

Facilitator CHiPs



Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

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Facilitation Services Available:

- ◆ Process Improvement
- ◆ Team Building
- ◆ Change Management
- ◆ Strategic Planning
- ◆ Customer Focus and Assessment
- ◆ Baldrige Quality Award Criteria for Performance Excellence
- ◆ Valuing Differences
- ◆ Problem Solving, Decision Making, and Consensus Building Tools
- ◆ 360° Feedback Instruments
- ◆ Problem Identification and Clarity
- ◆ Reengineering
- ◆ Integrated Organizational Renewal
- ◆ Facilitator Skills Training for Supervisors

For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

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Change is the Constant

Spring symbolizes a welcome time of change for most of us after a long, dreary winter. Daffodils bloom, trees bud, and birds sing. Change can be a positive experience.

In *The Leader's Handbook*, Peter R. Scholtes reminds us that the opportunity to provide feedback on a proposed change helps employees gain a sense of control. In addition, an openness to change can result in creative and new ways of accomplishing old tasks.

Daniel Coleman offers other tips for handling change in his book, *Working with Emotional Intelligence*:

- ◆ Sometimes organizations need to reinvent themselves by questioning basic assumptions, structures, strategies, and visions in order to stay competitive.
- ◆ The change process is more successful when actively supported by the leaders of the organization.
- ◆ Employees must understand the need to change and feel free to discuss it.
- ◆ Resistance to change is often caused by a lack of information.
- ◆ It is normal for employees to feel emotionally attached to elements of their work life.

Although change is a constant in the workplace, the results of change can lead to new opportunities and positive outcomes such as more meaningful work.

"The significant problems we face cannot be solved at the same level of thinking we were at when we created them" - **Albert Einstein**

The ORO Facilitator program is available to assist your team or work group with organizational development needs, including dealing with and implementing changes (see sidebar).