People, Process and Change Management

Presented by
Debbie Foster

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When it comes to maximizing efficiency in your firm, one of the biggest obstacles is the change itself. Change is hard, but necessary for businesses to thrive and survive. In order to properly implement change, we must take the time to understand how work gets done. This session will take you through the value of understanding current processes and undertaking the necessary steps to recognize the changes that need to be made. We’ll also address the why behind those changes, and what you need to do to make that change become a reality. Likewise, we will discuss the people side of the equation, understanding that people continue to be our most valuable asset, and, therefore, should be where we invest our time and energy.

- Objectives:
  - Outline the value of process when it comes to getting work done.
  - Examine ways to present change so that people are encouraged to support it.
  - Explain the value of managing change.
“The oldest and strongest emotion of mankind is fear, and the oldest and strongest kind of fear is fear of the unknown.”
– H. P. Lovecraft

So many times, the root cause of the problem is that there is no standard. You cannot coach on a process without a standard.
- Jurija Metovic
Your Most Valuable Asset?

The Hardest Work We Do?
The Time it Takes

The Cost of Turnover
Warm & Fuzzy Stuff

Process Depends on People
The Problem

THEY CAN’T EVEN IMAGINE.

8. Typewriter
Stop laughing. Right now we have skinny little labels we type on to label our gold legal file folders (the client’s main flapped file folder). We’ll continue to use these. But if I don’t have a typewriter, how are we going to get the info on the label? If you can help us just print these from the computer, fine. Otherwise we need a typewriter (which we really don’t want, but how else to do this?).
Whose Idea Is It?

Tackling Process Challenges

- 85% of a worker’s effectiveness is determined by the system he works within, only 15% by his own skill.
  - William Deming
- Process first, technology second
- KISS

Everything should be made as simple as possible, but not simpler.
Albert Einstein
The 2 Es

• Efficiency
  Doing things better

• Effective
  Doing the right things

The Reality
Encourage Innovation

Creatures of Habit

• Easiest to do today what we did yesterday
• We like certainty & our comfort zone
“...uncertainty registers as an error, gap, or tension in the brain: something that must be corrected before one can feel comfortable again”

– David Rock

This.

-what got you HERE
-won’t get you THERE
Create a Sense of Urgency

• Build this around the WHY
• Take the time to get the buy in
• People need to believe in what they are doing
Build a Guiding Coalition

• Choose the influencers
• Power and Energy matter
• This team supports the change effort among the bigger team

Form a Strategic Vision

• It has to steer the change effort
• People need to hear it often
Enlist a Volunteer Army

- People want to be part of a movement
- Gather the troops
- Get more support

Enable Action by Removing Barriers

- Find those barriers NOW
- Ask what they are
- Look for threats
Generate Short Term Wins

• Be on the lookout for any wins...big or small
• SHARE them with your teams. Communicate how change has improved your process

Sustain Acceleration

• Credibility with change – successful change – allows for more change
• Watch for the rock stars – people that helped move the ball forward
Institute Change

- Make it part of your culture
- Reward people when they suggest it
- Encourage great ideas

CFO TO CEO: "WHAT HAPPENS IF WE INVEST IN DEVELOPING OUR PEOPLE AND THEN THEY LEAVE US?"

CEO TO CFO: "WHAT HAPPENS IF WE DON’T, AND THEY STAY?"
THE KEY TO SUCCESSFUL LEADERSHIP TODAY IS INFLUENCE, NOT AUTHORITY – KENNETH BLANCHARD

Start a Movement
THANK YOU!

Debbie Foster
dfoster@affinityconsulting.com
Your opinion matters!

Please take a moment now to complete the evaluation.

Thank You!