Change Management Round Table Discussion

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Meeting Expectations

- We are here to share and learn
- PPT exists to facilitate the discussions
- More dialogue and less presentation
- Walk away with additional tools and/or newer ideas
Change Management: Definition

Change management is a structured approach to shifting/transitioning individuals, teams and organizations from a current state to a desired future state. It is a process aimed at helping employees to accept and embrace changes in their current business environment.

Examples of Change Management

- **Strategic**
  - Vision & Mission, Objectives

- **Operational**
  - Structure, Financial

- **Technological**
  - Cloud & SAAS

- **Cultural**
  - Behavior and Attitudes
We treat change management rationally, but it is largely emotional.

Rational/Mental Part
- What we think about it
- Our analysis of why it will or won’t work

Emotional Part
- What we feel about it
- What we do and don’t want to do
- What we like and don’t like
Roundtable Discussion

- What has your experience been with change management?

- Can you share your positive and negative experiences?
Key Factors for Change Management

- Clarity of Vision and Purpose
- Strong Champions
- Sufficient Resources
- Clarity of Roles
- Engagement
- Communication
Roundtable Discussion

- Are there other key factors for change management?

- Have you used any specific change management framework?
Helping People Adopt Change

Change Happens

Build Awareness
- Communicate vision/goal, business reasons, what the plan is, expectations

Build Community
- Work together
- Listen/discuss ME issues
- Acknowledge past and grief period

Build Competency
- Share lessons learned
- Offer training and resources

Build Momentum
- Share results
- Focus on wins
- Course correct

Build Acceptance
- Okay and onboard
- Focus on management

Transition

Acceptance

Over Communicate
Most Change Efforts Fall Short

- Reasons aren’t understood or communicated
- No clear picture of future
- Not enough buy-in
- Under estimate amount of work involved
- Lack of sustained leadership, ownership and focus
- Under manage the people part of change
Roundtable Discussion

- How do you manage the human element (ME Questions)?

- How has change management efforts impacted you as a leader and as an individual?
Questions to Answer

- **WHAT** is the change?
  - Long-term vision and short-term goals
- **WHY** is it happening?
  - Business context
- **WHO** will be impacted?
- **WHEN** will it happen?
- **HOW** will it be implemented?
Communication

- What type of communication works best?
- What are the effective communication methods you have used?
- Why is it so challenging?
- What pitfalls should we avoid?
Change Management Effectiveness

- How do you measure effectiveness?
- Are there standard metrics?
- Reinforcement and feedback?
What are your key takeaways?

What are you going to do different?
Thank You