Office of Human Resources

**Making Change Stick**
Change is becoming a way of life yet it is estimated that up to 2/3 of all changes fail to fully deliver on desired results. This is because most change plans fall short by only addressing the technical aspects of the change. Making sticky change requires a solid plan that goes beyond the technical aspects of the change and includes strategies that support acceptance of the plan – the cultural aspects of the change.

After this session you will be able to:
- use a tool to identify both the technical and cultural aspects of your change.
- evaluate where your changes are most at risk and identify actions to proactively ensure success.
- involve others in the change planning process.
Change Intelligence
Every leader has their own unique Change Leadership Style. These styles represent a leader’s tendencies to lead with our *Heart* versus our *Head* versus our *Hands*. Powerful Change Leaders “start with the heart,” “engage the brain,” and “help the hands” move in positive new directions. By building Change Intelligence, Change Leaders are able to overcome what looks like resistance, but is really either: confusion over the goal (no “Head”), lack of connection to the goal (no “Heart”), or lack of tactics and training to partner together to work toward the goal (no “Hands”).

After this session you will be able to:
- use the three CQ Styles — *Heart, Head and Hands* — to understand how you approach leading change.
- adapt your styles to be optimally effective in leading change across a variety of people and situations.
- pay attention to your CQ strengths and your CQ blindspots.
Planning and Implementing Change
This session explores six core requirements related to effectively planning and implementing change. Understanding these requirements allows you to take targeted action to minimize resistance and increase the overall effectiveness of your change.

After this session you will be able to:
• assess your change implementation plans and identify specific action steps that will increase the effectiveness of your change
• use a tool to identify actions that will strengthen your implementation plan.
• increase the momentum of your change by identifying strategies to engage both assistors and resistors.
Managing Personal Transitions
Most changes require asking people to do things differently – in other words, to make a personal transition. Research has shown that the individual transition process is comprised of are three predictable phases. Each of these phases is characterized by specific needs, emotions and dynamics. Leaders can leverage this knowledge to implement change more smoothly and quickly.

After this session you will be able to:
- identify the characteristics of each phase in the transition process.
- take effective action to address the needs of individuals in each phase.
- conduct one-on-one conversations about the concerns of individuals in each phase.