

W E L C O M E

WEBINAR: RESISTANCE IS REAL



Leading People Through Strategic Transformation And Change

SPONSORS:



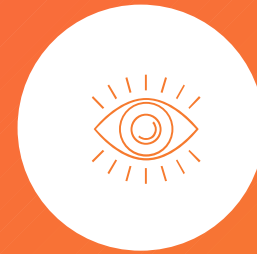
BEFORE WE BEGIN



Watch the Webinar



Send us your Questions
in the Chat Box



Read the Blog



Jeff Skipper

CEO

TODAY'S SPEAKER



Introduction

Jeff Skipper is an expert in accelerating change. Clients such as Suncor, Enbridge, The Salvation Army, and Bethany Care Society have engaged him to achieve dramatic results during strategic transformation by wrapping complex change in motivating mission. Jeff holds a Master's degree in Organizational Psychology and is a Certified Change Management Professional. His first book will be published in 2020.

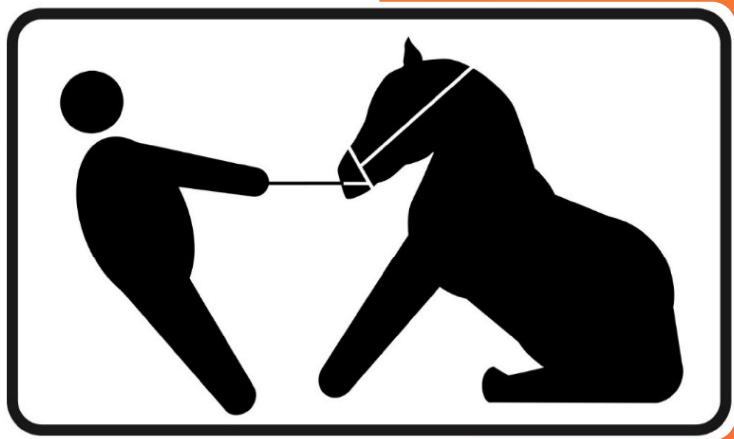


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Resistance is Real

Leading People Through Strategic
Transformation And Change

WHAT YOU WILL LEARN

Learning #1



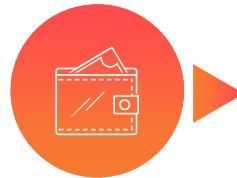
How to interpret common reactions to strategic change and recognize resistance factors

A simple method to diagnose perceptions, assess impact and determine how much support to provide when rolling out a change



Learning #2

Learning #3



How to apply a 5-Point Early Warning System to predict employee responses and select tactics to address potential issues in advance

Tactics that successful leaders apply to build anticipation and reframe negative perception to positive engagement



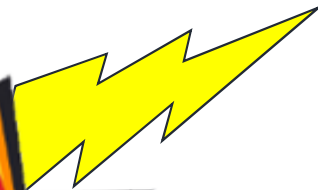
Learning #4



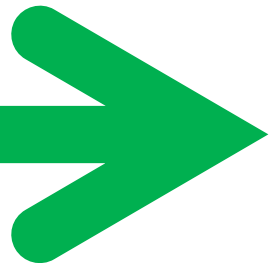
Fight



Flourish!

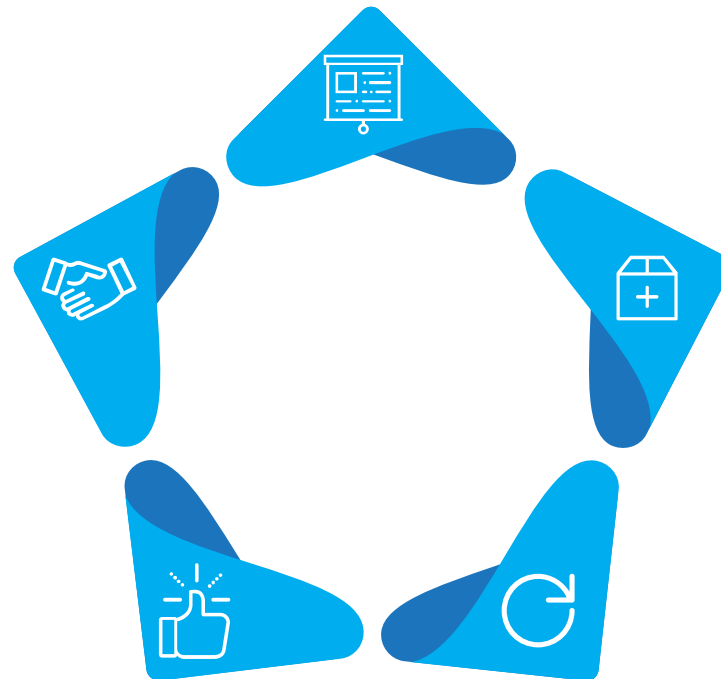


Flight





Clarity





Stories Overrule Data

— . .



Connecting the Dots

— ..



Help

WIIFM



Heart

Meaning



Hope

Future

BUZZ





”

*What do you think is on people's
minds?*



I don't know...**here's when
I can provide an update**



Communication cadence
fosters a sense of control

Clarity

- ❖ Tell a story
- ❖ Connect it to people
- ❖ REPEAT!

Capacity







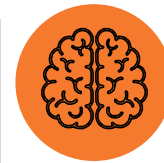
Adding Capacity

— • •



Practical

People
Tools
Delegation



Perception

Benefits &
Outcomes
Strengths

‘Most people don’t like change’: CEO of Sidewalk Labs says criticism of project was inevitable

As public consultation for the smart city development have raised fears about data collection and giant



██████████ • 1st

Plan for Change; Manage Change; Deliver Results
1w

Change is hard. You should plan for resistance. When you do, you increase the probability of success (Prosci's research). See the post from one of my favorite bloggers - Digital Tonto.



Why Change Management So Often Fails

digitaltonto.com

”

We are adapting all of the time!

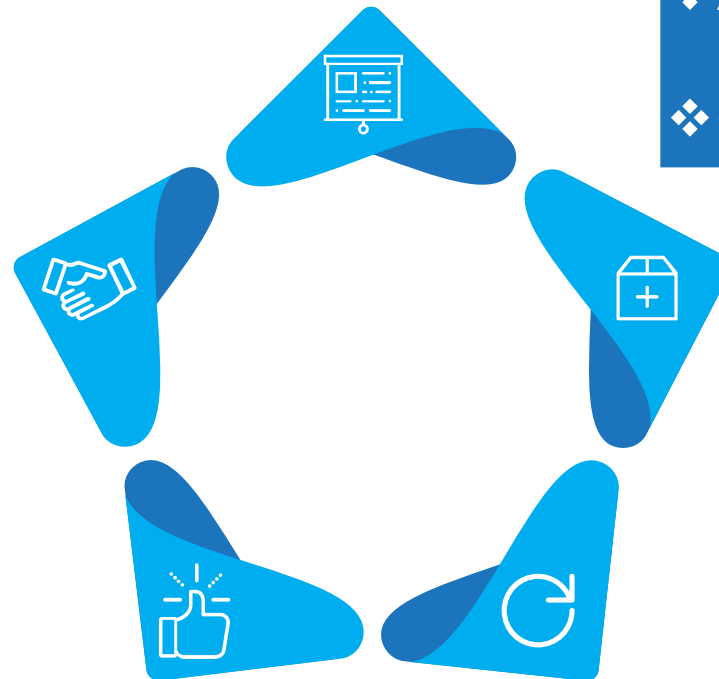




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*We are uniquely well suited for
change.*

Clarity



- ❖ Take stock of assets
- ❖ Add people, tools, rewards
- ❖ Change perception

Capacity

Clarity



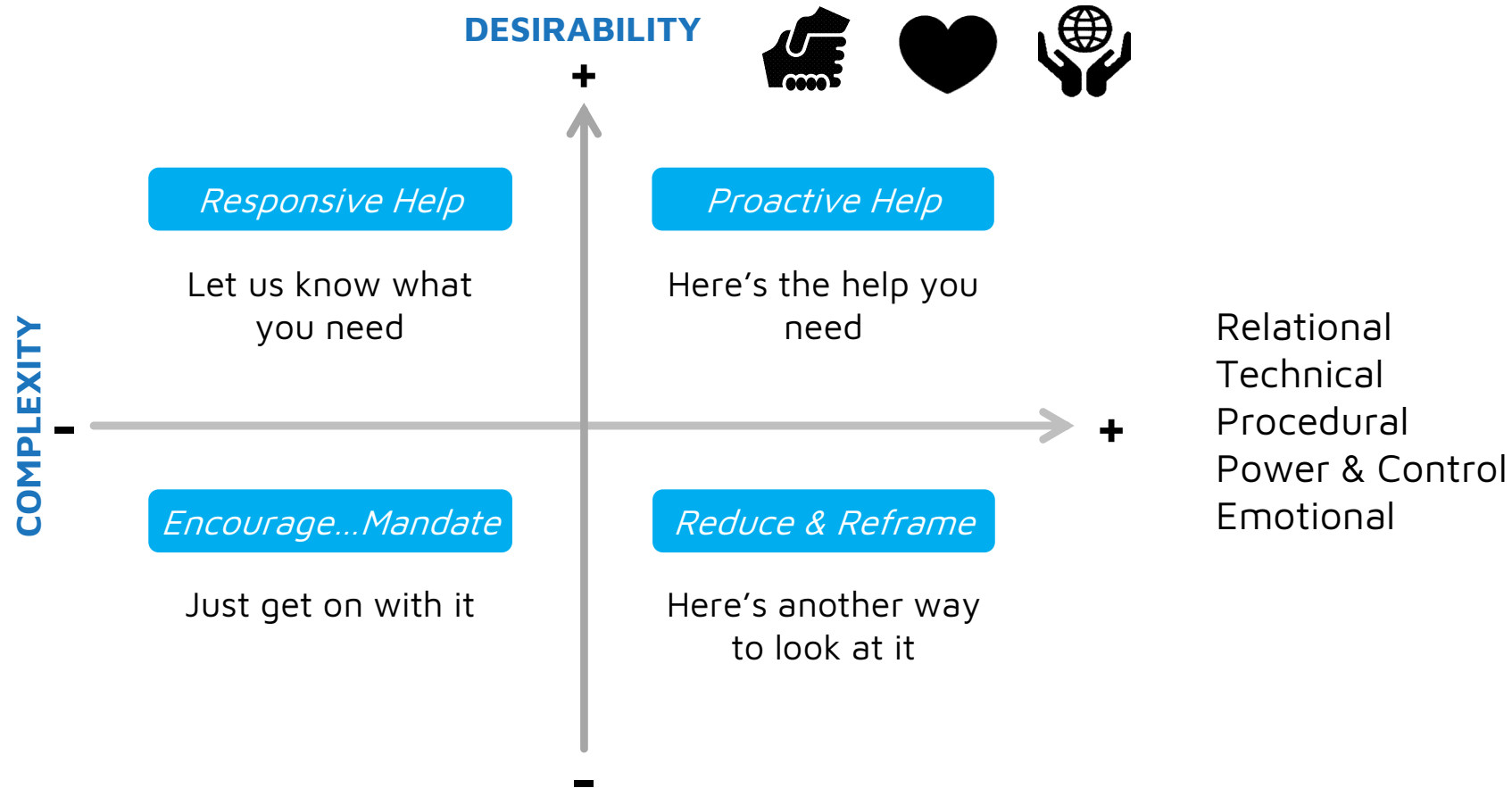
Capacity



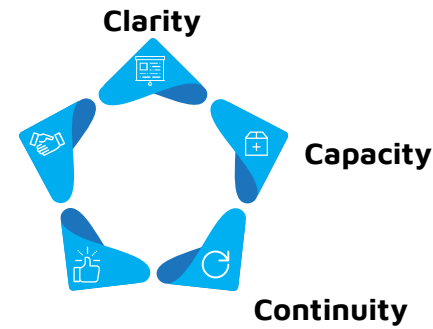
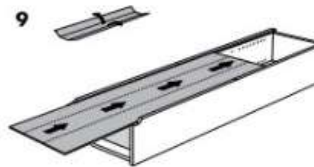
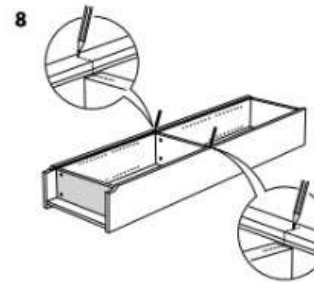
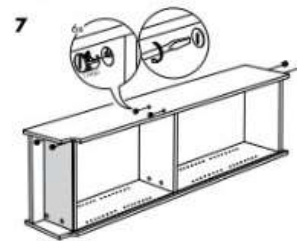
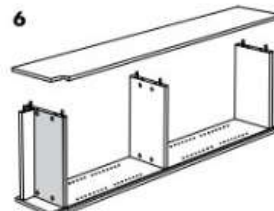
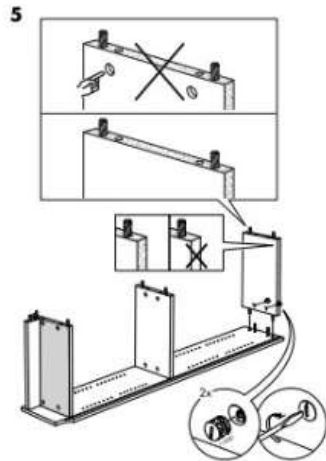
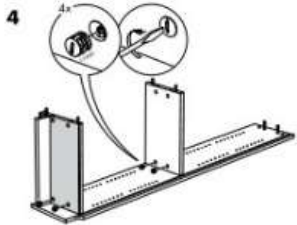
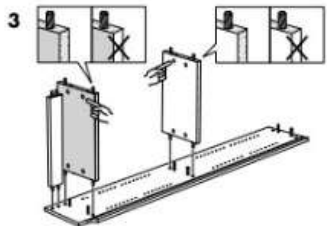
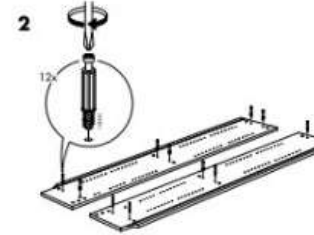
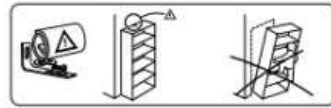
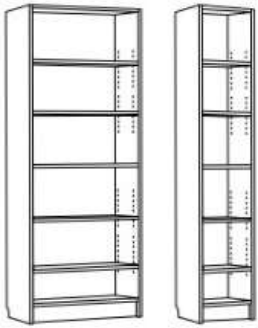
Continuity



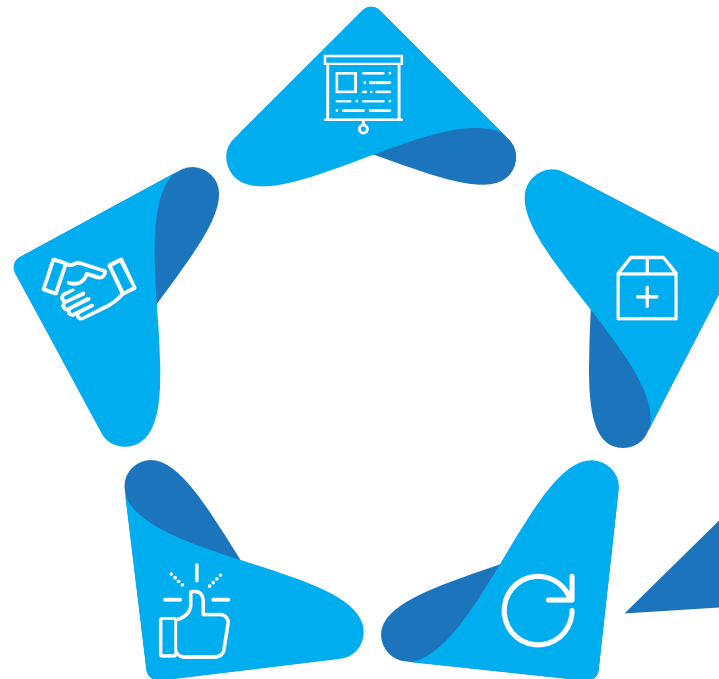
Will They Support The Change?



BILLY



Clarity



Capacity

- ❖ Assess the change (2x2) and plan accordingly
- ❖ Reduce & Reframe
- ❖ What's not changing?

Continuity

Clarity



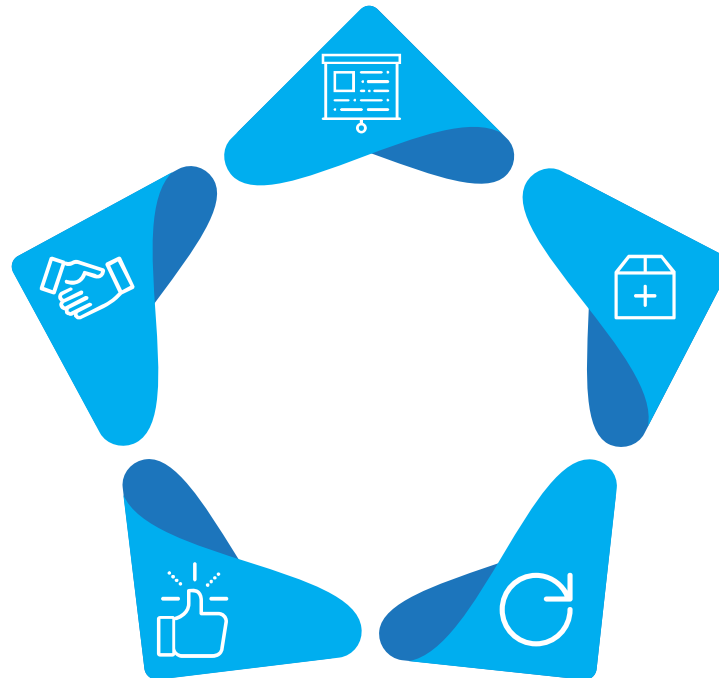
Capacity



Continuity



Credibility



Generating CREDIBILITY

— ...



Buy



Borrow

Past

Peers



Build

Presentation

Presence

Clarity



Capacity



Continuity



Credibility

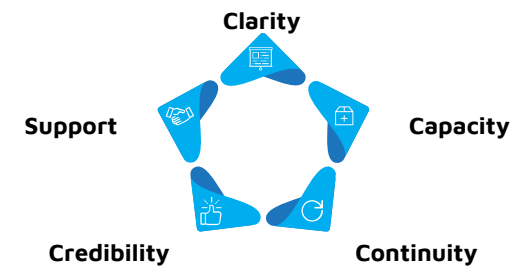
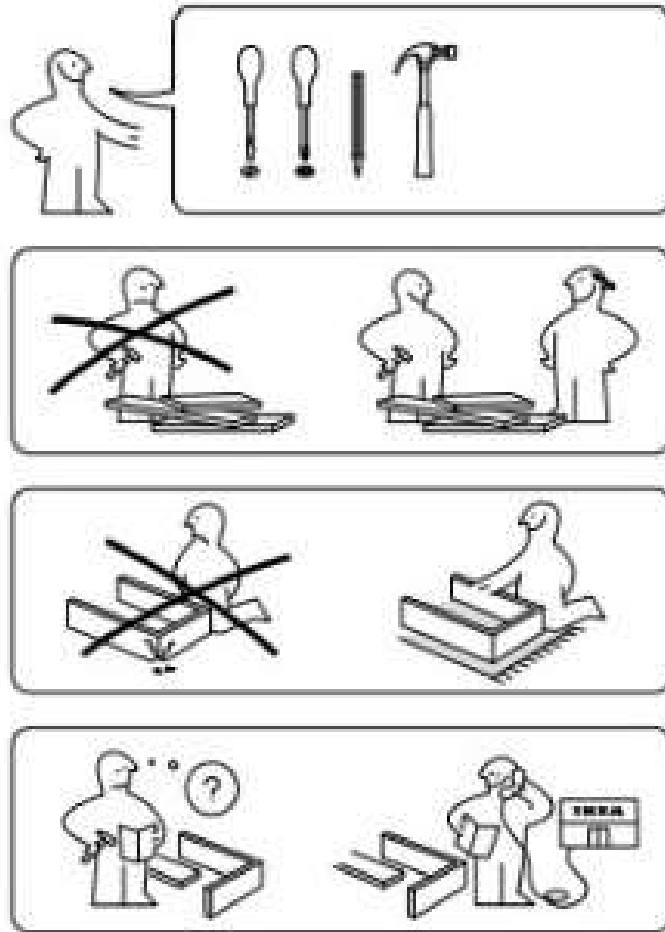
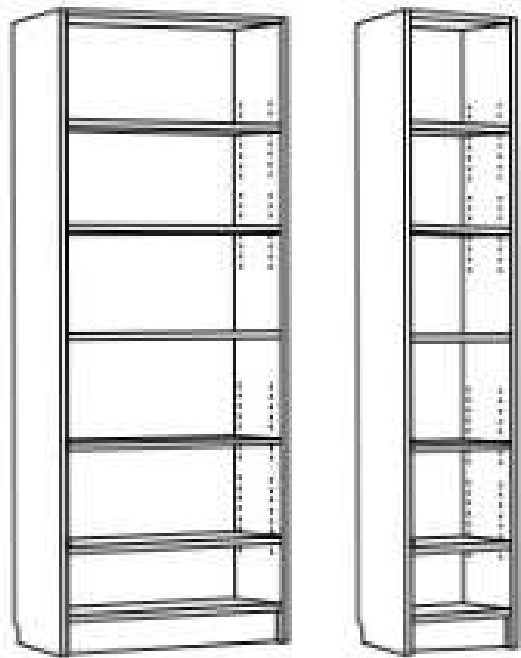


Support



- ❖ Buy, Borrow, Build
- ❖ Listen & Act!

BILLY



- ❖ Managers as coaches
- ❖ Clear path to help
- ❖ Safe spaces to fail

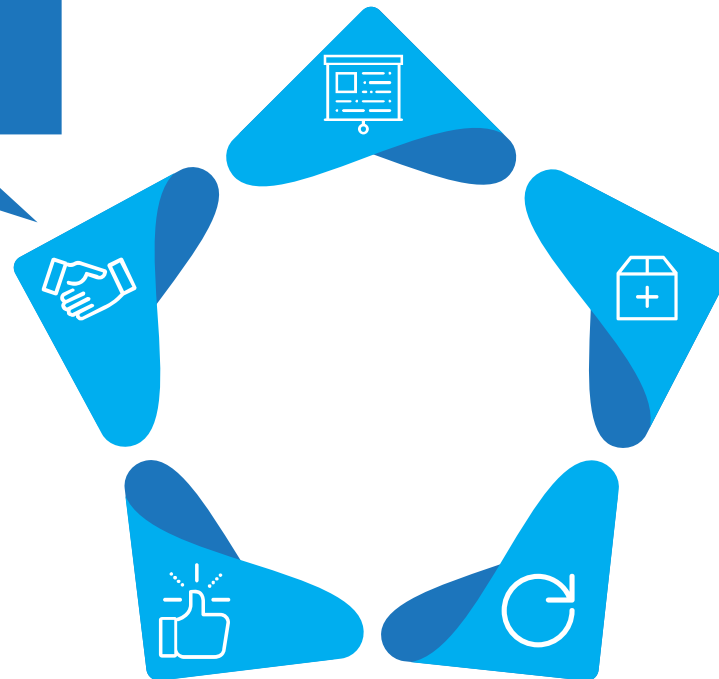
Support

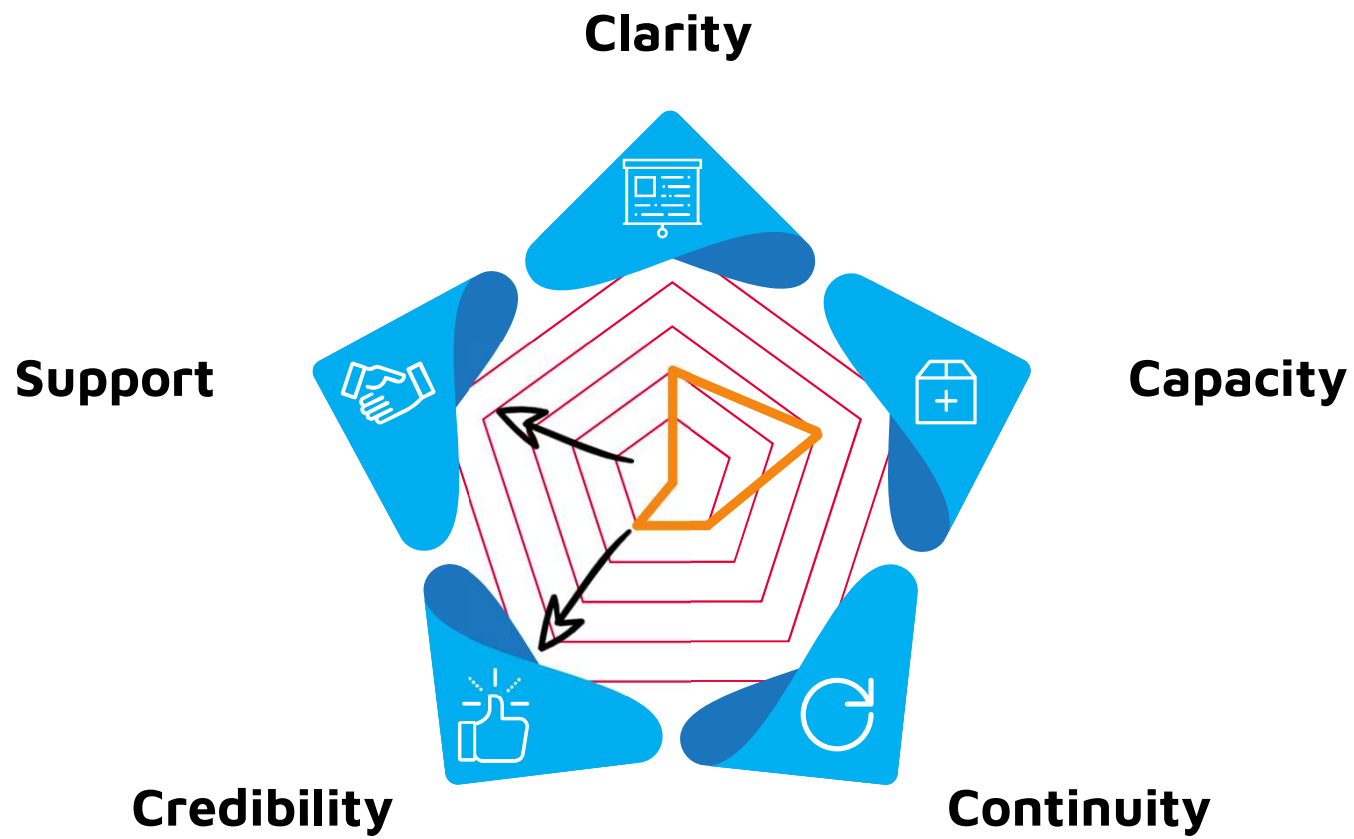
Clarity

Capacity

Continuity

Credibility









”

*The remedy for resistance is
resilience.*

OVERALL TAKEAWAYS

— . .



Clarity

Put them in the story
Help, Heart, Hope



Capacity & Continuity

Reinforce perception of strength
Remind them of what hasn't changed



Credibility

Past, peers, presentation, presence



Support

Enlist managers as ambassadors
Make failure safe

Main Idea

Use the Accelerator to plan your change approach. Apply tactics to increase the probability they will engage.



Jeff Skipper

CEO

GET IN TOUCH



Wait, There's More!

Jeff shares weekly insights with his community including, tools, videos, downloads and practical models and previews from his upcoming book. Everyone is welcome to join!



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