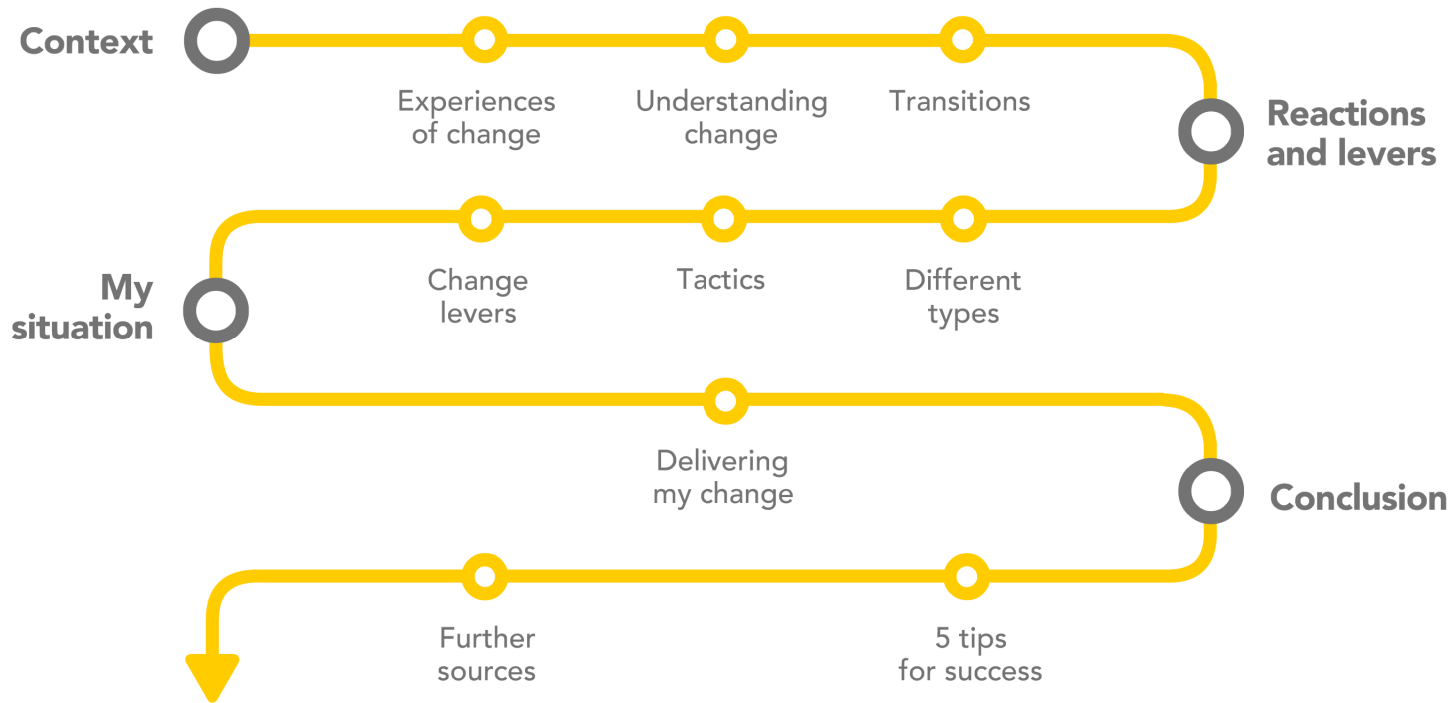




1. Title page

the next 90



2. the next 90

our experiences of change

- Think of a time when someone tried to convince you to make a change (in your work or private life) that you weren't keen to make.
- What persuaded you to accept the change?
- What put you off or made it difficult?



3. our experiences of change

what convinces us to change?



- Being clear about why it's necessary and what it means.
- Owning the change.
- Feeling supported.
- Getting involved, being given a role.
- Good communication at the right time.
- Problems and concerns addressed.
- Sense of momentum.
- Seeing it happen.
- Seeing and hearing other people do it.
- Seeing, hearing and feeling success.

4. what convinces us to change?

why do people resist change?



- They feel secure with the other way.
- They like the current way.
- People they like and respect don't want to change.
- They don't understand why, what or how it's happening.
- They're not convinced it'll work.
- They don't see what's in it for them.
- They see a better alternative.
- They have too much else going on.
- They think the change will pass, like other changes have.

5. why do people resist change?

transitions



6.1 transitions

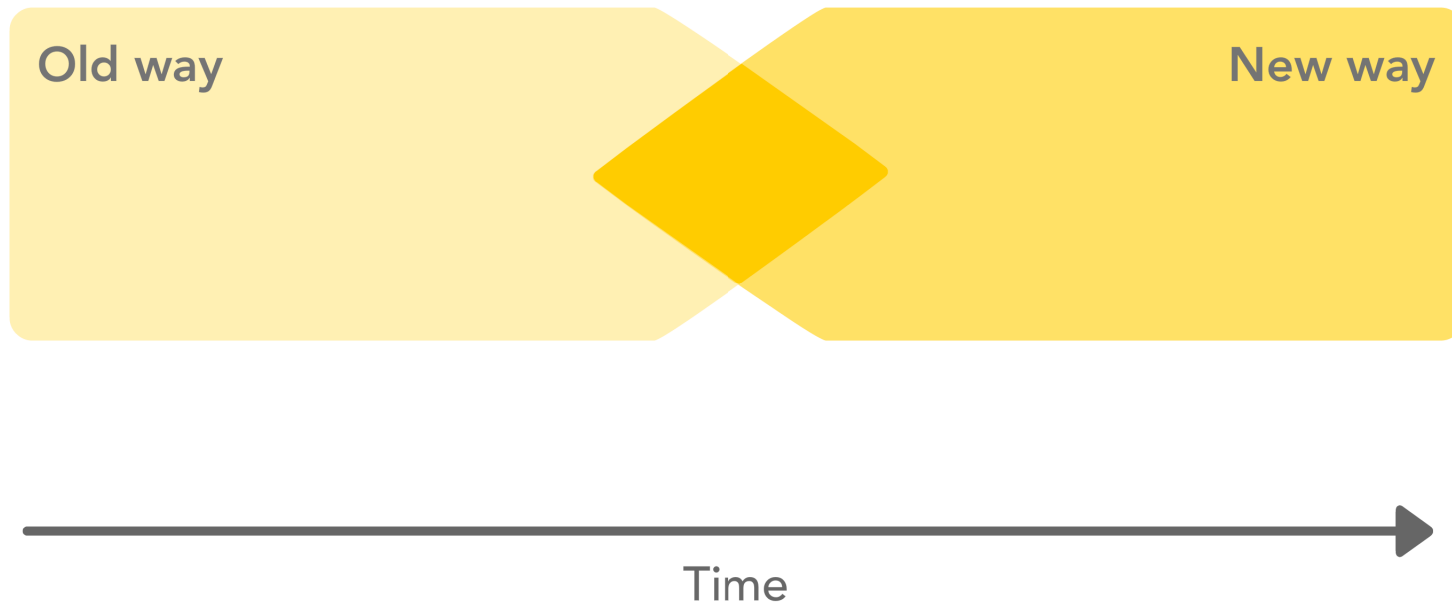
transitions

Old way



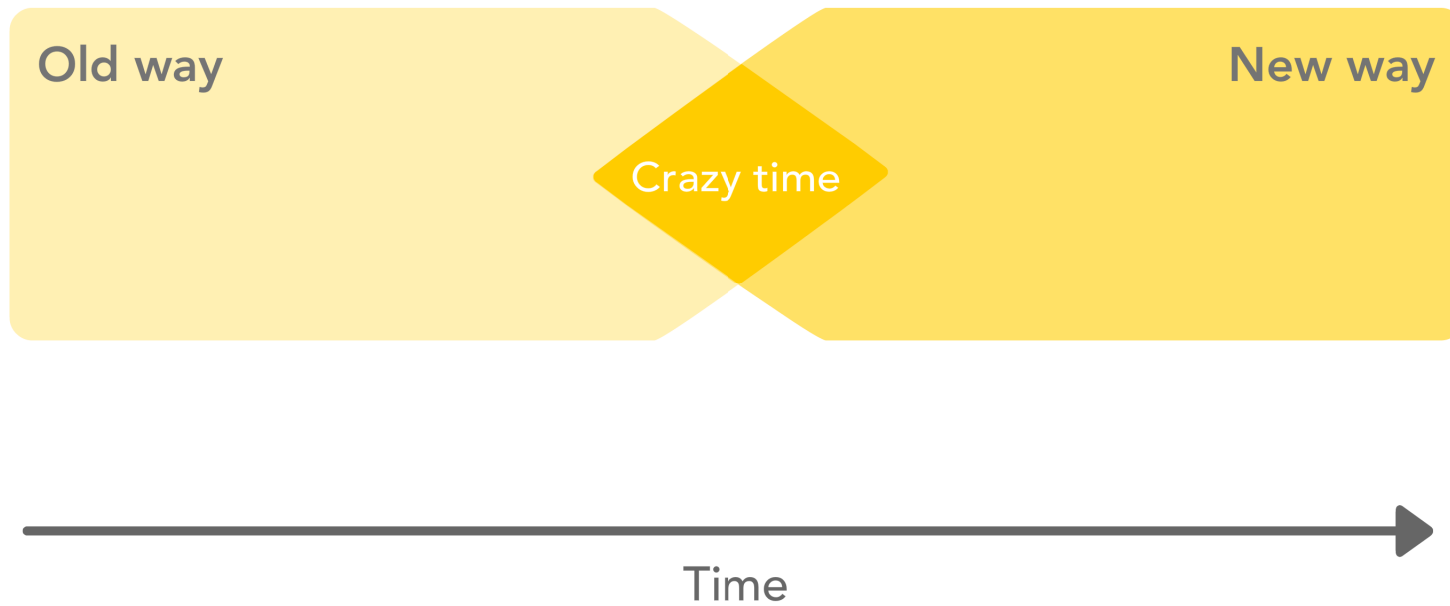
6.2 transitions

transitions



6.3 transitions

transitions



6.4 transitions

transitions

Old way

- Agree the change.
- Sell the change.
- Understand the impact.
- Identify and use your levers.

Crazy time

New way



6.5 transitions

transitions

Old way

- Agree the change.
- Sell the change.
- Understand the impact.
- Identify and use your levers.

Crazy time

- Test the new way.
- Show progress.
- Deal with resistance.

New way

Time

6.6 transitions

transitions

Old way

- Agree the change.
- Sell the change.
- Understand the impact.
- Identify and use your levers.

Crazy time

- Test the new way.
- Show progress.
- Deal with resistance.

New way

- Keep the momentum.
- Measure and reward success.

Time



6.7 transitions

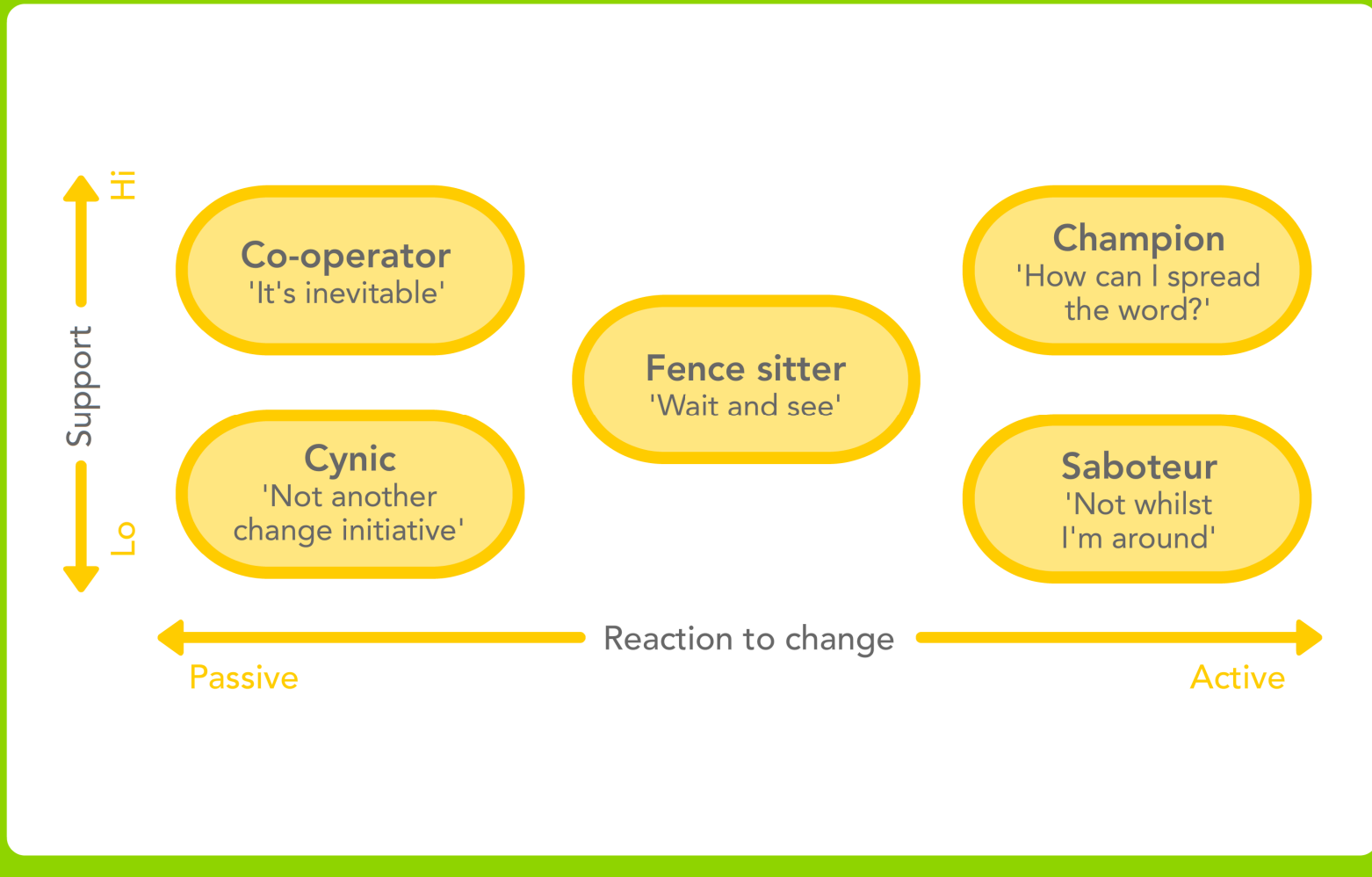
delivering my change



- 01 What is the change?
- 02 Why is this change happening?
- 03 How will things be different after the change?
- 04 Who will be involved in, or affected by, the change, and how?

7. delivering my change

reactions to change



8. reactions to change

levers for delivering change



- New structure, system, process.
- Communication and involvement.
- Role modelling.
- New skills and training.
- Reward and recognition.
- Symbolic gestures.

9. levers for delivering change

change strategy



Objective

Who?

How have they reacted?

Why have they reacted that way?

What action is needed, and by when?

10. change strategy

5 tips for success



01

Change is a transition from an 'old way' to a 'new way'.

02

Understand where resistance comes from.

03

Think about which change strategies, levers and tactics you can use to make the change effective.

04

Focus on action, not on endless analysis and planning.

05

Show and share successes.

11. 5 tips for success

further sources



Workouts

Collaborative solutions

Cresting the curve

Great feedback

Handling change

Books



Online





13. end slides