



People Side of Change

September 18, 2023

3:30PM – 5:00PM





Latanya King
Sr. Management Analyst
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Family Support Division



MacKenzie Wright
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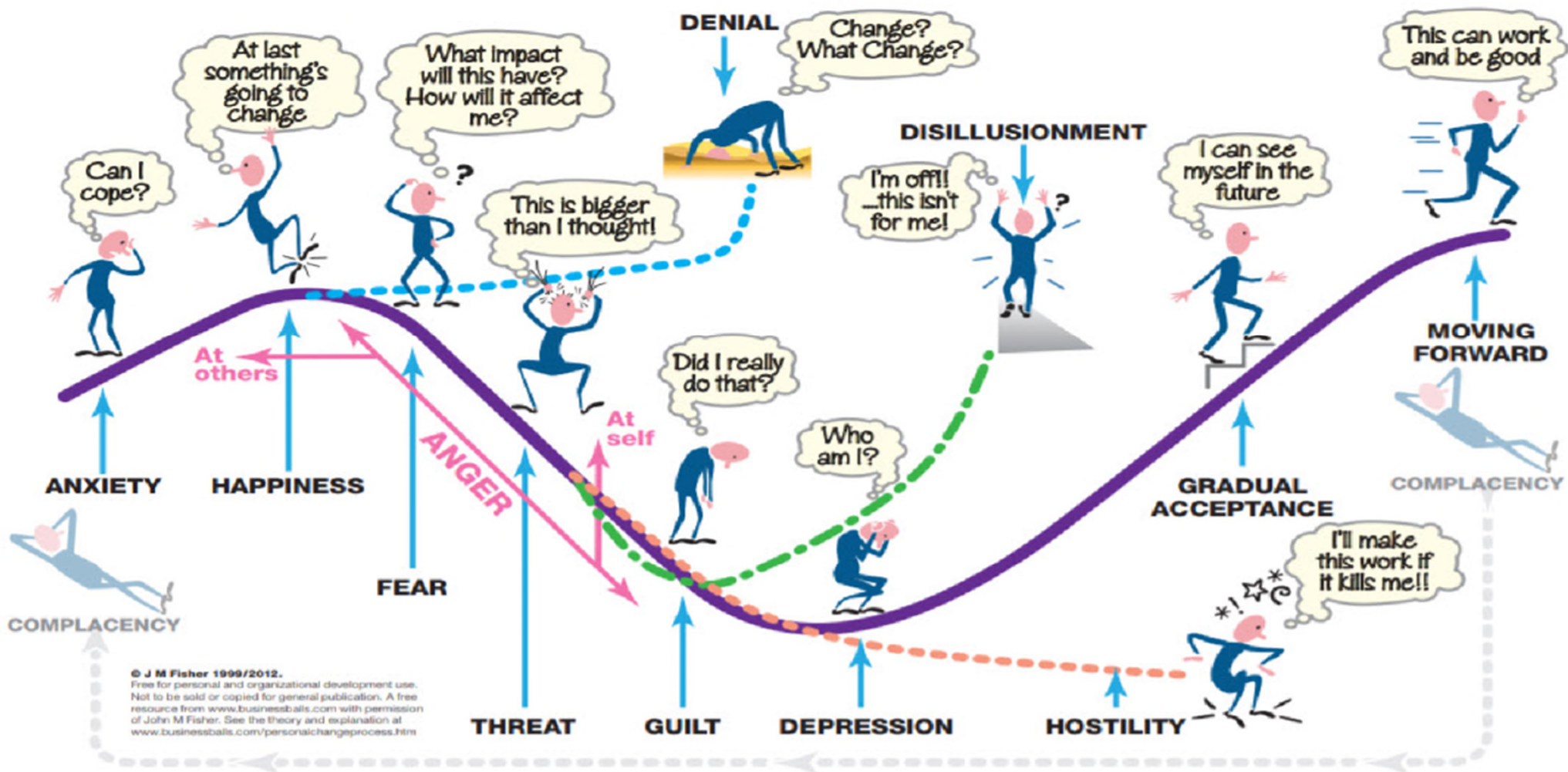


Tammy Kramer-Watson
Retired
Field Services Chief
Oregon Child Support
Program



The Process of Transition - John Fisher, 2012

(Fisher's Personal Transition Curve)





What's important adapting to changes?

A	Awareness – Of the need for change
D	Desire – To participate and support the change
K	Knowledge – On how to change
A	Ability – To implement desired skills & behaviors
R	Reinforcement – To sustain the change

Prosci ADKAR® Model





A

Awareness – Of the need for change

Awareness is the
greatest agent for
change.

– Eckhart Tolle



D Desire — To participate and support the change



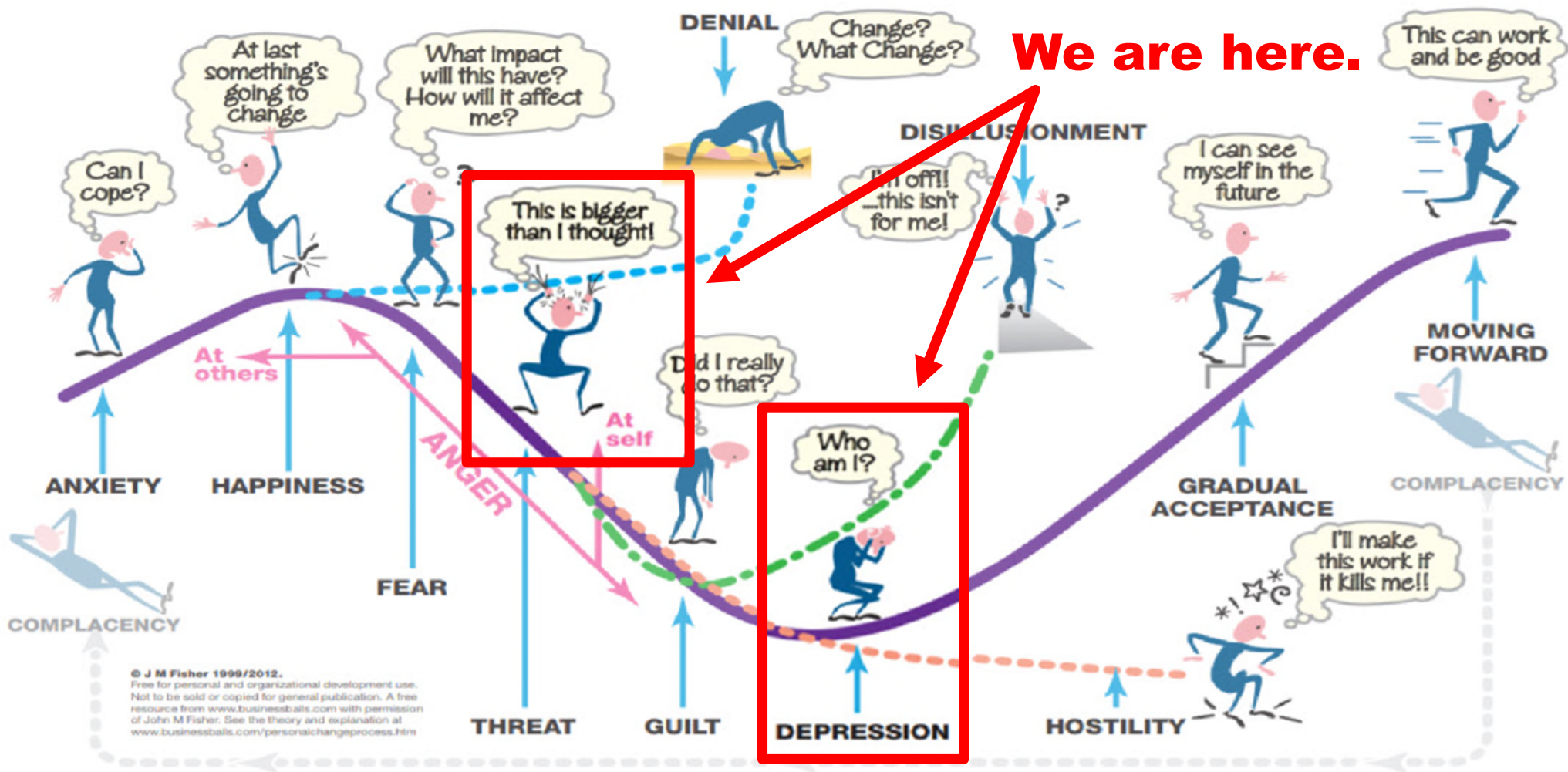


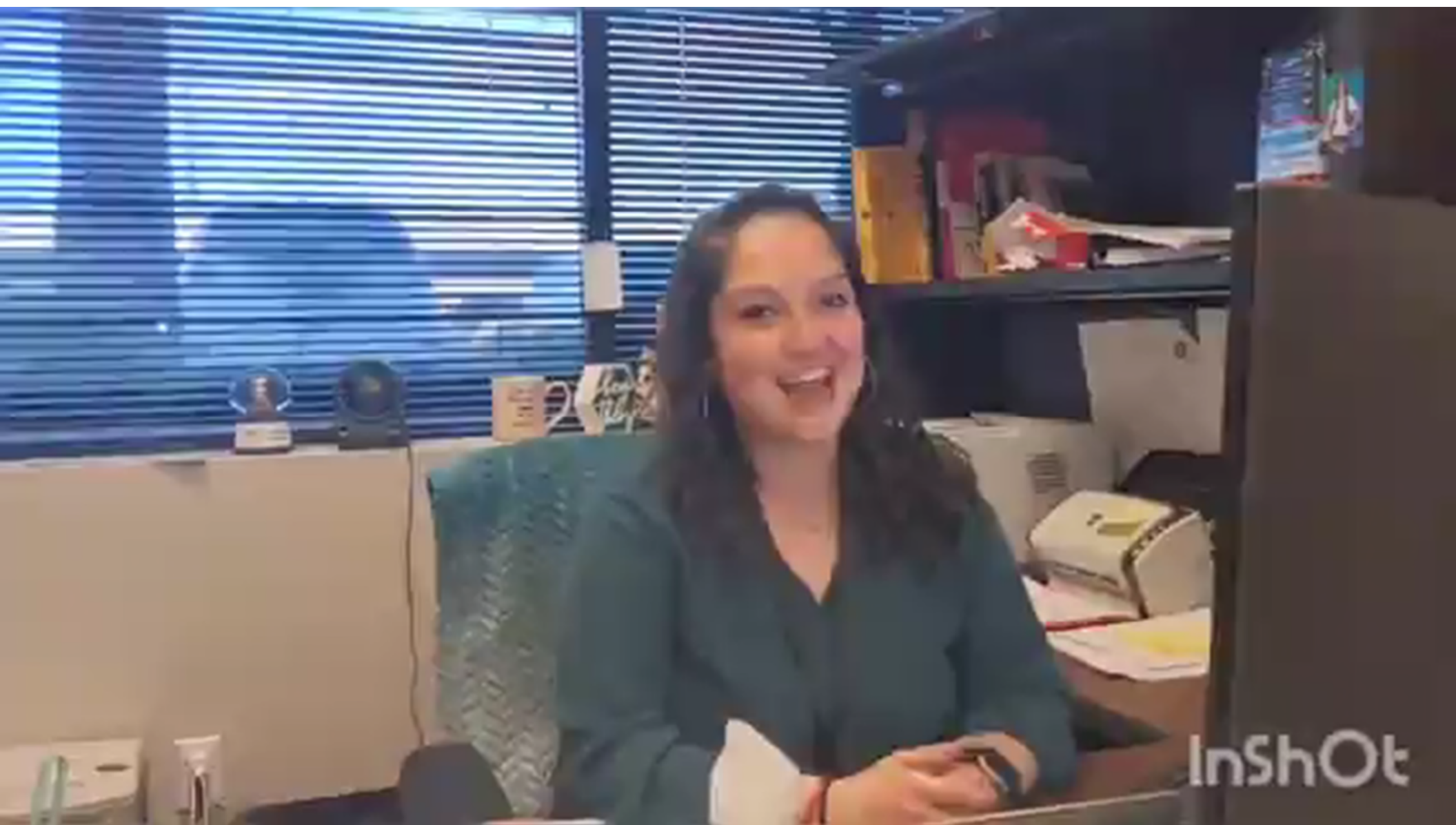
K Knowledge – On how to change



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Continued engagement as change draws near

- A** Awareness – Of the need for change
- D** Desire – To participate and support the change



A Ability — To implement desired skills & behaviors





R Reinforcement – To sustain the change

One cannot improve as an endurance athlete except by changing one's relationship with perception of effort.

- Matt Fitzgerald



Instructions for group exercise

1. Join any group, then identify a scribe, and a speaker
2. As a group, take 5 mins to discuss and capture types changes you've each gone through in the workplace (in a couple words)
3. Discussion prompts
 - a. How has today's session helped you think differently in approaching changes?
 - b. What feelings did you experience during the change you went through?
 - c. What would have helped you adapt better to the change?

TYPES OF CHANGES: Legislative, system, processes, your role, etc.