



THE POWER OF CHANGE

**Presented by Tracey Connolly
3/9/12 STAND Meeting**

WHAT DO MOST PEOPLE THINK OF
WHEN THEY HEAR THE PHRASE...

We're going to make
some changes around
here.



QUOTE

The only one who likes change is
a wet baby

- Yiddish Proverb



THE POWER OF CHANGE

Why do most people react negatively to change?

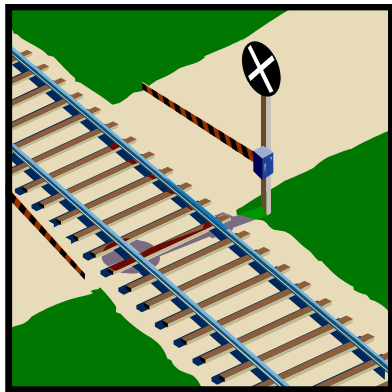
- Fear of the unknown
- Fear of failure
- Bad past experience.



QUOTE

Even if you're on the right track, you'll get run over if you just sit there

- Will Rogers



WHY CHANGE?

- What if we don't change?
- Continuous Improvement
- Changing Resources
- Changing Expectations
- Opportunities for growth
- Promotes flexibility
- Prevents boredom
- Required



QUOTES

If you always do what you always did,
You'll always get what you always got.

-Author Unknown

Whatever the future holds, this much is certain:
With massive change comes incredible
opportunity. - John F. Kennedy



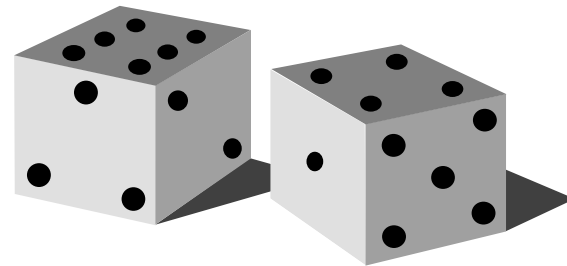
PRACTICE NOTICING CHANGE

- Changes can be obvious or subtle
- Changes can be temporary or permanent
- Determine whether an external change will affect you and if it does...



BEING PROACTIVE AND RISK-TAKING

- Change can be risky
- Not changing can be riskier
- Take calculated risks
- Anticipate, take responsibility
- You decide what to change so no one else decides for you
- Ask for feedback.



QUOTES

What would you do if you weren't afraid?

- Spencer Johnson

Who Moved My Cheese

You miss 100% of the shots you never take.

- Wayne Gretzky

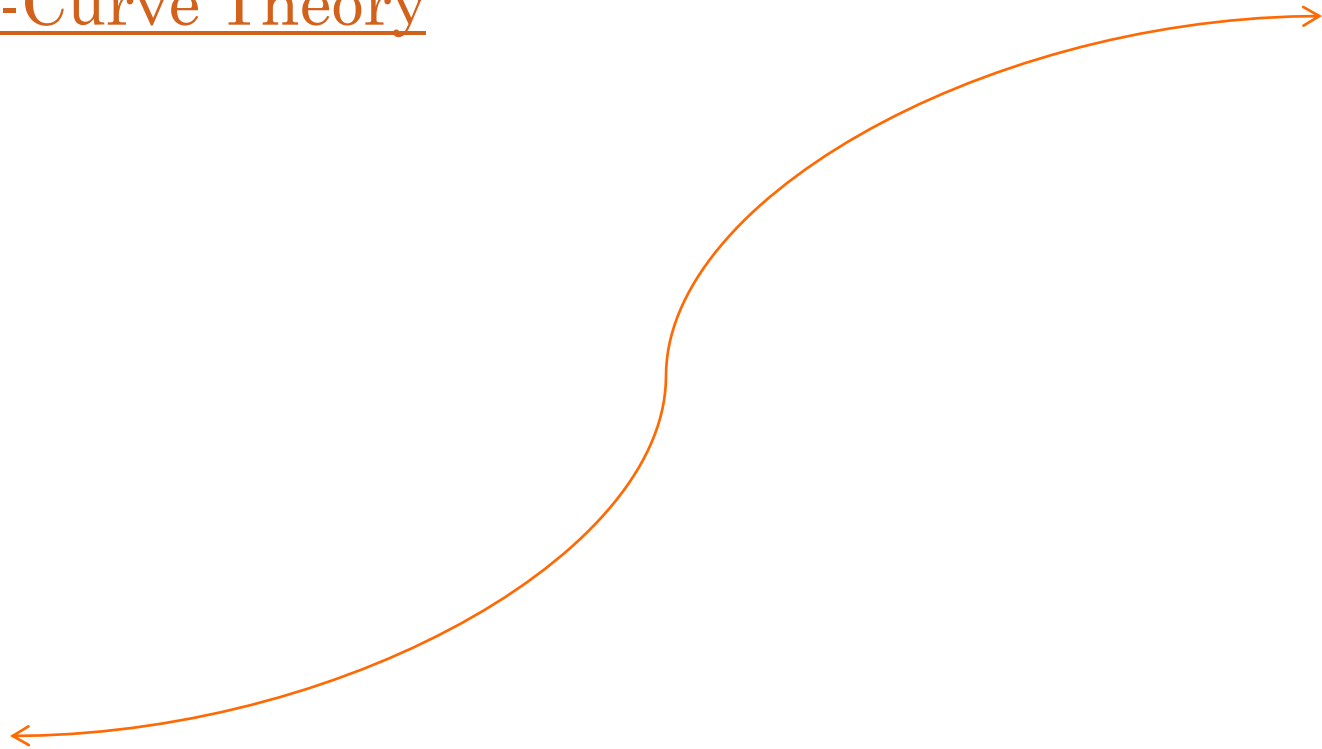
Fall seven times, stand up eight.

- Japanese Proverb



WHEN TO CHANGE

- S-Curve Theory



QUOTE

Every culture, including corporate culture, has its root guards that turn out in force every time you threaten a basic assumption.

- Mary Gentile



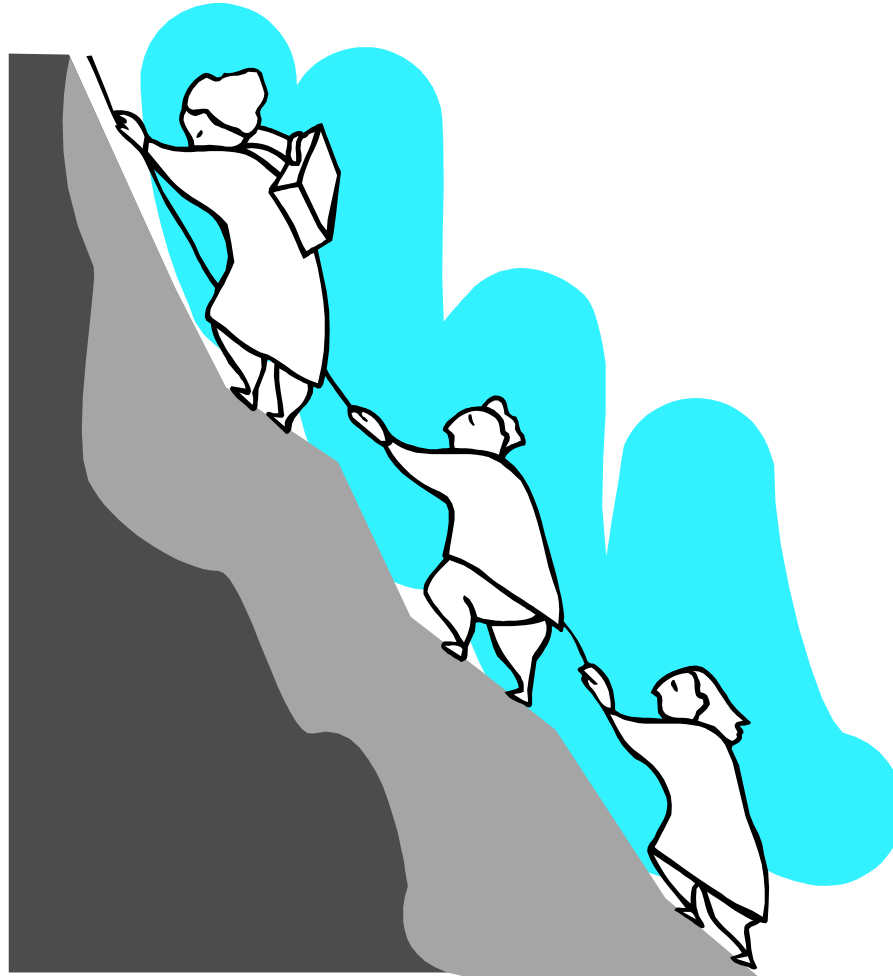
QUOTE

Surprisingly, people at the “bottom” of the organization usually resist change least, because they know how bad things really are and they are willing to try almost anything to improve the situation.

- Better Change
Price Waterhouse



EMPOWERING AND GETTING COMMITMENT



WHY EMPOWER?

- Builds ownership and loyalty
- More and better work done
- Allows time for leader to work on other things
- Generates more ideas
- Builds trust.



DON'T DELEGATE...

- Confidential matters or disciplinary actions
- Legally/contractually (union) restricted jobs
- Ultimate accountability for job.



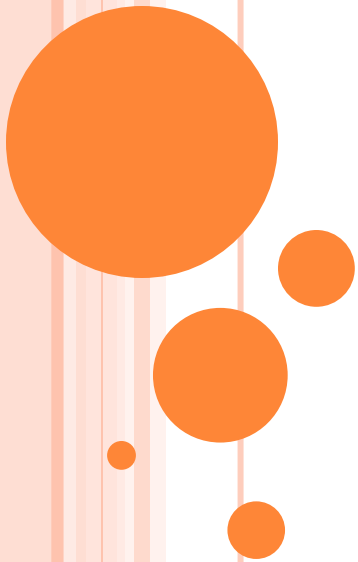
DO DELEGATE WHEN...

- They can do it better
- They can do it with less money
- They can do it more quickly
- If it will add to their development
 - what are their strengths?
 - what are their goals?



DEVELOP A SENSE OF...

- Power
- Meaning
- Belonging...



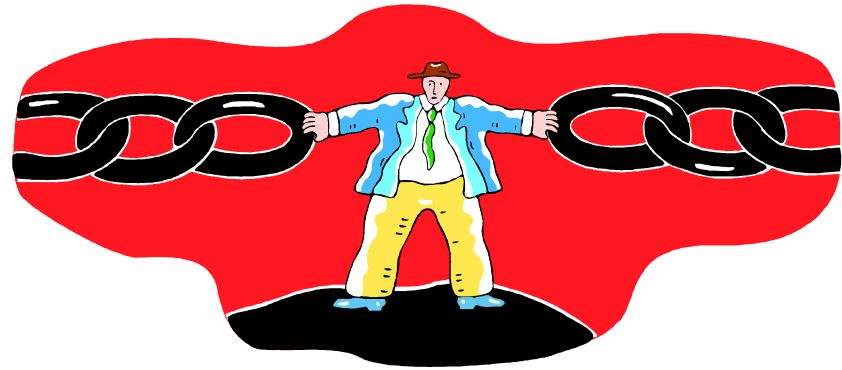
POWER

- Choices
- Control
- Competence
- Decide



MEANING

- Important
- Impact
- Valued
- Relevant



BELONGING

- Liked
- Wanted
- Needed
- Involved



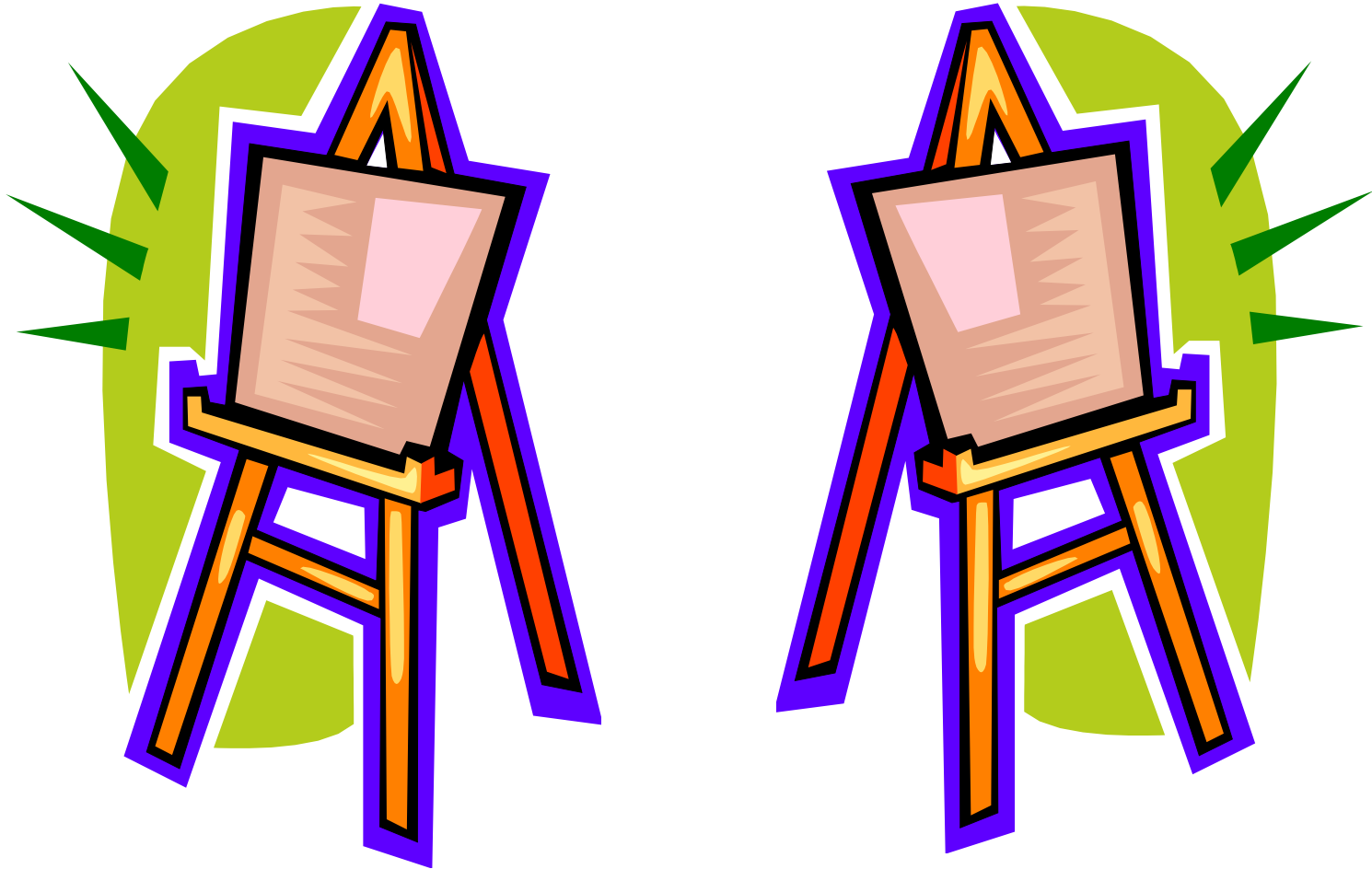
How can we develop a sense of:

- Power
- Meaning
- Belonging?

SMALL GROUP ACTIVITY

*What would work for you?
How could you help others?*

COMMUNICATE, COMMUNICATE,
COMMUNICATE!



QUOTES

Enthusiasm, like measles, mumps, and the common cold, is highly contagious.

- Emory Ward

You become successful by helping others become successful.

-Unknown



QUOTE

Kaizen

... Ongoing improvement. Doing 1,000 things one percent better!

- Kaizen

Masaaki, IMAI



FINAL THOUGHTS AND NEXT STEPS

- Identify the barriers to change and take them down
- Seven Deadly Sins of Change
- Look for the positive
- Support and encourage
- Find your change agents and cheerleaders
- Start getting ready for the next change!



QUESTIONS OR COMMENTS?

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