Embracing Change
Change Management & Keys To Success

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What Does CHANGE Mean To You?
What Does CHANGE Mean To You?

Be Honest…

When You First Started With Laserfiche,
How Many Of You Were Afraid Of The Change It Would Bring To Your Organization?
Last Question:
Who Here Actually Misses This Place….
Change Resistors

Let’s Take A Look Back In Time: Companies That Resisted Change
Change Champions
Embracers & Influencers Of Change

Change Activity

Everyone Cross Your Arms......
Outcome Of Change

Change Can Be Uncomfortable At First…
But The *Outcome* Is What’s *Most Important*

Concerns for Change

**WHY?**

- **Brain:** We are wired from caveman times for *fight or flight* whenever there is something new in our life.

- **Habit:** The English language contains approximately 1 million words – Shakespeare used 31.5K, but most people habitually use approximately 2,600 words.
Comfort Zone to Growth Zone

- People are generally uncomfortable with any change
- Change is not easy as we age (Neuron, 2016)
- New goals only happen when we are out of our Comfort Zone
Change Management Strategy

97% Managers agreed with the statement “Implementation fails because of bad execution, not bad strategy” (Queens University, 2015)

Fewer than half of respondents say that most or all of their change efforts in the past five years met their initial goals and sustained results over time. (McKinsey & Company Survey, 2017)

Why Change Fails?

- Unclear Goals
- Wrong Priority
- Lack Of Commitment
- Weak Communication
- Bad Planning
- Poor Execution
- Stakeholder Support

Key Factors For Successful Change

John Kotter’s Model:

- Eight Steps To Successful Change
- ■ Excludes organizational readiness
- ■ Ignores employee involvement
- ■ Top down

Lewin’s Change Model:

- ■ Too simple for modern day
- ■ Change phase may never end
- ■ Ignores employee involvement

“No one model is perfect but having a framework is better than not having any at all”
Change Management Strategy

People Are Different
While some welcome change and embrace it, others resist it & some might even be upset by it.
How To Embrace Change

- Be prepared for change
- Acknowledge
- Remain upbeat and positive
- Rise to the challenge
- Reframe your situation
- Seek support
- Be flexible and embrace change
- Be part of the change
- Reduce stress and anxiety
- See the big picture

A Common Theme....

Sessions That Have Discussed Change Today

- Frisco ISD Keynote
  Explore What’s Possible
- Dallas ISD Breakout
  Using Forms In Payroll
- Grand Prairie ISD Breakout
  How Laserfiche Transformed Special Education Services

Who Has Heard Something From Today’s Sessions That You Will Take Back & Will Help Influence Change?
Key Take-Aways

- **Prepare Yourself**
  - Plan & Be Ready

- **Communicate**
  - Hear The Nay-Sayers & Address Their Concerns/Doubts

- **Define Goals**
  - Focus On The Outcome

Acknowledgements

- Communicating During an Organizational Change, Dr. Carol A. Beatty, https://irc.queensu.ca/sites/default/files/articles/communicating-during-an-organizational-change.pdf


1. Acknowledge the change: The most important thing to do when change is happening in the workplace is to acknowledge it. Recognising and accepting change is one of the first steps towards managing it.

2. Face your fears: Writing down these fears in an objective form can stop you dwelling on them. Go through each fear and write down what you would do if that fear came to pass. Knowing you have a plan can really help to defuse the emotional anxiety.

3. Confront your feelings and seek support: Face your feelings about fear and the transition you are going through, especially when the change is imposed and beyond your control. This could mean that you have to cope with a loss of a team and a project that you really care about. You don’t have to act as a victim, even when you are not in control. The best thing to do is to accept your feelings and then reach out to close colleagues, partner, loved ones and talk to them about what you are feeling.

4. Stop the fearful thoughts and replace them with something positive: Fear can come from creating negative thoughts and scenarios in your head about what the future holds. How do you describe the change to yourself? What you see to be the negative aspects of the change? What impact does it have on you and your life? The moment you become fearful and have negative thoughts, stop them in their tracks and turn them into something positive. Ask yourself questions. In the past when I handled change really well what did I do? How did I handle it? What actions did I take that really worked for me? How did I deal with the change in my communication with others? How did I manage my mental health? Which personal attributes did I use to turn things into positive? Was I patient? supporter? etc.

5. Be flexible and embracing of change: Instead of hiding from your fear and creating a barrier, be open and flexible to new challenges and tasks. Chanley recommends that you approach change with an open attitude of learning, even if you don’t like something new in the system, if you are flexible, people will work with you, and there is a greater chance of change. If you “rage against the machine” to speak, no one is going to rush to help you back.

6. Be part of the change: Adopt an attitude of anticipation and excitement. See change as an opportunity. Get involved in new committees and work teams. Be an influencer and driver of change - that way you will feel empowered and less fearful. See the positive in the way forward.

7. Communication, communication and more communication: Communication is always important and especially when you face change. Part of the fear of change is the unknown. If the organisation is not communicating change effectively, make it your business to be proactive in finding out more about what the change involves. Don’t just sit back. Talk to your boss, your boss’ boss and your co-workers to get their understanding. Don’t make these sessions negative. Ask constructive questions to find out meaningful information to help you understand better. Be aware that sometimes when talking to co-workers news can be distorted and not always factual.

8. Reduce Stress and anxiety: In times of stress, we may feel tired and this is the time when we need to focus on being strong, fit, healthy and resilient. To be resilient you need to be calm and in control so that you are able to make good clear and rational decisions. Focus on your exercise and nutrition. Breathe deeply and smile. This doesn’t have to be extensive: 20-30 minutes of meditation; yoga or even walking to clear your head is sufficient.

9. Have a sense of meaning: Take time to take stock of how valuable you are to the organisation. Acknowledge your successes and the skills and attributes that you offer the organisation. This is perhaps the time to make yourself more valuable. Research tells us that valuable employees typically get through changes unscathed, or even better than before.

10. Continue to do your work and see the big picture: It is easy during times of reorganisation to sit back and see what will happen tomorrow. It is easy to lose that attitude in some cases the work you are doing might change. However, remember that till you have a new direction you need to focus on achieving your designated goals and tasks and that a most positive attitude should ensure a failure free transition through.