



The Art of Change Management

Weather the Storm with Your Team and Sanity Intact

Facilitator: Raena Morrison

“

A bend in the road is not the end of the road...unless you fail to make the turn.

Helen Keller

”

The Pace of Change is Increasing



Market Competition



Technology Advancements



Global Crises



Workplace Norms

70% of Change Management Programs fail to meet Objectives*



Reasons why they fail:

- Employee resistance to change (39%)
- Lack of management support (33%)
- Inadequate resources and budget (14%)
- Other obstacles (14%)

93% of organizations who report excellent change management effectiveness meet or exceed their objectives.**

*Source: Prosci 2020 Benchmarking Data from 2007, 2009, 2011, 2013, 2015, 2017, 2019, <https://www.prosci.com/blog/the-correlation-between-change-management-and-project-success>

**Source: Jones-Schenk, Jan. "70% Failure Rate: An Imperative for Better Change Management." National Library of Medicine, April 2019, <https://pubmed.ncbi.nlm.nih.gov/30942888/>

What is Change Management?



Change Management as a **Process**

Effective change management follows a repeatable process and uses a holistic set of tools to drive successful change.



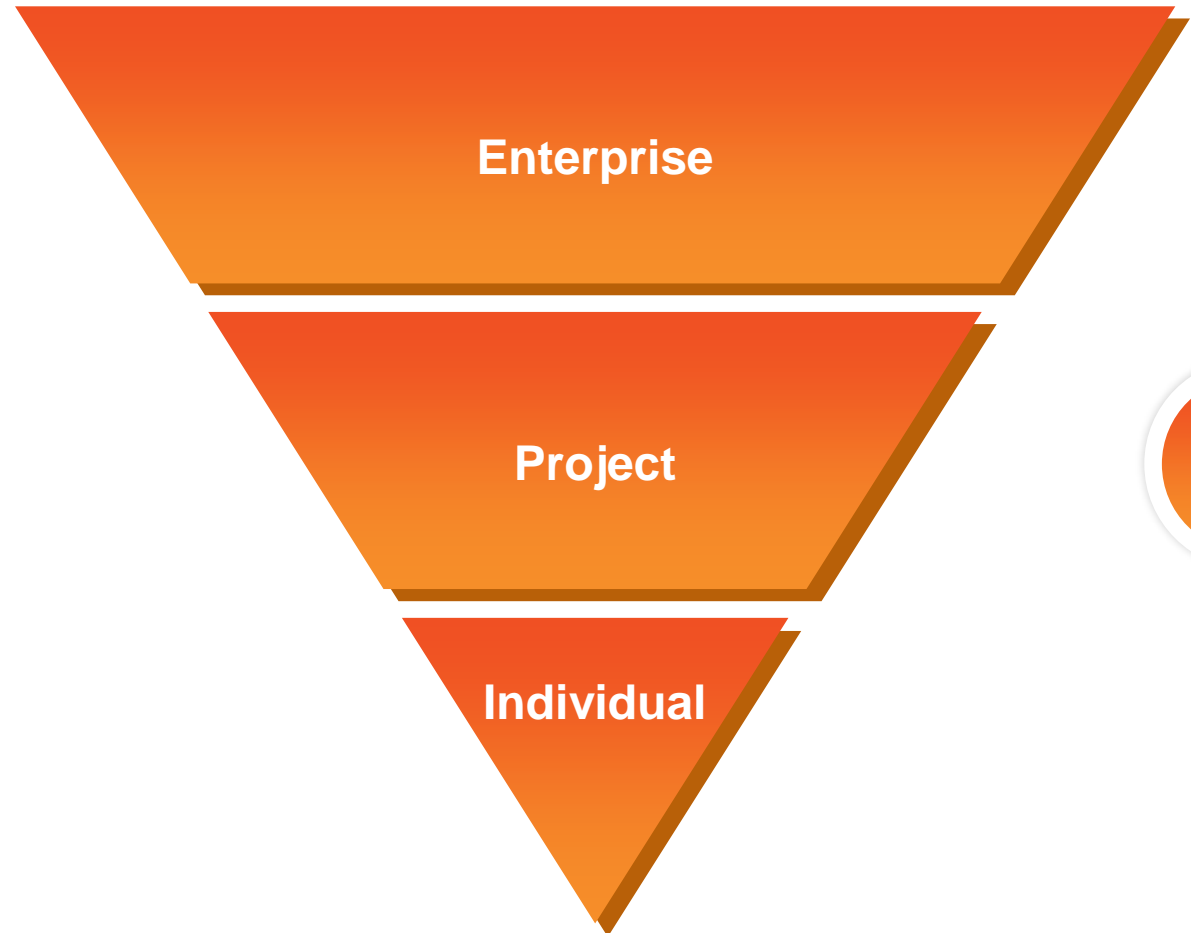
Change Management as a **Competency**

As a competency for leaders, change management is a set of skills that enables change and creates a strategic capability for increasing organizational effectiveness.

Source: Creasey, Tom. "Defining Change Competency." <https://www.prosci.com/blog/defining-change-competency#:~:text=Change%20competency%20is%20an%20organization%E2%80%99s%20ability%20to%20react,requires%20a%20fundamental%20shift%20in%20culture%20and%20values.>

The ADKAR Model

Change Management at the Individual Level



A

Awareness of the need for change

D

Desire to participate and support the change

K

Knowledge on how to change

A

Ability to demonstrate new skills and behaviors

R

Reinforcement to sustain the change

Please Welcome Panelists!



Donnell Perkins

Manager of Enterprise Applications
Brooklyn Public Library



Cynthia Barnett

Technical Services Manager
Birmingham Public Library



Andrea Kappler

Cataloging Manager
Evansville Vanderburgh Public Library



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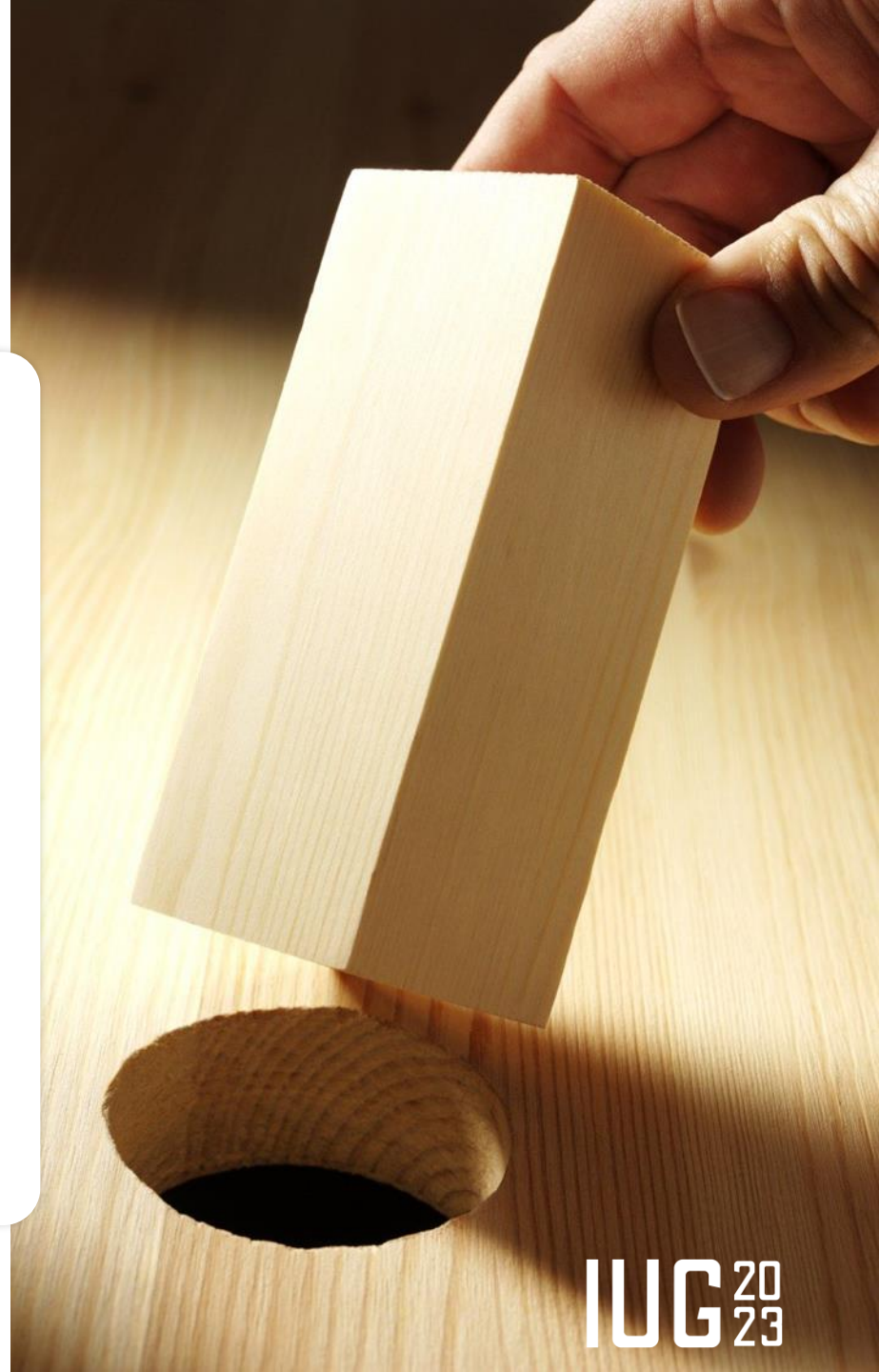
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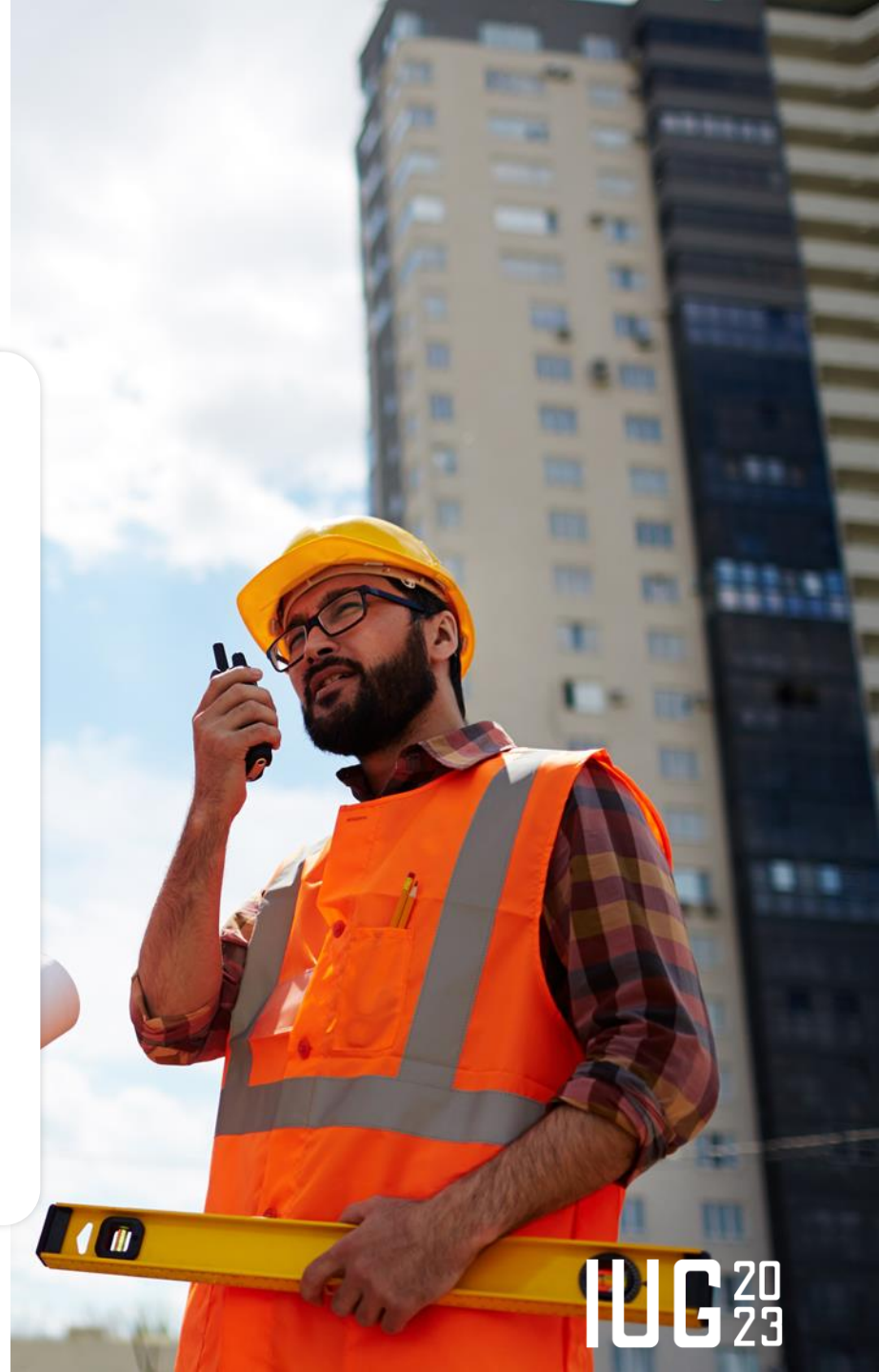
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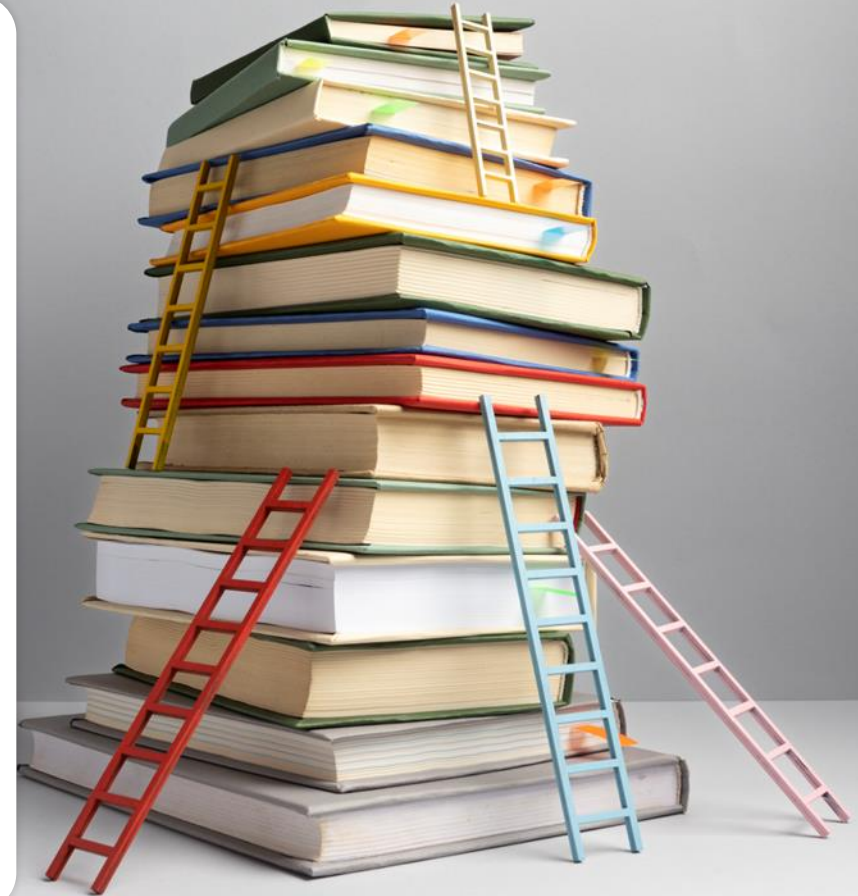
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How to Get Started?

Practice!



Additional Resources



<https://www.prosci.com/resources/downloads>

[McKinsey's 7-s Model](#)

[The 8-Step Process for Leading Change | Dr. John Kotter \(kotterinc.com\)](#)

Kurt Lewin's 3-Stage Theory from the 1940s



THANK YOU

Questions?