



Managing Change

IACC Annual Conference
March 29, 2008
Zermatt Resort & Spa – Midway, Utah
Nicholas J. Scalzo, Ed.D.



Agenda

- Introduction
- Change Awareness Inventory
- What is Change?
- Types of Change

March 29, 2008

Copyright



2

Objectives

- Understand and interpret the impact of change.
- View change as natural and inevitable.
- Help people adjust to change.
- Involve others in the change process.
- Build commitment and energy around the change.
- Provide ongoing reinforcement for the change effort.

March 29, 2008

Copyright



3

Change Awareness Inventory

1. Respond to statements individually.
2. Discuss responses in table groups.
3. Large group discussion

What is Change?

"An alteration, modification, or mutation, over time, that results in a different course, direction, or process."

(Scalzo, 2006)

Types of Change

- Continuous
- Evolutionary
- First-order
- Incremental
- Discontinuous
- Episodic
- Third-order
- Transformational
- Radical

Radical Change

“Initiatives that create a significant shift in structure, function, values, culture, strategy, power distribution, and control systems.”

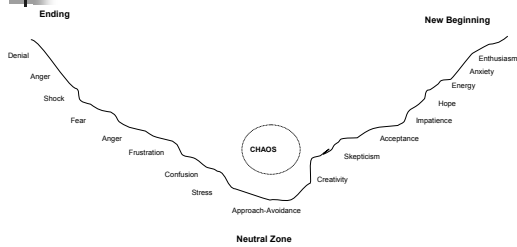
(El-Meligi, 2000; Geigle, 1997; Tushman et al., 1986)

March 29, 2008

Copyright **OnTrack**
Learning • Consulting • Performance Support Services

7

Reactions to Change



March 29, 2008

Copyright **OnTrack**
Learning • Consulting • Performance Support Services

8

Change can be Good!

- Feeling apprehensive is a normal reaction.
- Your role is to support the changes.

REMEMBER: Change CAN and SHOULD be viewed as a GOOD THING!

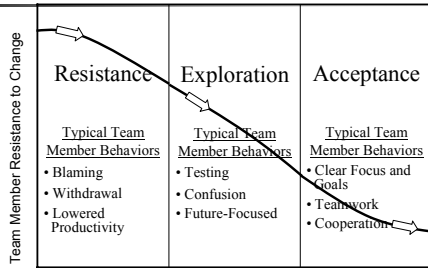
Vital Learning
FOR INDIVIDUALS AND ORGANIZATIONS

March 29, 2008

Copyright **OnTrack**
Learning • Consulting • Performance Support Services

9

Leader's Role



March 29, 2008

Copyright **OnTrack**

10

Successful Change Practices

- Ongoing use of clear, personal communication.
- Senior management commitment and planning.
- Give permission for questions, opinions, and concerns.
- Respond to questions and concerns.
- Keep talking!

March 29, 2008

Copyright **OnTrack**

11

What Questions do you have?

March 29, 2008

Copyright **OnTrack**

12
