

The Art & Science of Change

WICT Carolinas
Professional Development Workshop Series



Women in Cable
TelecommunicationsSM

About Professional Development Workshops



- Webinar series brought to you by WICT Carolinas
- Trained professionals provide skills-based instruction, tips, tools and techniques that can be immediately applied
- Held every other month, April - October
- FREE of charge to all members

The Art & Science of Change is the first session in this four-part series.

Featured WICT Leadership Touchstone

BE A CATALYST and set the wheels of change in motion.

Progress is never made by standing still or by relying on the same old ideas.

As a leader you must push the envelope to transform our industry with innovative concepts that are bigger and better than ever before.

Take initiative.

Raise the bar.

Demand equality on all fronts and embrace diversity.

Above all, never accept less respect than you offer others, because change can only take hold if it is grounded in respect.

“Human beings do not like to *be changed*,
but they don’t mind *changing*.”



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Featured Guest Speaker



David Hinds

Organization Development
Time Warner Cable
Charlotte, NC

Change Management Specialist



Understanding Change

- ✓ Change management and its value
- ✓ Change vs Transition
- ✓ Supporting others through change and transition

Objectives

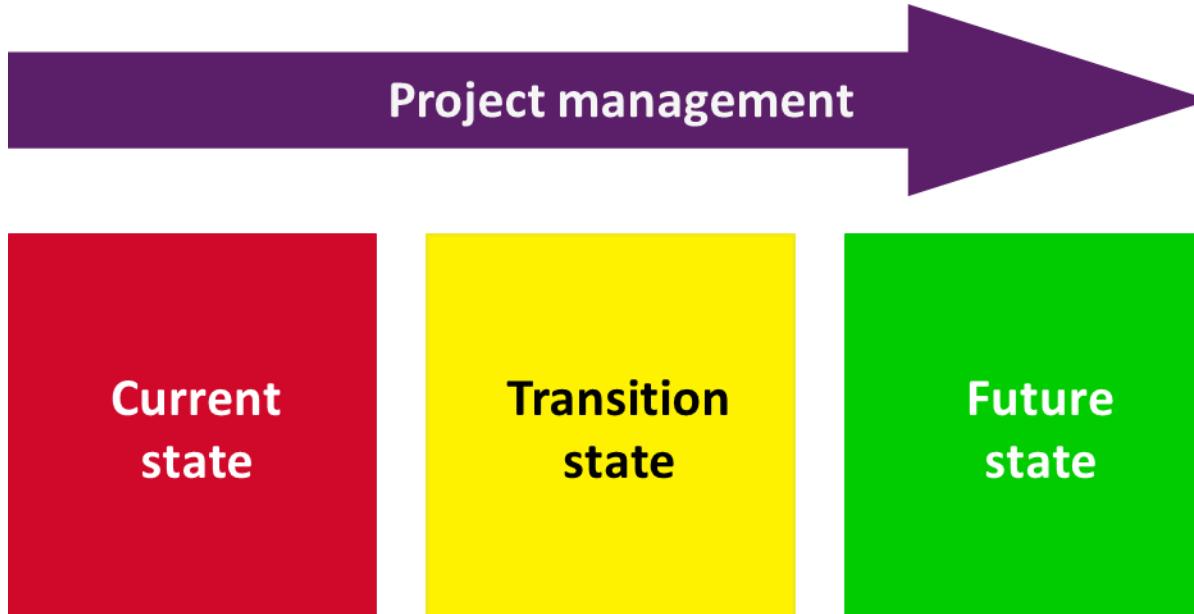
After this presentation, you will be able to:

- ✓ Support and drive change
- ✓ Identify stages of change and transition
- ✓ Support others through change and transition

Change

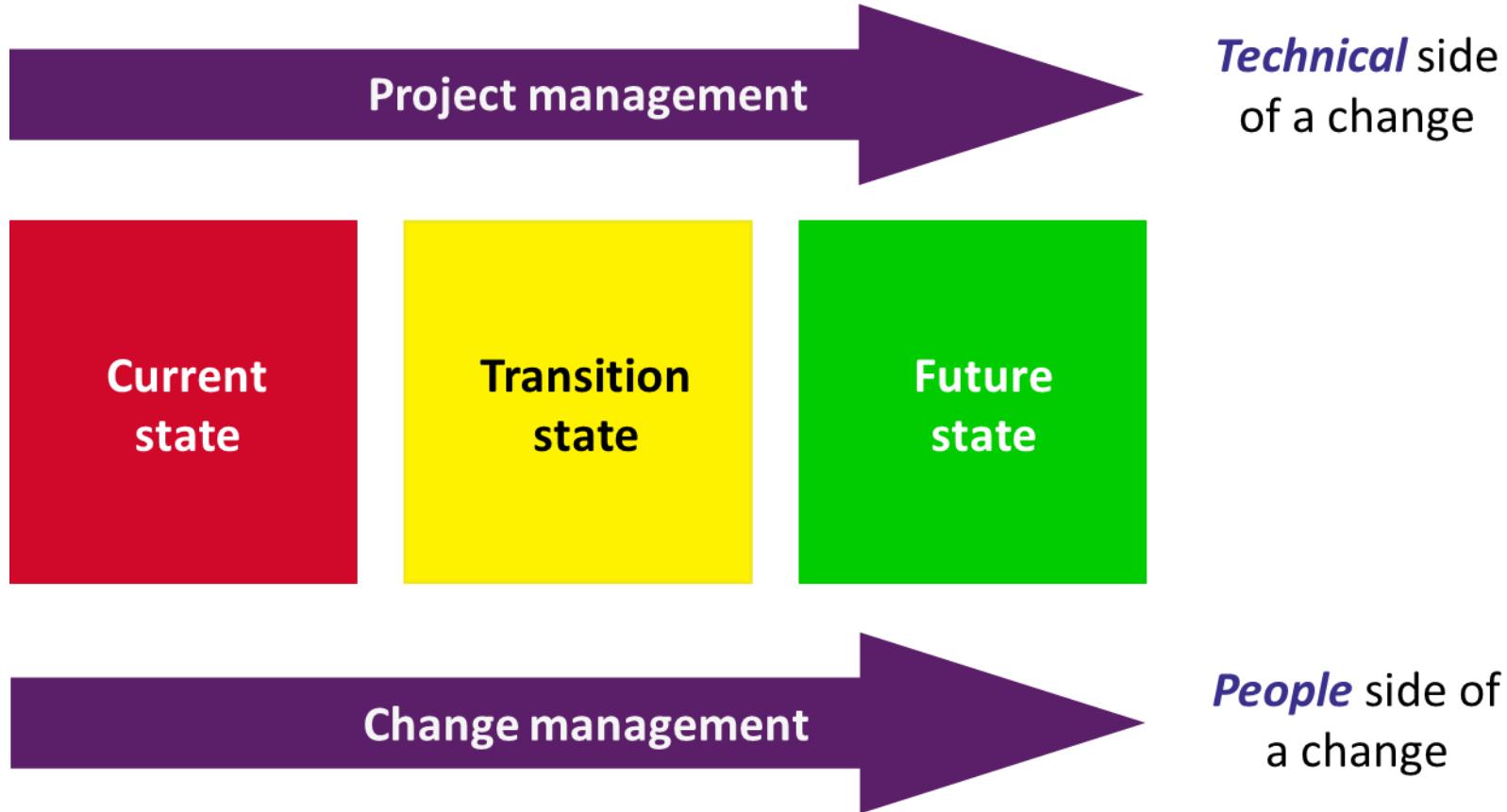


Project Management



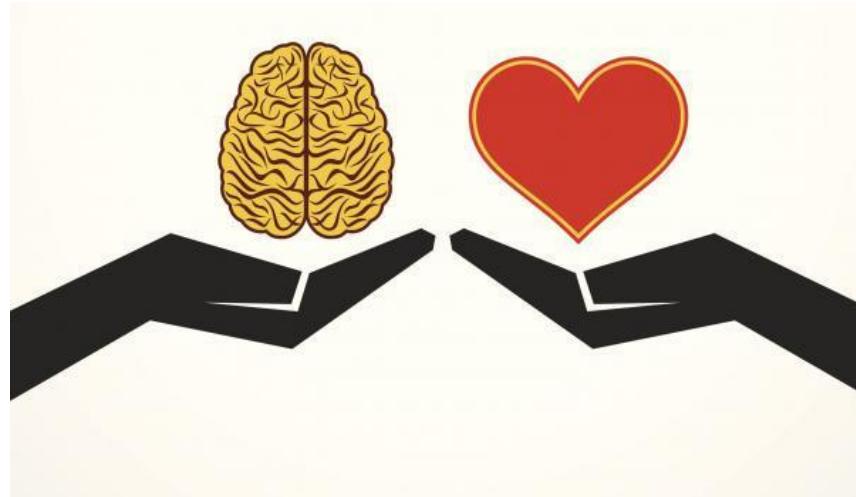
Technical side
of a change

Change Management



Change Management Principles

- CM is an enabling framework for managing the people side of change



Change Managed Poorly:

- Lower productivity
- Passive resistance
- Active resistance
- Turnover of valued employees
- Changes not fully implemented
- People finding work-arounds
- Disinterest in the current or future state
- Arguing about the need for change
- Increased absenteeism
- People revert to the old way of doing things
- The change being totally scrapped
- Creates divides between ‘us’ and ‘them’

AUDIENCE QUESTION

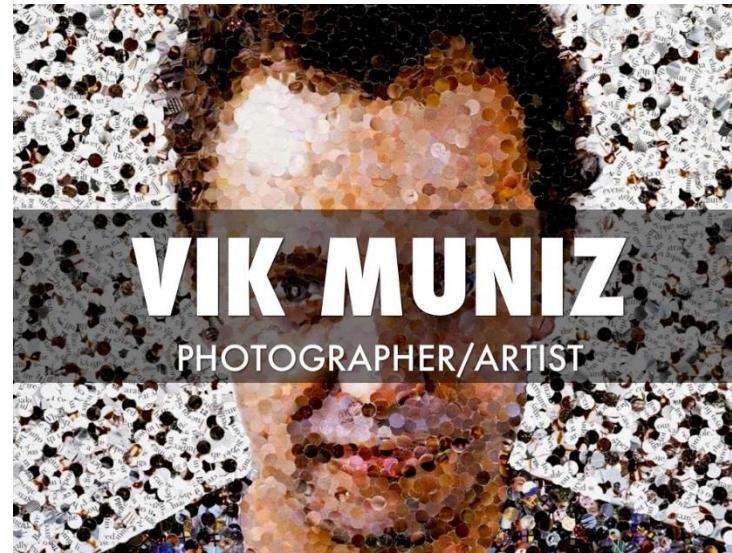
Chat your reply or unmute (*6) and offer a brief description

How have you seen these outcomes avoided?



Change Management Principles

- Organizational change requires individual change
- Organizational outcomes are the collective result of individual change





Picasso – *Woman Ironing*

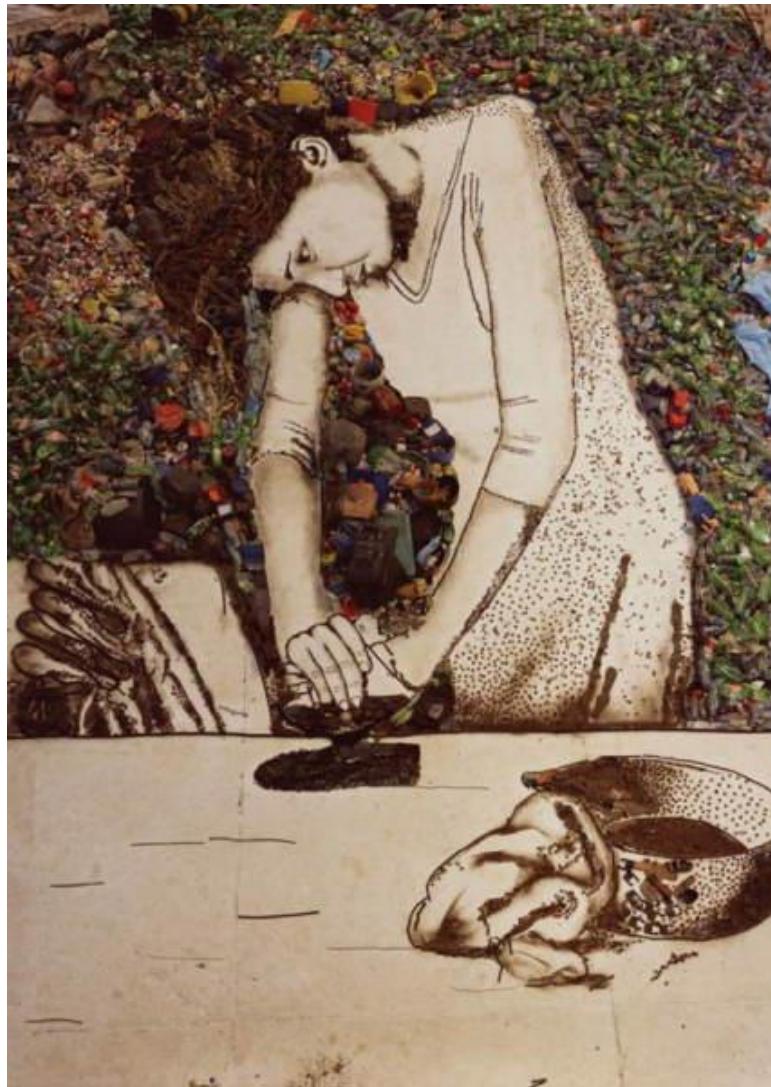


Landfill – Rio De Janeiro

Picasso Image: <http://www.guggenheim.org/new-york/collections/collection-online/artwork/3417>
Landfill image: <http://recyclenation.com/2015/05/recycling-artist-spotlight-vik-muniz-and-waste-land>



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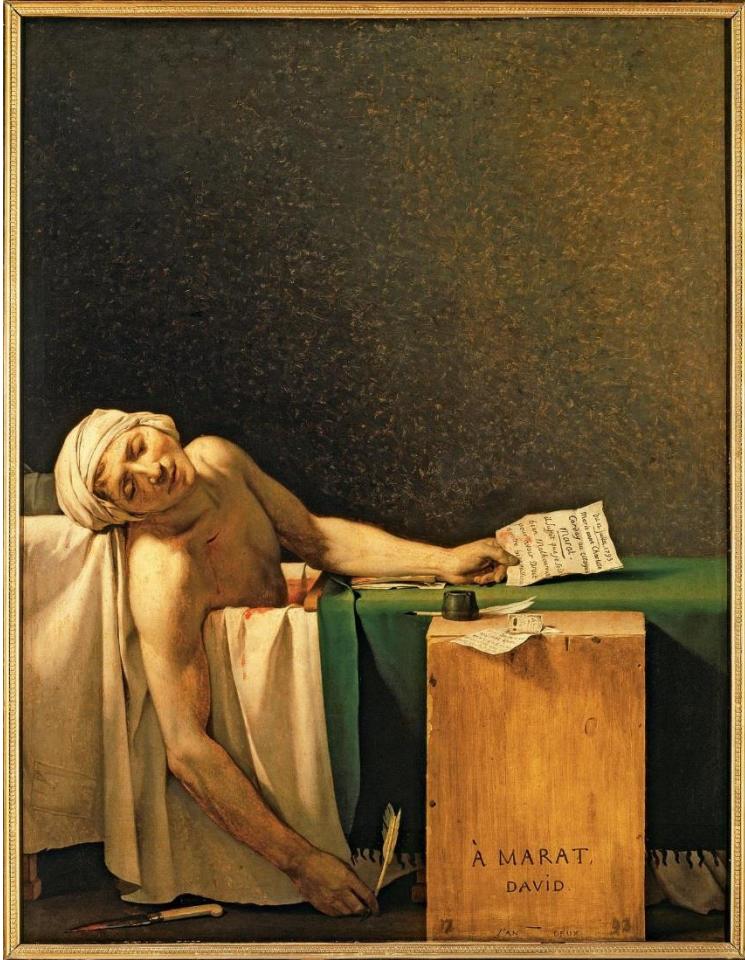


Muniz—*Ironing Woman*

Muniz image: <http://artnews.org/vikmuniz>



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Jacques-Louis David, *The Death of Marat*, 1793



Muniz– Marat (Sebastiao)

David Image: <https://www.khanacademy.org/humanities/monarchy-enlightenment/neo-classicism/v/david-marat>
Muniz image: http://www.nytimes.com/2010/10/24/arts/design/24muniz.html?pagewanted=1&_r=1



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Muniz– *The Gypsy*



Muniz– *Irma the Bearer*



images: <http://vikmuniz.net/gallery/garbage>

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Muniz photography studio

- Organizational (broad) change requires individual change
- Organizational outcomes are the collective result of individual change

Documentary: “Wasteland”

Sources: Hiatt, Jeffrey M. and Timothy J Creasey. *Change Management: the people side of change*. Prosci Research, 2006.
(image: <http://inhabitat.com/vik-muniz-creates-giant-portraits-using-garbage-from-rio-de-janeiros-landfills/>)

AUDIENCE QUESTION

Chat your reply or unmute (*6) and offer a brief description

What do these images mean to you regarding change?

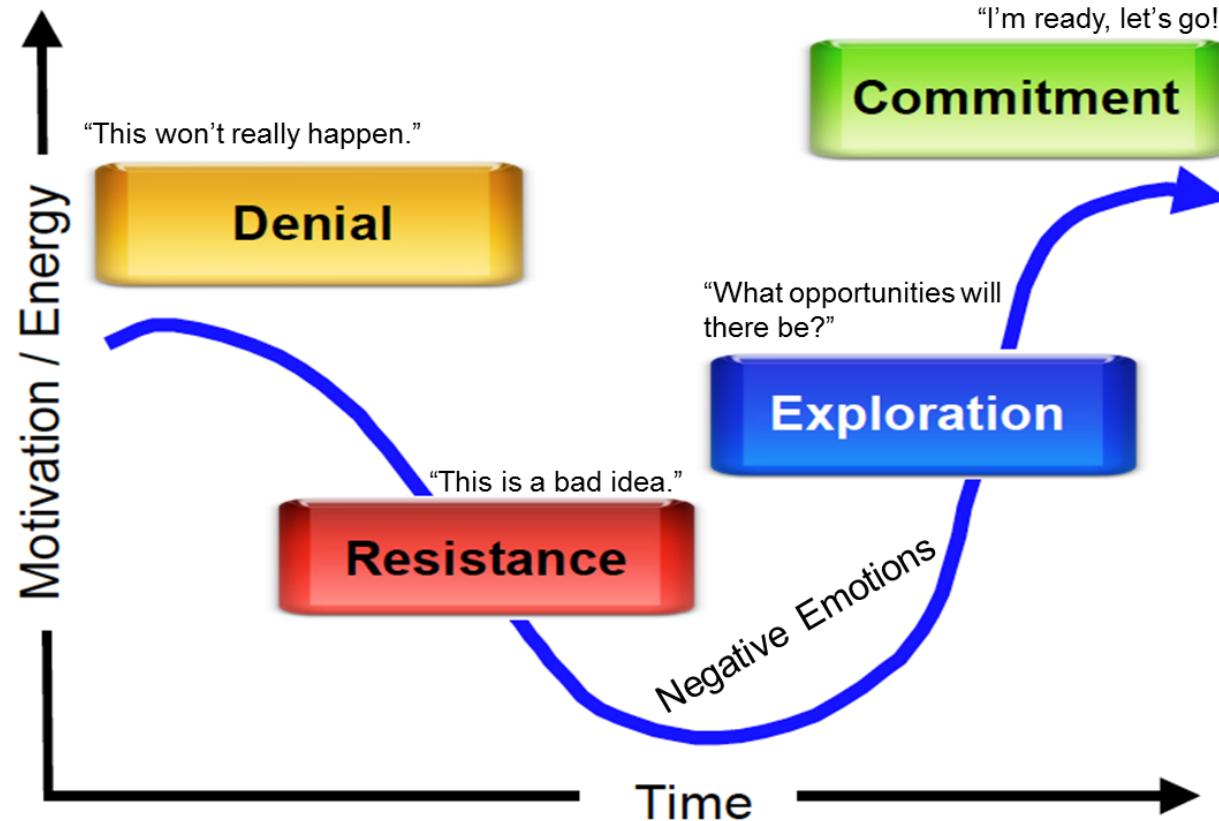


CHANGE AND TRANSITION

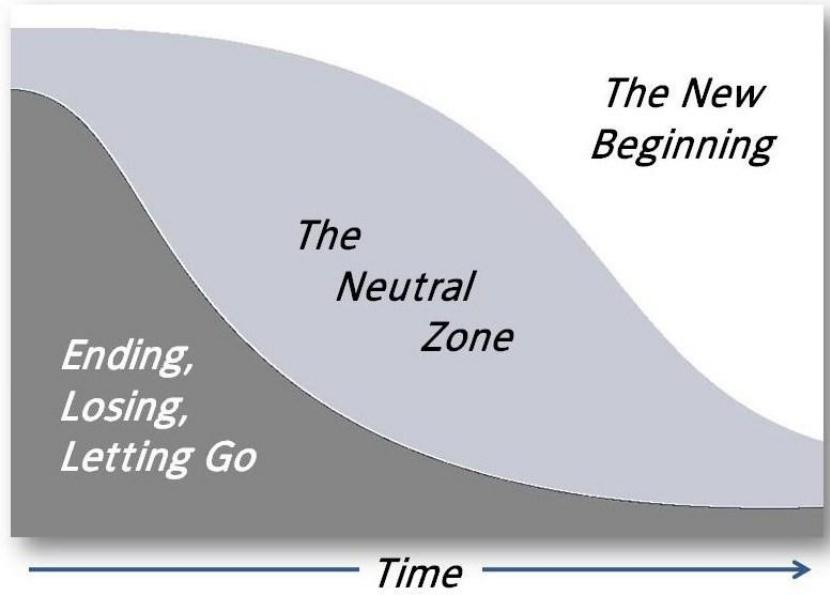


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The Change Curve



Understanding Transition



Change and transition are not the same.

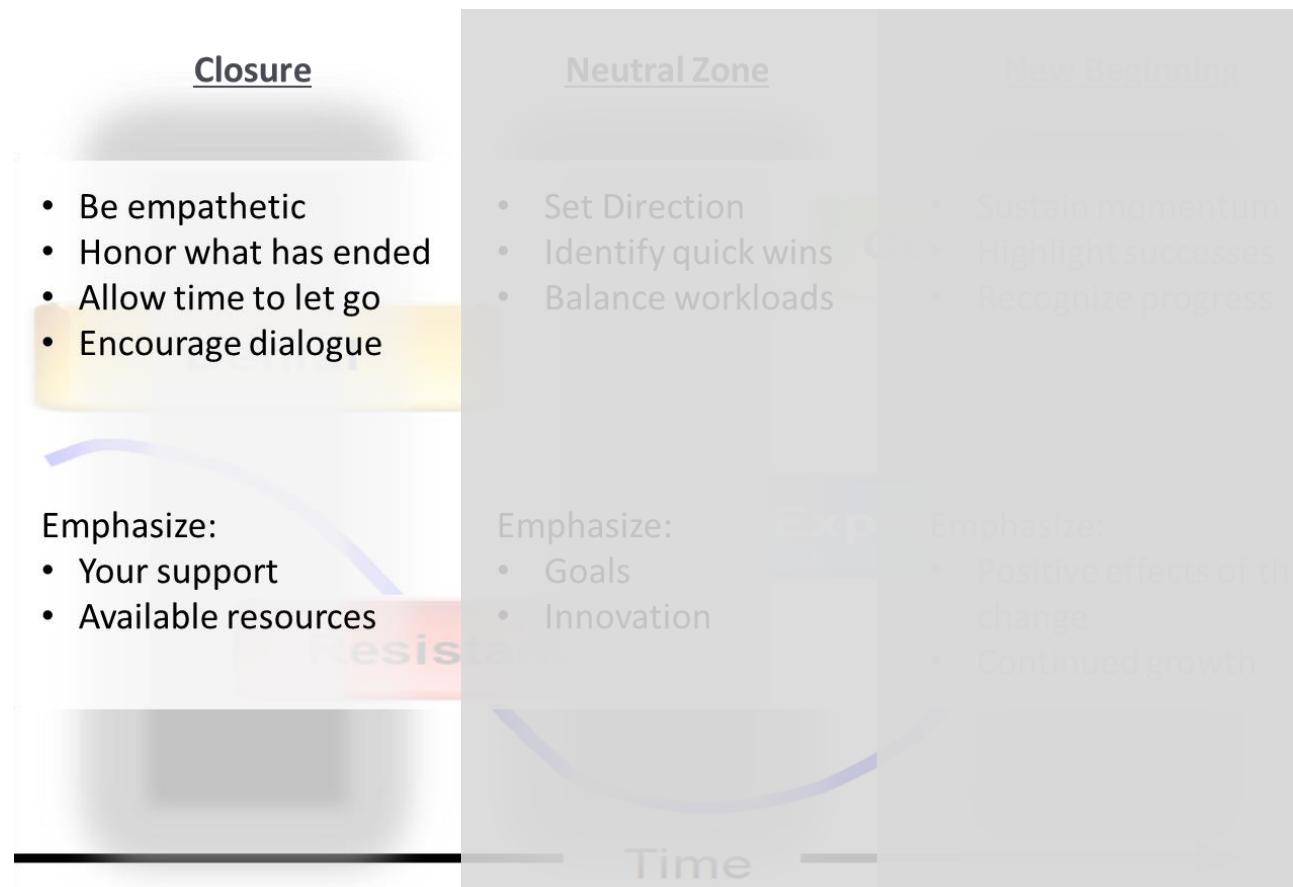
Change is situational and quick. **Transition** is personal and occurs over time.

As you drive change, always consider the phases of transition.
People fear what they don't understand.
Endings must occur before new beginnings.

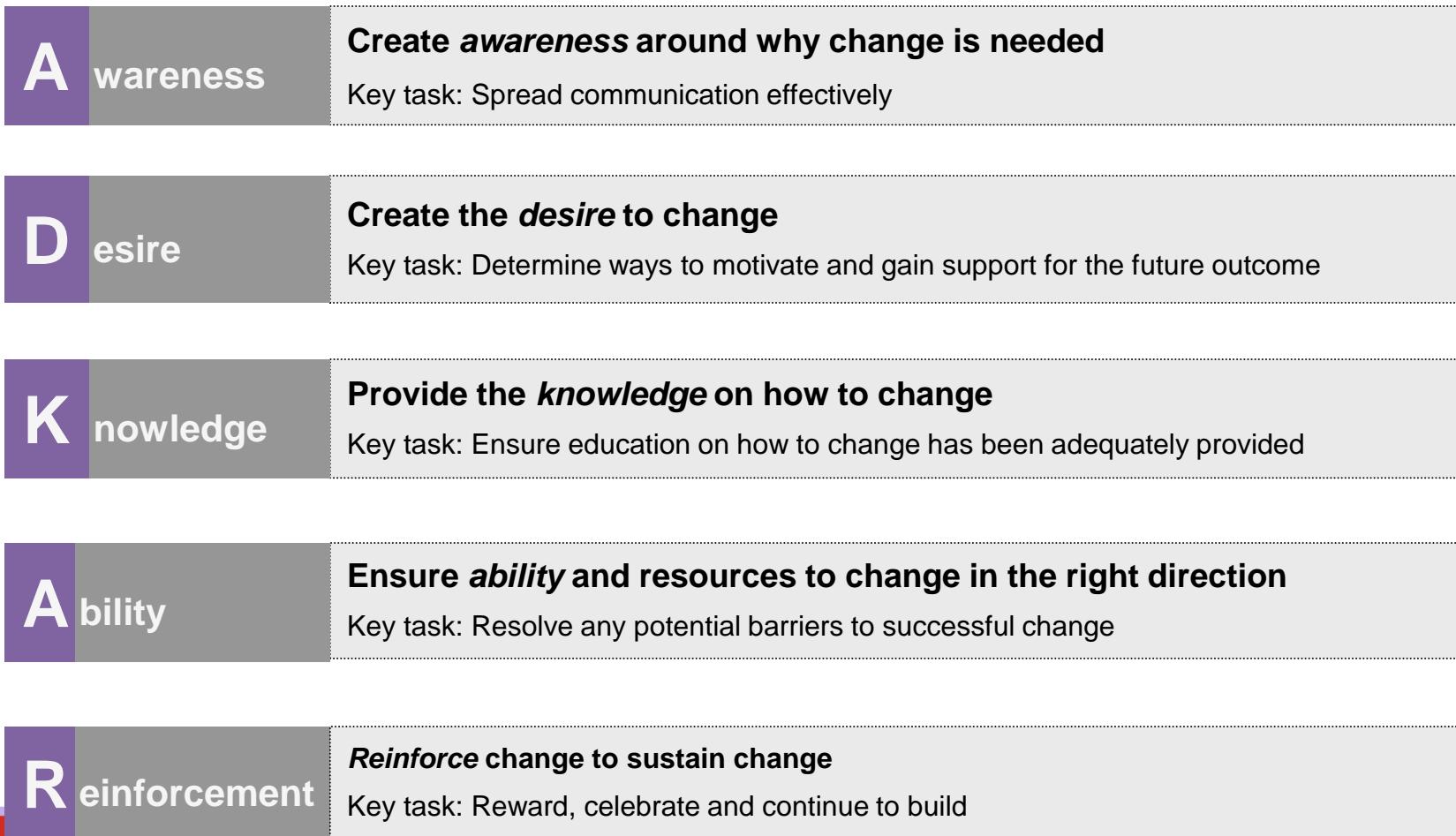
Transition and Change



Support Needed through Transition and Change



The ADKAR Approach



Objectives, revisited

You should now be able to:

- ✓ Support and drive change
- ✓ Identify stages of change and transition
- ✓ Support others through change and transition

QUESTIONS?

Chat your questions or unmute (*6) to ask them verbally



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Next Professional Development Workshop

Personal Branding

June 1, 2016

12:15-1:15

*Open to WICT members-only
REGISTER TODAY!*



To become a WICT member, visit wict.org and click JOIN NOW!



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Other Upcoming WICT Carolinas Events

5/4/2016

TED Talk Touchstones

Brene Brown: The Power of Vulnerability

Lunch time discussion open to WICT members and non-members

Attend at one of 13 locations across the Carolinas

5/12/2016

Personal Branding

Enhance Your Personal Brand

Evening event open to WICT members and non-members

Hosted by Belk @ Southpark in Charlotte, NC

Visit www.wict.org/carolinas for additional **Event** details and to register.



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WICT Carolinas Volunteer Opportunities

The success of WICT Carolinas is a direct result of our passionate and hard-working volunteers. Volunteering can provide career development opportunities and a way to give back to the telecommunications industry.

Current volunteer opportunities are posted on our website. Visit www.wict.org/carolinas and go to **Volunteer Opportunities** to learn more.

Volunteer today!



Thank you!



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