Peak
Performer Webinar Series

VISTAGE

Leading Through Change: Insights for CEOs and Entrepreneurs

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Polling Question

Workplace Change Initiatives

- Based on your experience, what **percentage** of workplace change initiatives are **successful?**

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70% of Workplace Change Initiatives Fail. Why?

- It's not about **WHAT**… It's about…

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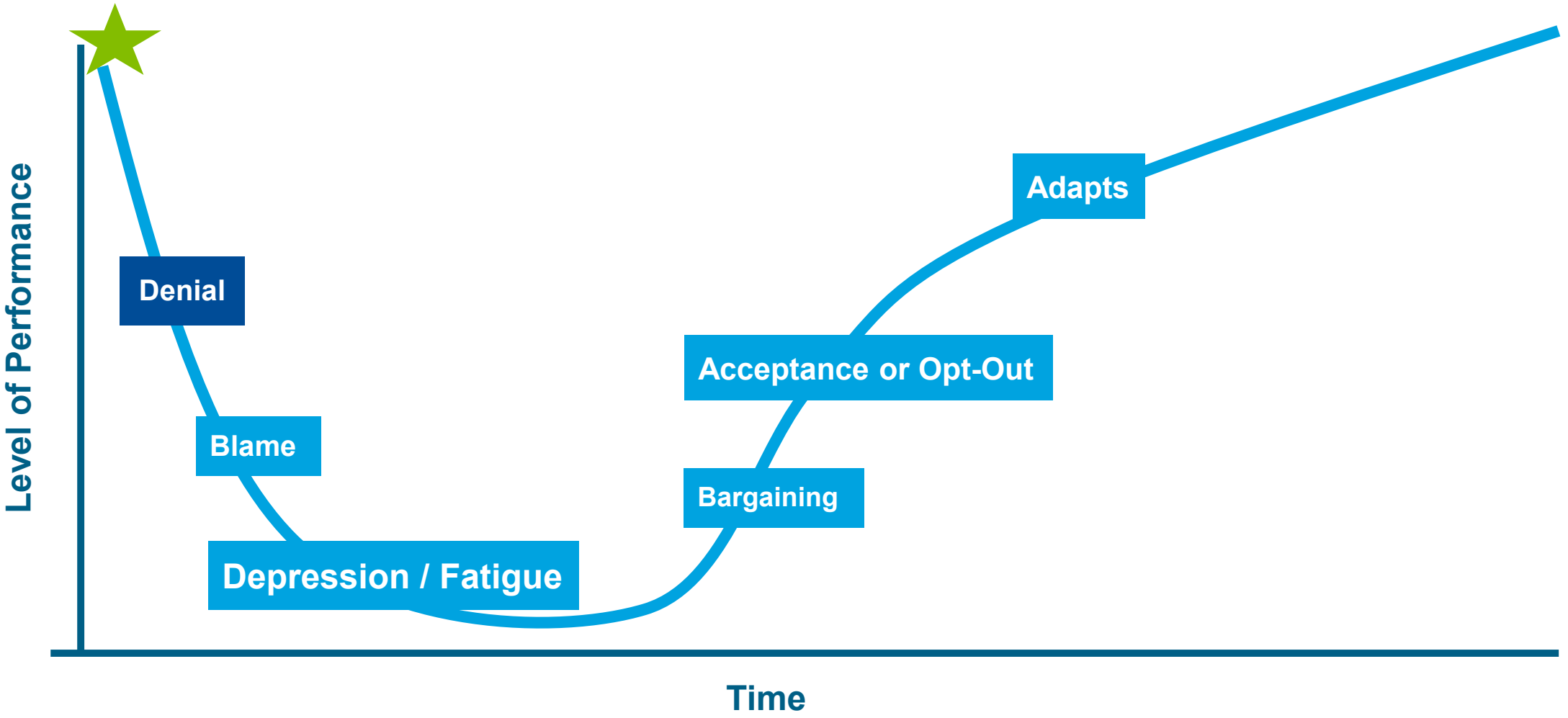
Agenda

- **Reactions** and **Resistance**
- The **Psychological Process** of Change
- The **Personal Needs** of Change
- Regaining **Control**
- Employee **Engagement and Buy-In**

Change Accelerators

- **Describe what's changing and why**
- Seek reactions and feelings
- Regain a sense of control

The psychological process of change



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Change Accelerators

- Describe what's changing and why
- **Seek reactions and feelings**
- Regain a sense of control

Common sources of resistance

Employee-based Drivers	Organizational Drivers
Habit & personality	Change has limited focus
Fear of the unknown	Lack of buy-in
Fear of personal loss	Lack of alignment
Lack of understanding & trust	Power struggles

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Taking a deeper look into a human brain

- Limited mental capacity
- Wired for socialization and belonging
- Needs security; knowledge of what comes next
- Strives for autonomy
- Has 5 times more circuitry for identifying threats than rewards

What personal needs might people have when they are experiencing change?

- To understand what's changing and why.
- To be heard and understood.
- To be involved.
- To be supported.
- To feel respected.
- To feel confident that they can be successful.
- To trust the leader and the organization.

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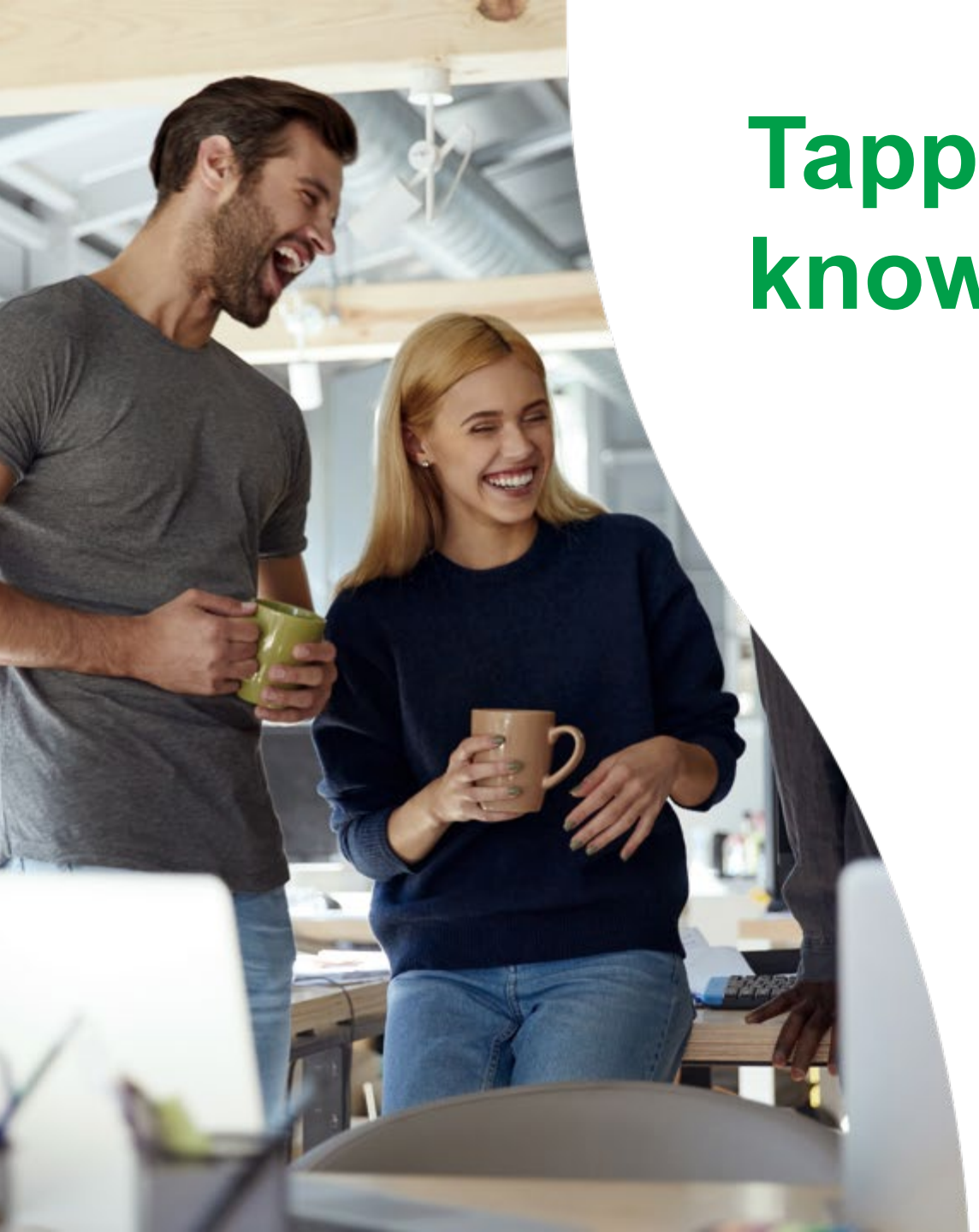
Change Accelerators

- Describe what's changing and why
- Seek reactions and feelings
- **Regain a sense of control**

Activity: Areas of Control

Control	Influence	No Control
Attitude, perception	*Allocation of resources, learning more about video conferencing*	*Stay at home restrictions, Timing, budget, quality*



Tapping into the collective knowledge & expertise

- Employee engagement is a fundamental tool for building sustainability of organizational changes
- Involving employees in decisions that directly impact their work can reduce frustration & reduce turnover
- Employees provide a unique perspective to unforeseen impact on day-to-day operations

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Strategies to engage employees

- Identifying & leveraging the “influencers” can support the sustainability of changes
- Using employee champions to lead changes
- Creating employee-led workgroups to own changes when appropriate
- Providing vehicles to solicit & act on employee feedback when possible

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Key take-aways

- Communication and transparency are critical during this time. Be clear and honest with your employees.
- Employee's personal needs play a key role in how they interpret change which in turn impacts performance.
- Utilizing the talent and knowledge within your workplace helps promote buy in and accelerate change.

Questions?

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