OF LESSON**

Employees buy-in easier when they have all the information and have a say in what affects them.

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# **4 Steps to Overcoming Resistance**

# "When we can no longer change a situation, we are challenged to change ourselves." - Viktor Frankl

# **Step #1 for overcoming resistance** - Diagnose the competing \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

# Your change is in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_for the hearts and minds of your team, and you need to help it so it can overcome the status quo.

**Step #2 for overcoming resistance** – Identify the Big \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**.**

# The only way to identify it is by asking \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_and having an open \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Most leaders don’t go through this and guess

# **Step #3 for overcoming resistance** – Start flipping \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# **Step #4 for overcoming resistance** – Bring them back \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# The best way to accomplish this is ask them to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_for reaching the flipped assumption

# Tackling resistance is a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ thing in the change process. It tests your plan, gives you information, and creates buy-in.

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# **EXERCISE**

# Practice going through these four steps with a trusted subordinate or peer. Have them pretend to have concerns and work through it with them.

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# **KEY POINT OF LESSON**

Resistance to change is inevitable and has a commonality that you can use to break through it.

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