



*Excelling at Change:  
Professionally and Personally* ©

**Presented by  
Laura R. Barron, MBA**





“I will go anywhere, provided it be  
forward.”

— David Livingstone





# *Changes Impacting You since 2009*



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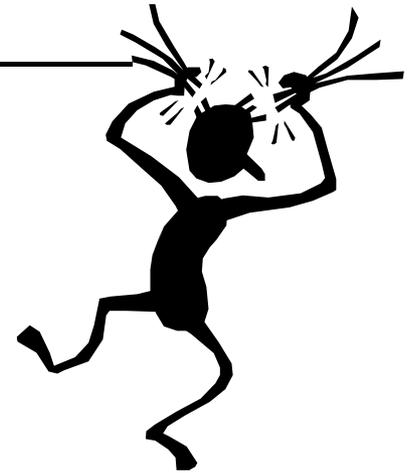
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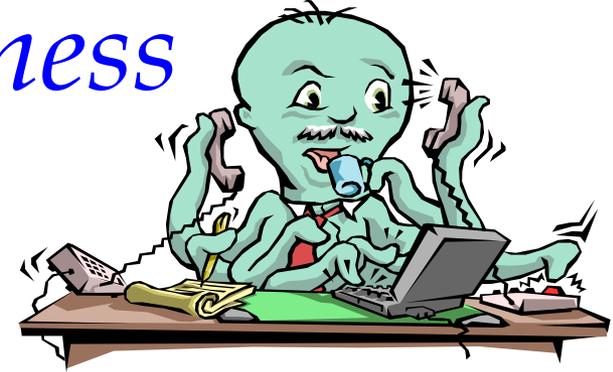
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# Today's Rules of Business

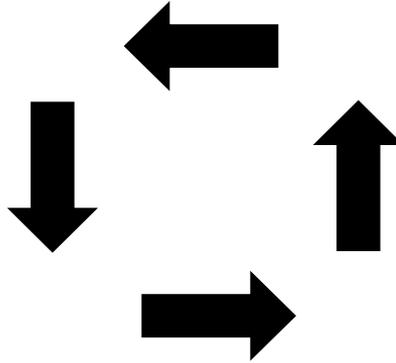


- ✓ Doing *More* with *Less*
- ✓ Changing Constantly @ Faster Rate
- ✓ *Customer-Driven* & Increased Demands
- ✓ *Creativity, Innovation & Problem Solving* Critical
- ✓ Support Networks & Strong Relationships Essential



# Janssen's Model of Change

Comfort





*“Any culture, by definition, exists primarily to prevent change, to set in stone the lessons of the past.”*





# Human Change Cycle

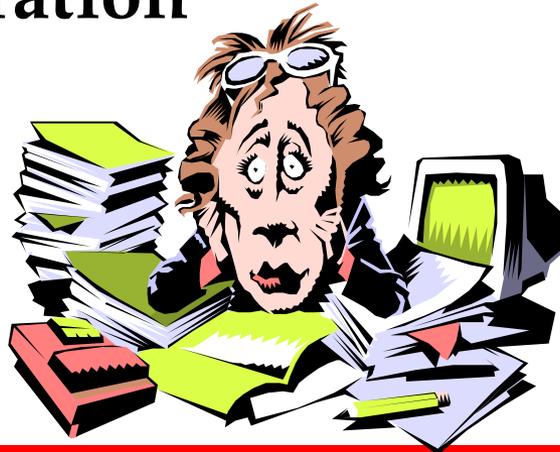
Acceptance



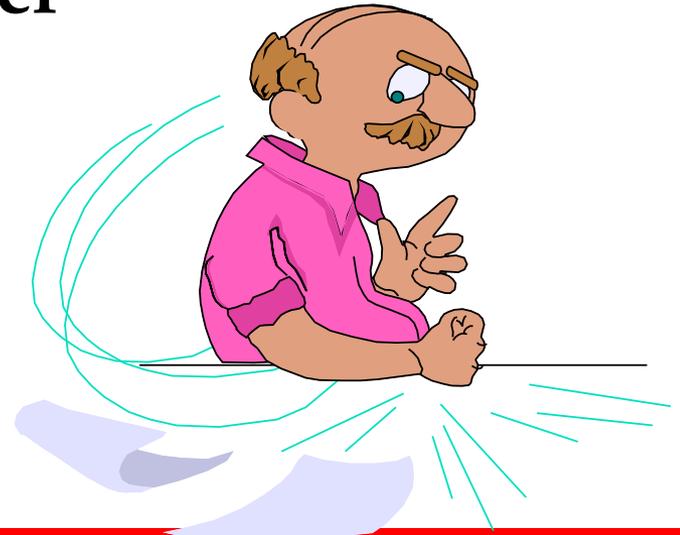
Denial



Resistance & Frustration



Anger





# *Our Reactions to Change*

- **Negative Reactions**

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- **Positive Reactions**

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# *What Gets in Your Way?*



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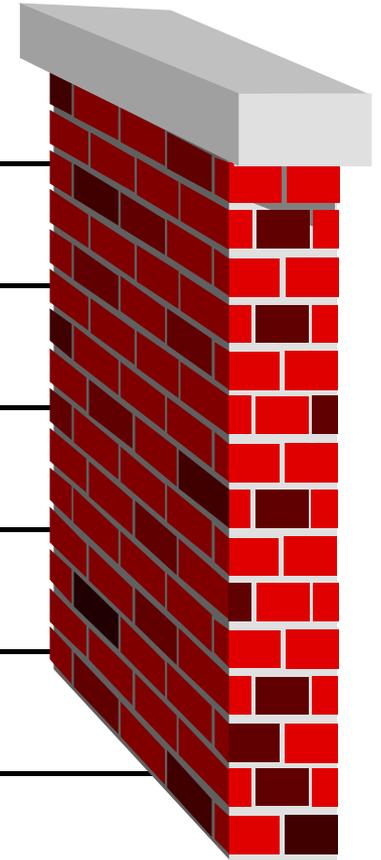
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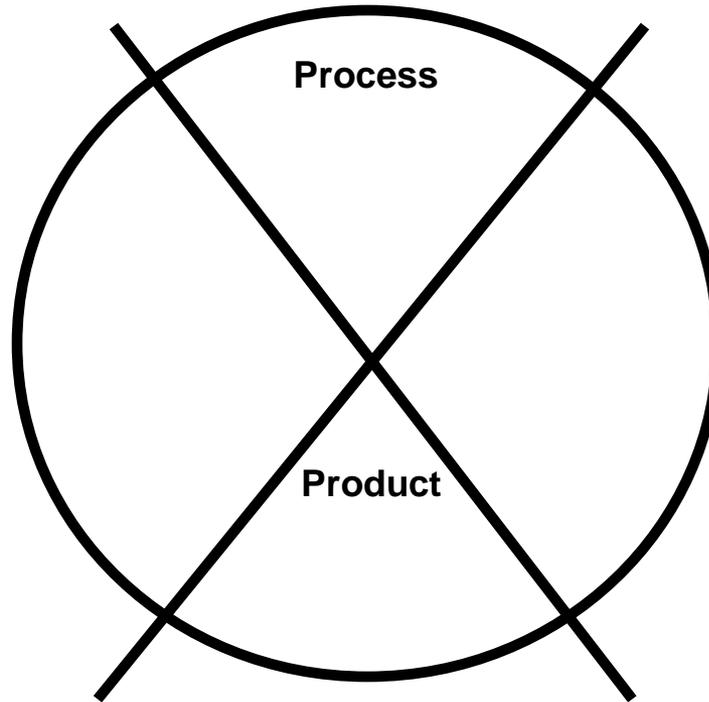




# *Behavior During Change*

**Change Agent**  
- Risk Taker

**Innovator**  
- Creative



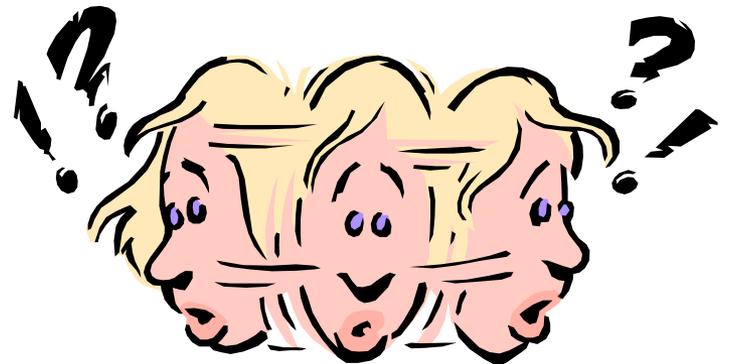
**Resister**  
- Process Organizer

**Doubter**  
- Quality Controller



# *Communicating Change Effectively*

- How does someone get and keep your attention with so much going on?
- How do you want change(s) communicated to you?
- What type of support or reinforcement do you want?





# Personal Accountability



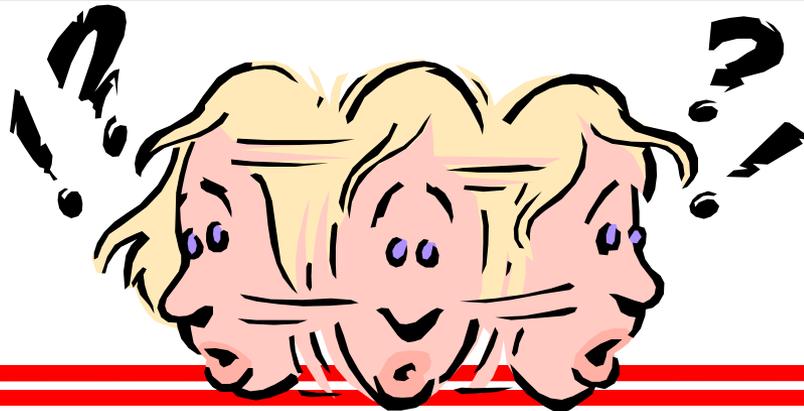
# *Asking Better Questions\**

\*From QBQ by John G. Miller

1. “What” or “How”
2. “I”
3. Action verb

Example:

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# *Negative, No-Results Questions*

- Why wasn't I told about \_\_\_\_\_?
- Who agreed to this?
- When is management going to make a decision & tell us?
- Why can't we get more help to cover internal customer questions, so I can work on more important projects?



# *Expect Resistance*

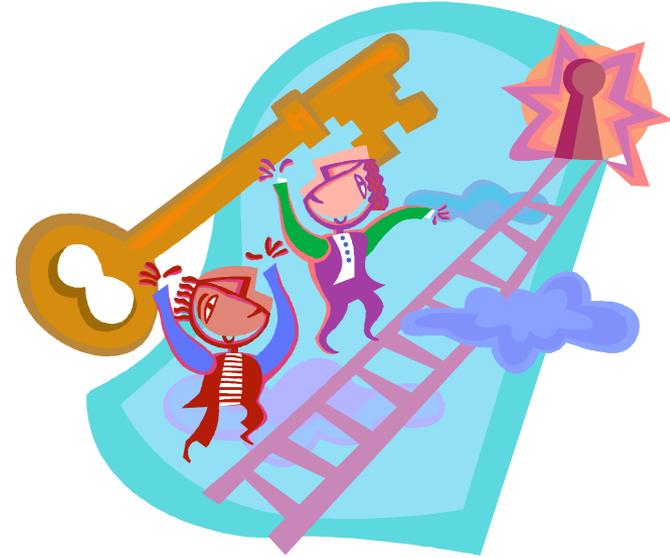


- **“20-50-30”** Rule
- **WIIFM**
- Develop Technical Know-How
- Be Realistic
- Expect Problems
- Find the Root Cause of Resistance



# *Reducing Resistance*

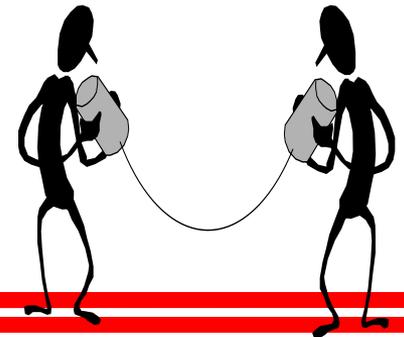
- Effective Communication
- Taking Ownership
- Moving Forward with Action
- Supporting & Reinforcing Others





# *Five Step Communication Process for True Colors*

1. Reason for Change
2. The Expected Results & Benefits
3. Explain the Implementation Process
4. Identify the ROLE of each Employee
5. Use the Strengths & Skills of each Employee





“I used to say ‘I sure hope things will change.’ Then I learned that the only way things are going to *change for me* is *when I change*.”

- Jim Rohm





*Together,  
We're Better!*

