



Great Leadership Only Happens by Design

LEADING CHANGE

Helping Your Employees Accomplish a Successful Change Process

Merging with another company, shifting from individual effort to collaboration, giving up office space in favor of remote work...no organization survives if it cannot change with the times. Whether you are taking advantage of new opportunities in an evolving market, addressing the demands of a changing talent pool, or simply matching the fast pace of technological change, your organization needs to adapt in order to survive in a changing world. Your ability to lead employees through that change affects your business success.

Change can be very disruptive for your employees, and that can lead to business losses for your enterprise. Change creates uncertainty, which can cause employees to slow down because they are unsure of what is really needed; it can even cause them to leave, if they are uncertain about their future. Problems for your employees can disrupt the services you provide, and you may lose customers that will be hard to regain. What you need is a way to minimize the costs of change, maintain your revenue while you go through the change process, and maximize the business value of that change as quickly as possible. Everyone from new managers to the senior leadership will benefit from understanding how to:

PLAN FOR CHANGE

To get to where you want to go, you need to know where you are starting from as well as where you want to be. **Successful change does not just occur naturally, but instead requires a plan that helps you consider how you will make things happen the way you want them to.** You need to consider how much time you have to make the change, what resources can help you, and what “success” looks like to you, among other things. We will walk through a simple planning process that can help you and your employees understand what is needed.

COMMUNICATE WITH YOUR TEAM

Change creates two big challenges for your employees. The first is anxiety about their jobs, wondering if the changes taking place will leave them without a role. A second is that they have trouble doing the things you need them to do when they do not understand your expectations. **You can overcome both challenges by creating an environment that facilitates open communication,** to reduce everyone’s uncertainty and help you keep everyone aligned. We will explore processes that help make that communication happen easily.

MONITOR AND ADAPT

No matter how well you plan and communicate, things rarely work out exactly as you want. There will be new conditions that arise, mistakes made along the way, and things that you simply did not think about. Rather than sticking to a plan that no longer works, **you need to monitor the success of your change and adapt your strategy when necessary.** We will focus on understanding what to measure and how to create a working environment that is flexible enough to change course when necessary.