

# THE WORKPLACE PARADOX

## THE DYNAMICS OF CHANGE

### The Four Phases of Change



### Change Management Versus Change Leadership

What do you think characterizes an effective change leader?

**Change Management**

- 1** Stakeholders buy into the change
- 2** The process stays under control
- 3** The project keeps on budget

**Change Leadership**

- 1** Articulate a vision of the future
- 2** Mobilize resources needed
- 3** Put on engine on the whole change process

### 10 Principles of Effective Change Management

- 1** Lead with Culture
- 2** Start at the Top
- 3** Involve Every Layer
- 4** Act Your Way Into New Thinking
- 5** Make the Rational and Emotional Case Together
- 6** Engage, Engage, Engage
- 7** Lead Outside of the Lines
- 8** Leverage Formal Solutions
- 9** Leverage Informal Solutions
- 10** Assess and Adapt



**"Change is the law of life and those who look only to the past or present are certain to miss the future."**  
- John F. Kennedy

For More Information please contact

KUSI ☎ 844-777-KUSI (5874) or email us at ✉ info@kusitraining.com



## Organizational Readiness: Is Your Organization Ready for Change?



### Culture and Commitment

- ✓ Does the work-force have a shared vision, understanding, and commitment for the change?
- ✓ Does the culture promote transparency, curiosity, and collaboration?



### Resource Availability

- ✓ Does the organization have the time, workforce, leadership, training, materials, and incentives?



### Operations

- ✓ Are operating functions that are in place, such as communications, effective and used appropriately by all?



### Psychological State

- ✓ Are individuals, teams, and the organization as a whole mentally and emotionally ready to change behaviors, attitudes, and skills?

## Becoming an Agile Leader: Leveraging Change

01

Have passion for ideas

02

Manage others' discomfort with change and continue to move forward

03

View problems as opportunities for change and improvement

04

Enjoy experimenting with test cases

05

Explore ideas and put them into practice

06

View risk-taking as an opportunity for trial and error and learning

07

Remain calm under pressure and times of uncertainty

08

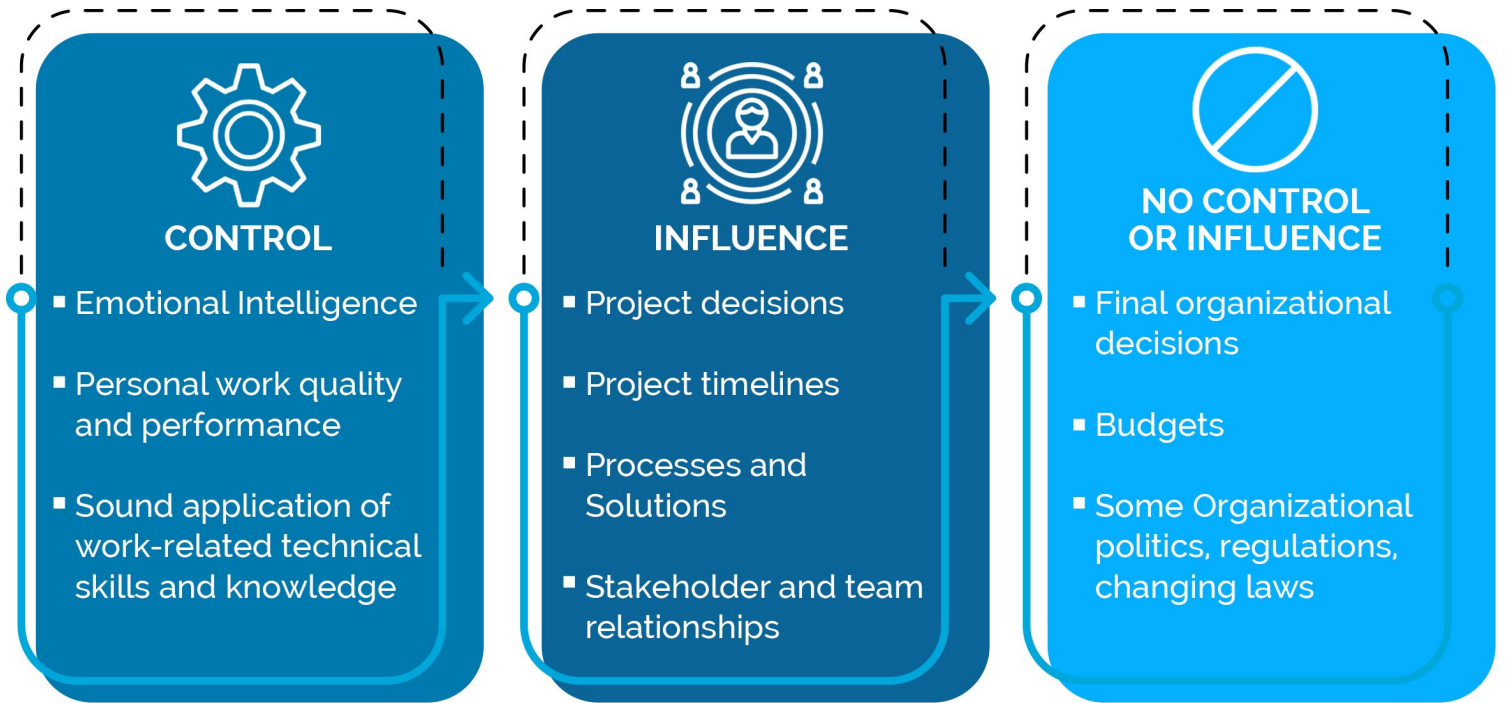
Be highly interested in continuous improvement

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## Spheres of Control and Influence



## THE POWER OF **COLLABORATION**

### Emotional Intelligence

	With Self	With Others
What I See	Understanding Yourself or Self-Awareness	Understanding Others or Social Awareness
What I Do	Managing Yourself or Self-Management	Managing Others or Relationship Management

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## People

They understand the value of getting things done through others and are exceptional communicators who see conflict as an opportunity rather than a problem

## People Agility Characteristics

- ✓ Relate well to all kinds of people
- ✓ Read situations quickly
- ✓ Pay attention to what people have to say
- ✓ Defuse high-tension situations comfortably
- ✓ Embrace and leverage diversity of people and viewpoints
- ✓ Navigate political waters effectively
- ✓ Get things done effectively with and through different types of people
- ✓ Adjust your approach depending upon others' needs and preferences
- ✓ Explain the viewpoints of others accurately
- ✓ Confront interpersonal conflict productively

# Building Your Innovation Toolkit to Stay Relevant

## Become a Powerful Connector:

Ethos, Pathos, and Logos

### Ethos

#### Ethical appeal

Persuading an audience by building credibility or character

### Pathos

#### Emotional appeal

Persuading an audience by appealing to their emotions

### Logos

#### Logical appeal

Persuading an audience by using logic or reason

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