



Oops They Updated It Again!!

Surviving and Thriving Through System Changes

Welcome

- Rebel Smith, Senior Business Analyst Supervisor, Office of Recovery Services, Utah
- Jamie Zaffino, Organizational Change Manager, Bureau of Child Support, Wisconsin
- Victoria Marquez, Deputy Director of Field Operations, Child Support Services Division, New Mexico



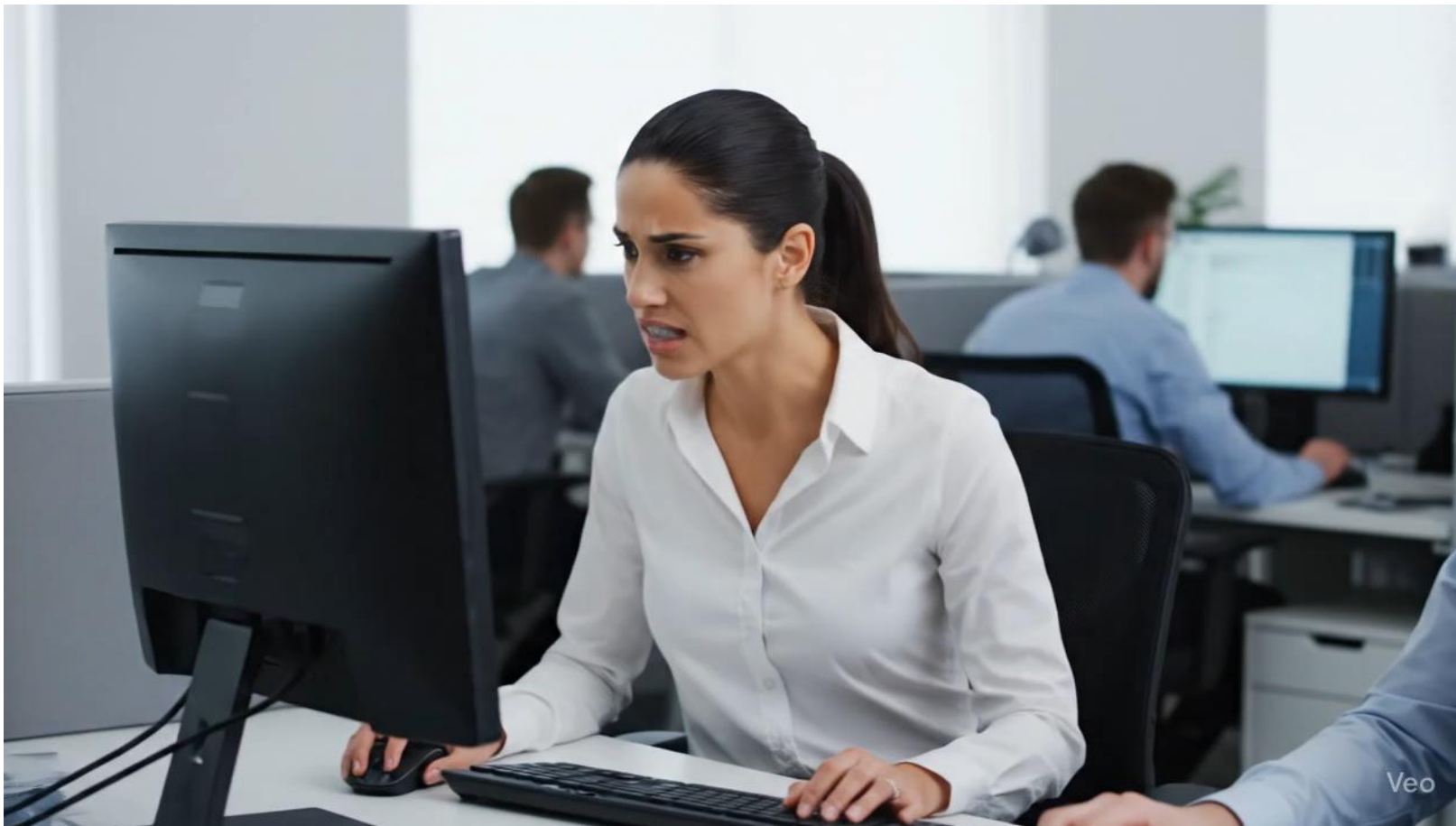
Session Objectives

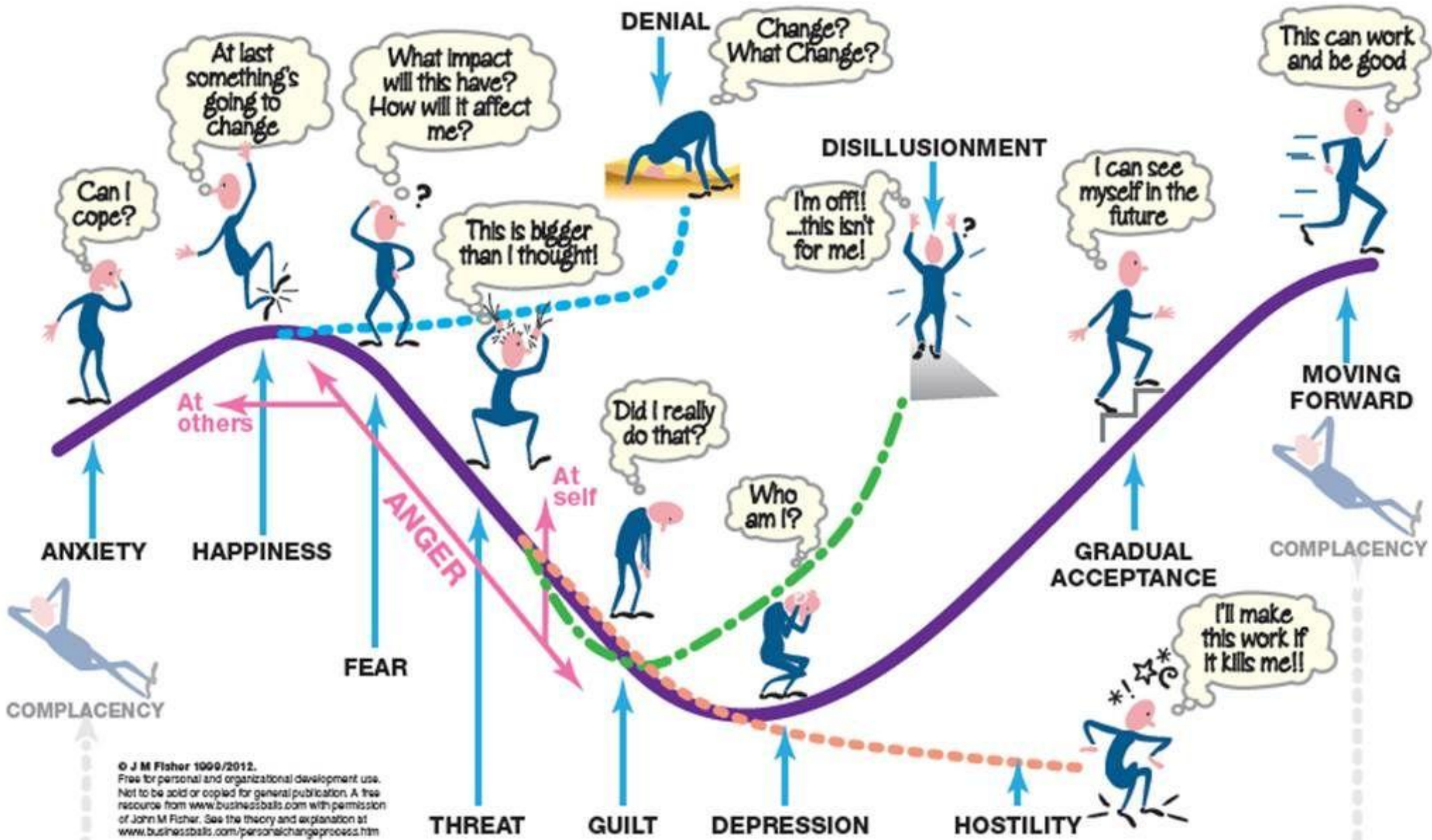
- Introduce Organizational Change Management
- Recognize Common Reactions to Change
- Discuss Strategies and Tools to Lead Effective Change
- Build Adaptability and Future-Readiness
- Share Experiences

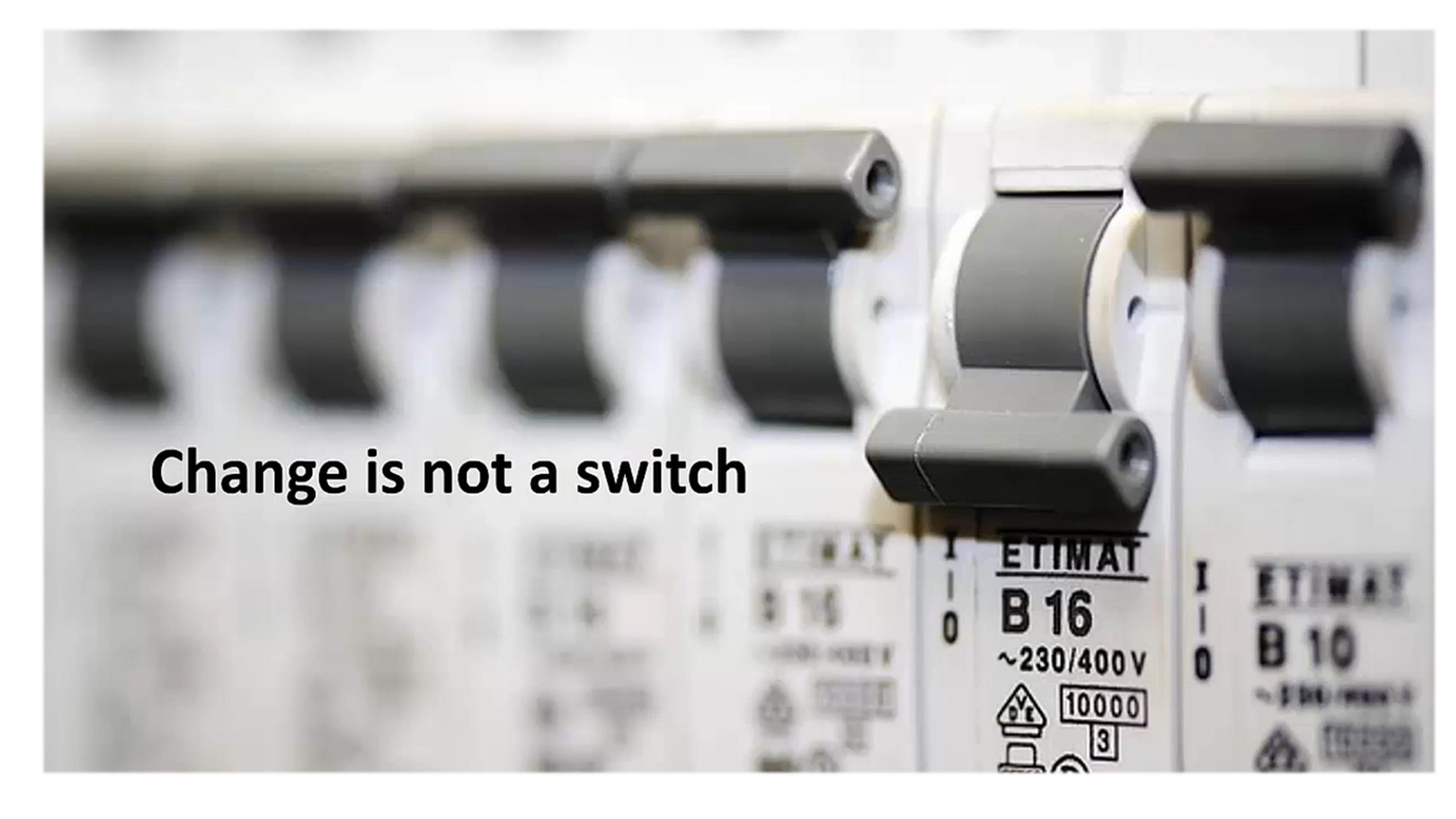


A What is Organizational
Change Management?

Why Do These Changes Keep Happening?





A close-up photograph of a row of circuit breakers. The breakers are white with black handles. The central breaker is in focus, showing its handle and label. The other breakers are blurred in the background. The text "Change is not a switch" is overlaid in the center-left of the image.

Change is not a switch

ETIMAT

B 16

~230/400V



10000

3

ETIMAT

B 10

~230/400V



10000



What are the consequences of not managing the people side of change?



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What has your experience been with current and past changes?

- People are comfortable with what they know
- Forced initiatives make them question things
- People change for their own personal reasons



Individual Change Management Outcomes

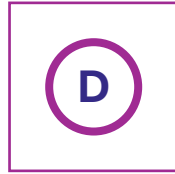
When you create:

You hear:



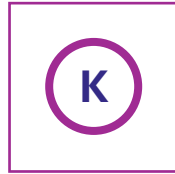
Awareness

“I understand why...”



Desire

“I have decided to...”



Knowledge

“I know how to...”



Ability

“I am able to...”



Reinforcement

“I will continue to...”



The “After-Party”



Core Roles in Change Management

Employee-Facing Roles



Sponsor

- Authorize the change
- Fulfill three key roles: (ABCs)
 - Actively and visibly participate throughout the project
 - Build a coalition of sponsorship with peers and managers
 - Communicate directly with employees



People Manager

- Support direct reports in their change journeys
- Fulfill five key roles: (CLARC)
 - Communicator
 - Liaison
 - Advocate
 - Resistance Manager
 - Coach

Enabling Roles



Change Practitioner

- Apply structure and intent to change
- Enable and equip other change roles
- Collaborate on a unified approach with the project manager



Project Manager

- Design, develop and deliver the technical solution with employee adoption and usage in mind from the beginning
- Collaborate on a unified approach with the change practitioner

Staying Future-Ready

- Build Readiness (training and communication)
 - Reinforce new skills
 - Measure Success
 - Celebrate Success
- Capture lessons learned



Wrap Up - Discussion and Questions

