

Change – Creating a Positive Work Environment

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Why change fails?

- Lacking a plan to guide the change
- Failure to define a clear rationale for the change
- Ignoring the organizations culture
- Weak follow through by the sponsors
- Not investing enough resources in the change effort
- Gaps or inconsistency in the change agent skills
- Poor communication
- Fear of feedback
- Declaring success to early in the change process
- Neglecting to reinforce the change



“What if, and I know this sounds kooky, we communicated with the employees.”

Kotter's eight step model

- Establish a sense of urgency
- Form a powerful guiding coalition
- Create a guiding vision
- Communicate the vision
- Empower others to act
- Create small wins along the way
- Consolidate improvements and create more change
- Institutionalize the new culture



Becoming a Change Agent

- What, how, why....
 - What does the company do?
 - How does the company do it?
 - Why does the company exist?
- Start with WHY
 - Why, how, what!



References

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