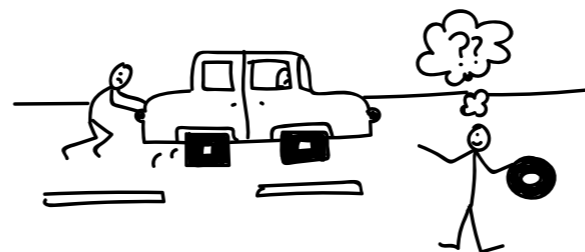
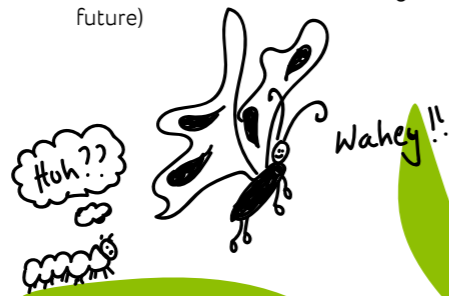




Lance's top tips on managing change

What's it all about?

Put simply, change is all about evolving; moving from where we are now (how things are done today) to where we want to be (how we want things to be done in the future)



Sharing the reason why

The change process is always a whole lot easier if your people want it and feel they have some control over it. Share your evidence as to why things need to be different. Explain what the benefits of doing things differently are, and what the dangers of not changing are

Shaping the future

Involve your people as much as possible and engage them with the new future by encouraging them to help you plot the journey there. Focus groups are a great way to do this and you should be asking things like: if this is where we need to get to, what do we need to do differently? What do we need to stop doing, start doing, or continue doing? What new skills will we need?

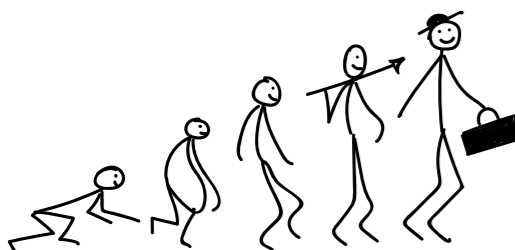
Creating the vision

Based on what you've been told, create a compelling vision of the future that helps your people see, feel and hear what it's going to be like. This could be anything from a story that's set in the future, to a working scale model; the choice is yours. Have a read of Mark's '(re) discovering creativity' top tips if you want to be creative here. The key thing is to have something that helps your people experience the compelling future so that they already feel part of it



Our philosophy on change

Change is a way of life. At home, we change and our friends and family change. In business, great organisations constantly strive to improve the way they do things. Change is all around us, yet we need to remember, whilst some people thrive on it, others struggle. Everyone, however, can be helped through it and every manager should know how to best help their people



Who will benefit?

Understanding change allows managers and leaders to quickly implement new ways of doing things. This minimises disruption to the organisation and ensures benefits quickly hit the bottom line. It's more than that though; change affects everyone, so everyone can benefit from understanding change

Books that will help:

Leading Change by **Dr John Kotter** is a global best seller all about John Kotter's ideas on change management and leadership

Making Sense of Change Management: A Complete Guide to the Models, Tools and Techniques of Organizational Change by **E Cameron and M Green**. Despite its punchy title, in this book you can find some good stuff about changing the expectations of staff and managers

Change: Learn to Love It, Learn to Lead It by **Richard Gerver**. How to understand change, adapt to change, and inspire others to do the same

Visit these websites:

www.kotterinternational.com - all about Dr John Kotter's Eight Steps Change Model

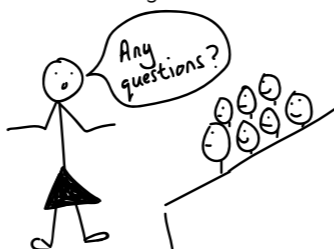
www.businessballs.com - businessballs is always a great place to get an understanding of the subject

www.mindtools.com - lots of different models all linked to change

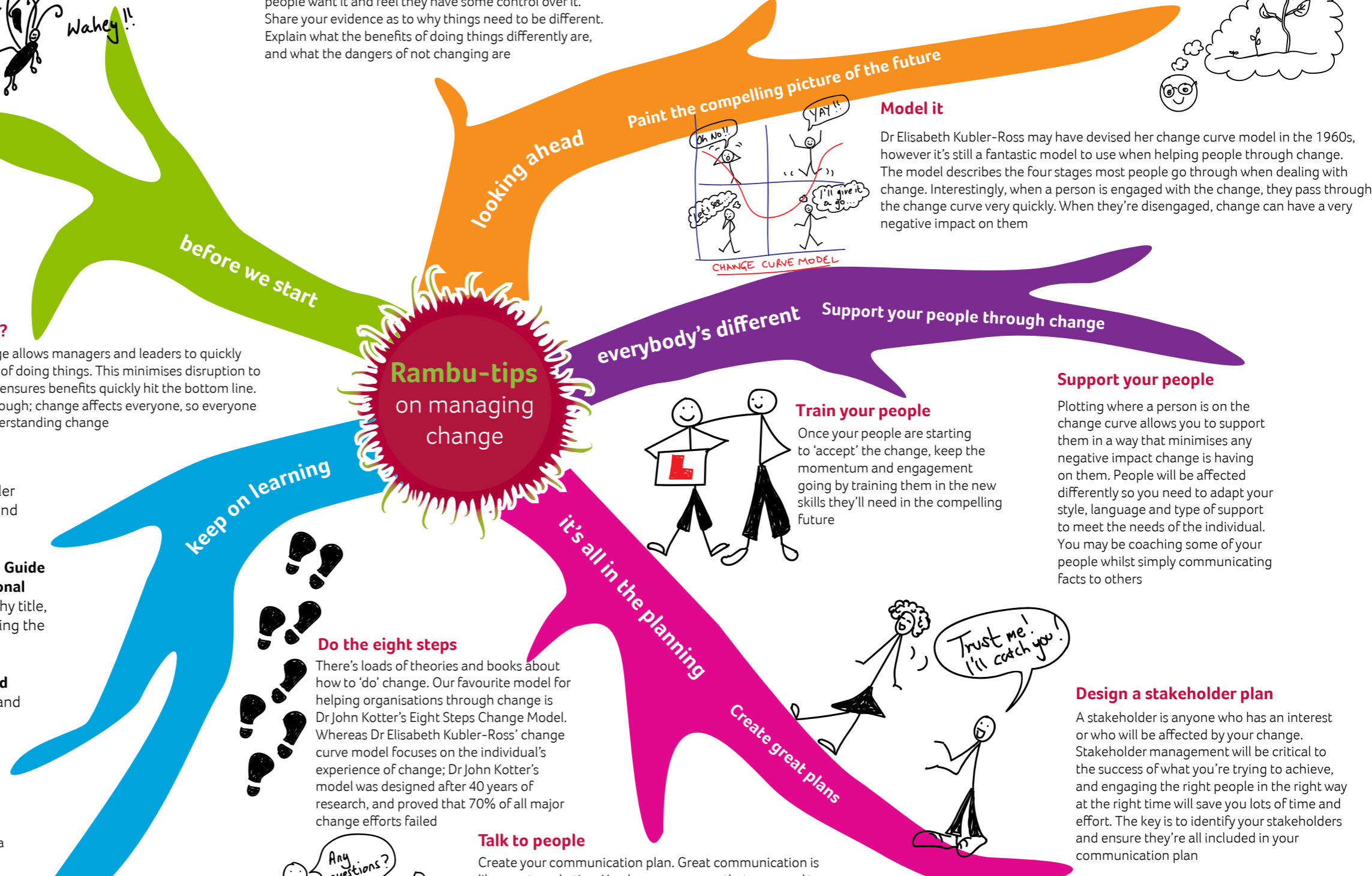


Or give us a shout:

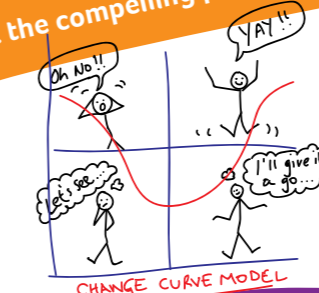
+44 (0) 1858 461071 / hello@rambutan.biz / www.rambutan.biz and we'll give you the magic dust to help you through change



Rambu-tips on managing change



looking ahead Paint the compelling picture of the future



Model it

Dr Elisabeth Kubler-Ross may have devised her change curve model in the 1960s, however it's still a fantastic model to use when helping people through change. The model describes the four stages most people go through when dealing with change. Interestingly, when a person is engaged with the change, they pass through the change curve very quickly. When they're disengaged, change can have a very negative impact on them

everybody's different Support your people through change

Train your people

Once your people are starting to 'accept' the change, keep the momentum and engagement going by training them in the new skills they'll need in the compelling future



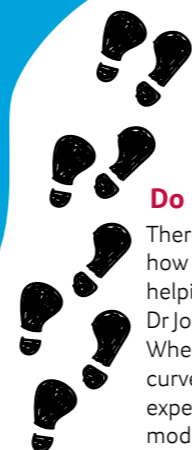
Support your people

Plotting where a person is on the change curve allows you to support them in a way that minimises any negative impact change is having on them. People will be affected differently so you need to adapt your style, language and type of support to meet the needs of the individual. You may be coaching some of your people whilst simply communicating facts to others

keep on learning

Do the eight steps

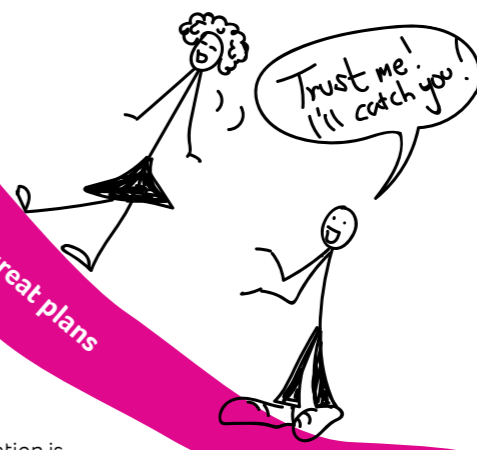
There's loads of theories and books about how to 'do' change. Our favourite model for helping organisations through change is Dr John Kotter's Eight Steps Change Model. Whereas Dr Elisabeth Kubler-Ross' change curve model focuses on the individual's experience of change; Dr John Kotter's model was designed after 40 years of research, and proved that 70% of all major change efforts failed



Talk to people

Create your communication plan. Great communication is like great marketing. You have a message that you need to 'sell' to your audience, so you must communicate in a way that grabs your audience's attention and makes them want to 'buy' it. This means communicating to your audience, through the right channel, in the right tone, and at the right time. Remember, any communication gaps may well be filled by rumours, which some people have a nasty habit of believing are facts

it's all in the planning Create great plans



Design a stakeholder plan

A stakeholder is anyone who has an interest or who will be affected by your change. Stakeholder management will be critical to the success of what you're trying to achieve, and engaging the right people in the right way at the right time will save you lots of time and effort. The key is to identify your stakeholders and ensure they're all included in your communication plan

