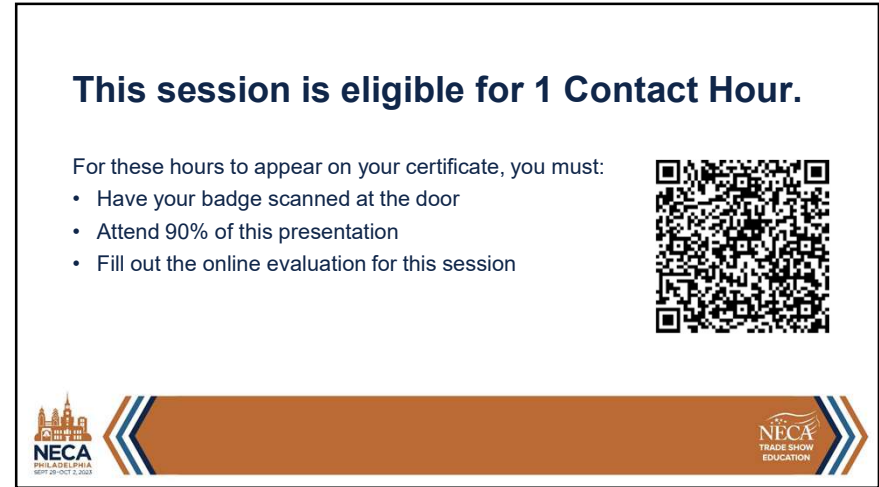
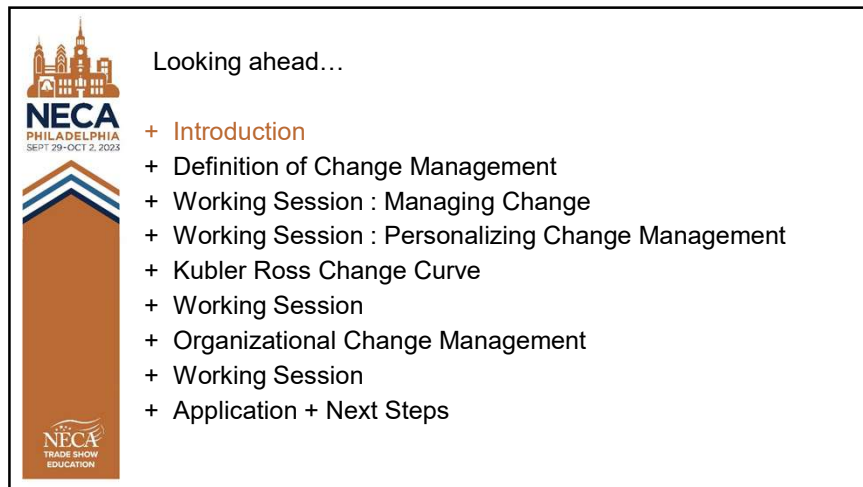




1



2





3



4



“Change management is the **systematic approach and application of knowledge, tools and resources** to deal with change. It involves defining and adopting corporate strategies, structures, procedures and technologies to handle changes in external conditions and the business environment.” - Society for Human Resources Management (SHRM)

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### WORKING SESSION

- + Provide an example of when you have seen change managed well.
- + Provide an example of when you have seen change managed poorly.
- + How do you respond to change?

6



<p><b>REACTIVE</b> Change Management</p> <p>Things that happen to us.</p>	<p><b>PROACTIVE</b> Change Management</p> <p>Things we plan to do.</p>
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### WORKING SESSION

- + Identify a current business challenge that requires change management in your organization.
- + What makes this business challenge important to address right now?
- + Define this type of change management - REACTIVE or PROACTIVE


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Looking ahead...

- + Introduction
- + Definition of Change Management
- + Working Session : Managing Change
- + Working Session : Personalizing Change Management
- + **Kubler Ross Change Curve**
- + Working Session
- + Organizational Change Management
- + Working Session
- + Application + Next Steps

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### CHANGE CURVE


Emotional Response to Change

Morale and Competence

Time

Adapted from Dr. Elisabeth Kubler-Ross Publication, 1969

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### CHANGE CURVE

Emotional Response to Change

Morale and Competence



Time

Adapted from Dr. Elisabeth Kubler-Ross Publication, 1969

### STRATEGY

What leaders should do...



1. Create Alignment
2. Maximize Communication
3. Spark Motivation
4. Develop Capability
5. Share Knowledge


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### WORKING SESSION

- + Where are you on the Change Curve?
- + Where is your team on the Change Curve?
- + How will you employ the related change management strategy to help your team through this stage of the change process?

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Looking ahead...

- + Introduction
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- + Working Session
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	What to do	Who to involve
01	<b>Initiate</b> form the business case & the team <ul style="list-style-type: none"> <li>• <b>What is the business problem?</b> Present the evidence.</li> <li>• <b>Why is it important to address now?</b> Present the positive consequences of addressing now.</li> <li>• <b>Rally your resources:</b> Identify the stakeholders and socialize the idea early and often</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Project Sponsor:</b> The person who sees the need</li> <li>• <b>Executive Champion:</b> The person with decision making power.</li> <li>• <b>Executors:</b> SME that know how to solve the problem and does that will bring change to life.</li> </ul>
02	<b>Motivate</b> share the vision and the plan <ul style="list-style-type: none"> <li>• <b>Motivate the feeling:</b> Share the vision and "what's in it for me". Knowing something is not enough to cause change.</li> <li>• <b>Show Alignment:</b> Relate to your Mission, Vision, Values and Strategy.</li> <li>• <b>Show the Path:</b> Present how you will get from current state to future state by clearly defining scope, roles &amp; responsibilities &amp; hypothesized outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>• Project Sponsor</li> <li>• Executive Champion</li> <li>• Executors</li> <li>• Audience: Those that will be impacted and need to buy into the change.</li> </ul>
03	<b>Activate</b> implement the plan <ul style="list-style-type: none"> <li>• <b>Communicate:</b> Create and follow a communications plan/schedule that promotes visibility, transparency and expectations. In the absence of information people do to a dark place</li> <li>• <b>Educate:</b> Provide proactive information and training opportunities about the change.</li> <li>• <b>Update:</b> Provide honest communication updates to stakeholders and the org - for better or worse. Include metrics and calls to action.</li> </ul>	<ul style="list-style-type: none"> <li>• Project Sponsor</li> <li>• Executive Champion</li> <li>• Executors</li> <li>• Audience</li> <li>• Champions: Avid supporters of the change that can build buy-in.</li> </ul>
04	<b>Celebrate + Iterate</b> <ul style="list-style-type: none"> <li>• <b>Pause to celebrate:</b> Provide recognition to project team and organization for efforts and achieving outcomes.</li> <li>• <b>Seek feedback:</b> Lean into what is working. Adjust for losses and changes in circumstances.</li> <li>• <b>Iterate:</b> Make adjustments, keep communicating, keep iterating.</li> </ul>	




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## WORKING SESSION

- + Currently, where are you and your team in the Organizational Change Management Model?
- + What comes next, and what is one action item you will employ to be intentional in your change process?


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**NECA**  
PHILADELPHIA  
SEPT 29-OCT 2, 2023

Morgan Traynor  
Director, Global Sales Acceleration  
Procure  
morgan.traynor@procure.com  
morganletraynor

Rochelle Stephens  
Solutions Engineer, Specialty Contractors  
Procure  
rochelle.stephens@procure.com  
rochelle-stephens

Questions ?



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## Complete the Online Evaluation



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