Embracing Change and Opportunity

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About Your Facilitator

- 15 years in Communications at the Florida Lottery
- 2 years as a Change Manager at the Florida Department of Children and Families
- 5 years as Director of Communications for Governor’s Commission on Community Service
- 4 years as founder and CEO of 7Hills Communications
- Big Bend Cares Board President
- MA from Florida State University in English
- Certified in Organizational Change Management and Training/Facilitation.
History of Change

600,000 BC  
Fire

250,000 BC  
First Tools

2900 BC  
Hieroglyphics

1455  
Movable type

1861  
Movies

1877  
Telephone

1903  
Cars

1926  
Talkies

1969  
UNIX

1975  
First PC

1976  
Concorde

1980  
Voyager

1983  
Cell Phone

1992  
Internet

2003  
Hybrid Car

2014  
You Tell Me!

Which One Are You?

1877  
ATMs

1926  
Space Shuttle

1987  
Prozac

1992  
Internet

2003  
Hybrid Car

2014  
You Tell Me!
**Fundamental Assumption**

People who are *Targets* of change make a choice. They choose to *change*, or they choose to *resist*.

**Resistance: A Protective Mechanism**

- Natural
- Normal
- Logical
The Chaos of Change

Resistance: A Protective Mechanism

- Natural
- Normal
- Logical
Types of Change

Culture – an Element of Change

- How we behave
- What we believe
- Rules we follow:
  - In rule book
  - Unwritten rules
Sample Unwritten Rules

- Do as I say, not as I do.
- Business suits portray a professional image.
- Distance yourself from failure.
- The customer is always right.
- The later employees stay at work, the more important they are.
- Having fun at work means you are goofing off.
- Process is less important than an excellent outcome.
- It’s not what you know; it’s who you know.

Resistance: Managing Pain

Kubler-Ross Model
How Change Feels

- Awkward, ill at ease, self-conscious.
- Think first about what you have to give up, not what you’ll get.
- Feel alone, even if everyone else is going through the same change.
- Will be concerned that you don’t have enough resources to change.
- Can only handle so much change.
- Will go back to doing things the “right way” when the pressure is off.

Change is Here to Stay:
The Good News Is …

You are in control of how you react to change!

Your future in the New Normal depends on your response to change and the choices you make!
How can I embrace change opportunities in my organization?

- Communicate
- Teach/Train
- Reward

Opportunity: Choices that Typically Have a Positive Outcome

- Learn about the change. Ask how you can help.
- Encourage constructive conversations with colleagues.
- Be open, honest, and respectful with feedback.
- Find out what new skills and abilities you will need to effect change.
- Avoiding backsliding.
Benefits of Choosing to Change

• Enhanced respect and reputation.
• Strengthening your image as a leader.
• Improved growth opportunities.
• Increased job satisfaction.
• Increased job security.

Choices that Typically Have a Negative Outcome

• Badmouth the change or the organization with peers or subordinates.
• Choose not to care; allow your performance to slip.
• Be passive-aggressive: block progress or sabotage the change.
• Ignore the change.
• Take advantage of transitional problems to argue against change.
Potential Consequences of Choosing Not to Change

• Reduced job satisfaction.
• Lost opportunities for advancement.
• *Loss of employment.*

Change and Employment

US Department of Commerce, Bureau of Labor Statistics: Job tenure and career/job changes:

Career Tenure:
• 1950s: 21 years
• 1960s: 13 years
• 1990s: 5.2 years
• 2013: 4.4 years

Job changes:
• 5 career changes!
• 14 job changes – by age 38!!
Discussion & Thank You!