



# Managing Change

## The Keys to Empowerment

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# Managing Change

## Background & History

*Learn from the Past*



# Managing Change

## The Challenge



# Managing Change

## The Approach

*Build the Capacity to Change*



# Managing Change

## Motivating Change

*Understanding the Two Sides of Change*  
*Create a Readiness for Change*



# Managing Change

## Developing Political Support

*Resistance to Change is Predictable*

*Know Your Environment & Stakeholders*



# Managing Change

## Managing the Transition of Change

*Be Flexible & Fluid*



# Managing Change

## Sustaining Momentum *Stay the Course*





# Managing Change

**Change is Journey,  
Not a Blueprint**



# Managing Change

## Build a Strong & Committed Management Coalition



# Managing Change

## Identify All Stakeholders and their roles



# Managing Change

## Lessons Learned



# Managing Change

## Key Relationships

- **Allies** (with an ask for support just beyond their norm)
- **Opposition** (spend time with them)
- **Senior Authority** (stay connected)
- **Casualties** (sincerely & genuinely pay attention to them)
- **Voices of Dissent** (listen to them and ask yourself “why?”)
- **Relationship with Yourself** (all eyes are on you – take care of yourself – separate yourself from your role)



# Managing Change

**Analyze their Readiness for  
change then...  
Start where people are Most  
Receptive**



# Managing Change

**People Support  
What They Help Develop**



# Managing Change

**Manage the Driving Forces as well as the Restraining Forces**





# Managing Change

**Know your Reasons for Change**  
*(they better be darn good reasons)*



# Managing Change

**Prepare for the  
Implementation Dip**  
*(It will happen)*



# Managing Change

**Validate the Feelings of People**  
*(Acknowledge the Pain)*



# Managing Change

**Focus on Competency Building to  
Help with Change**  
*(Training is Key)*



# Managing Change

**You will stumble, but keep going!**  
*(Seek Out Peer Support, You will Need it)*



# Managing Change

# Questions?



# Managing Change

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