

REIMAGINE NOW

LEA GLOBAL NORTH AMERICAN REGIONAL CONFERENCE





Cultivating

GREY

LEADERSHIP®

to Influence Change Intuitively

GREY LEADERSHIP[®]

- Boundless
- Non-binary
- Foundational Framework
- Transformational Results





TURANDOT

Assumes all suitors are evil

Tests with the unsolvable

Responds to the *Power of Empowerment*

CALAF

Believes in possibility

Deploys his 3 Cs™

Allows her to *Move Her Feet*

GREY LEADERSHIP®



**Resist
Assumption
Xceleration™**

**Use the
Power of
Empowerment**

**GREY
LEADERSHIP®**

**Meet People
Where
They Are**

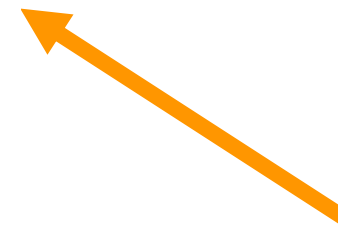
**Allow Them to
Move Their Feet**

The Great LEA GLOBAL Member to Member Challenge

Julie Gustavsson
Chief Operating Officer - Keiter



Me



The Humanship of Change (Management)



When leading, communicating, interacting with Human Beings...



...what is the **Most Challenging?**

Organizations Don't Change...

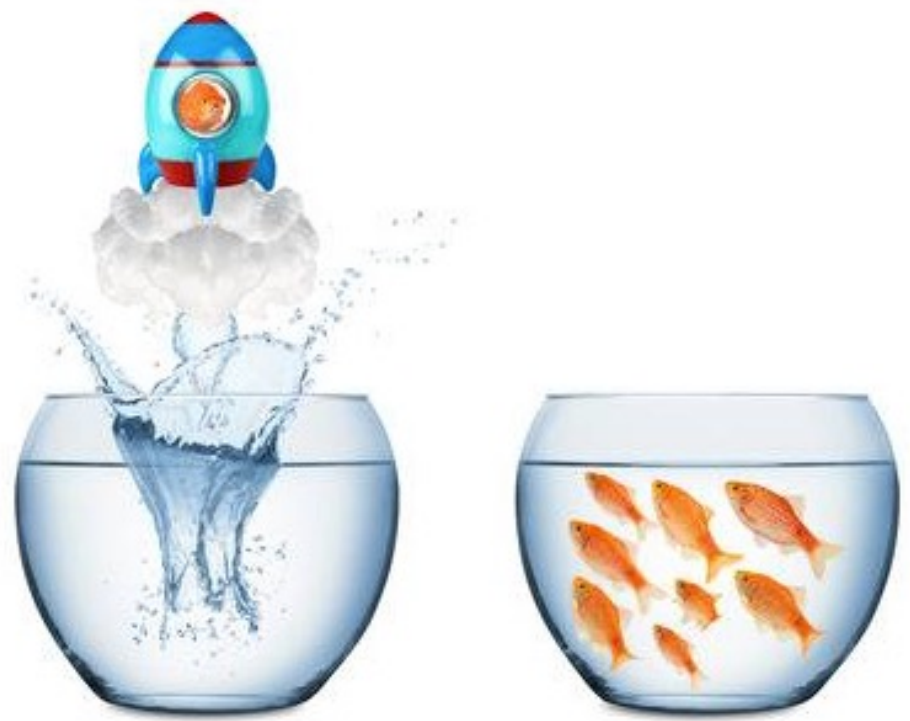
...PEOPLE Do



Any business change requires **individuals** to do their jobs differently to be successful

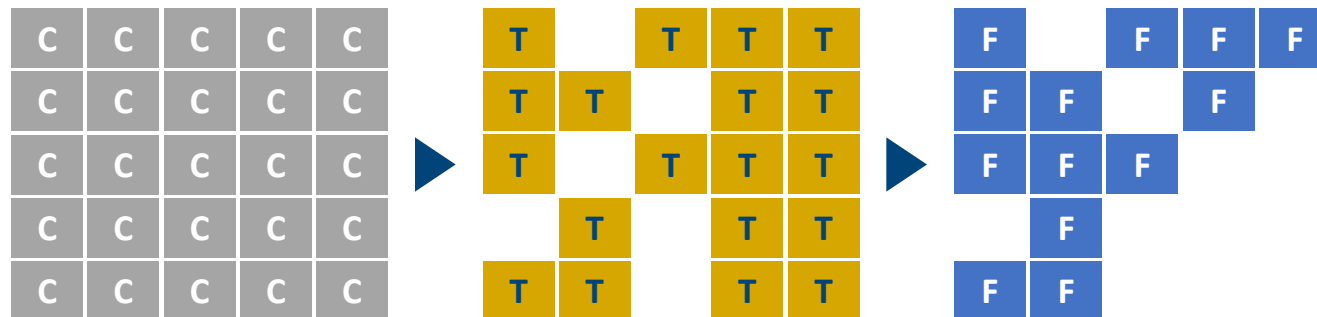
The Prosci[®] Difference (Professional Science)

6,500 Participants - 11 Studies - 25 Years



Only Research of its Kind that Exists Globally

Why is Change Management Important?



Cold Hard Facts

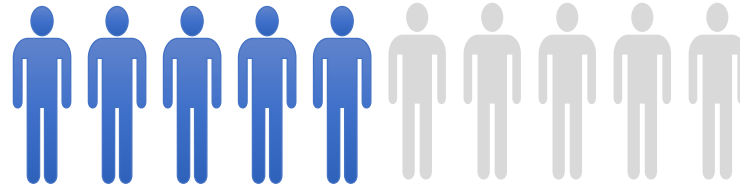


What you can expect to encounter



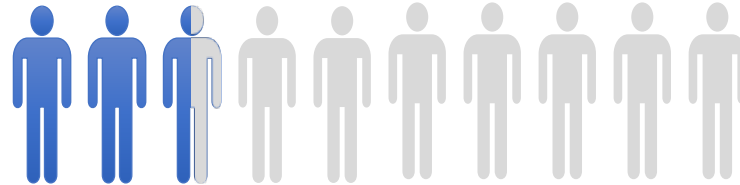
20%

Accept Change



50%

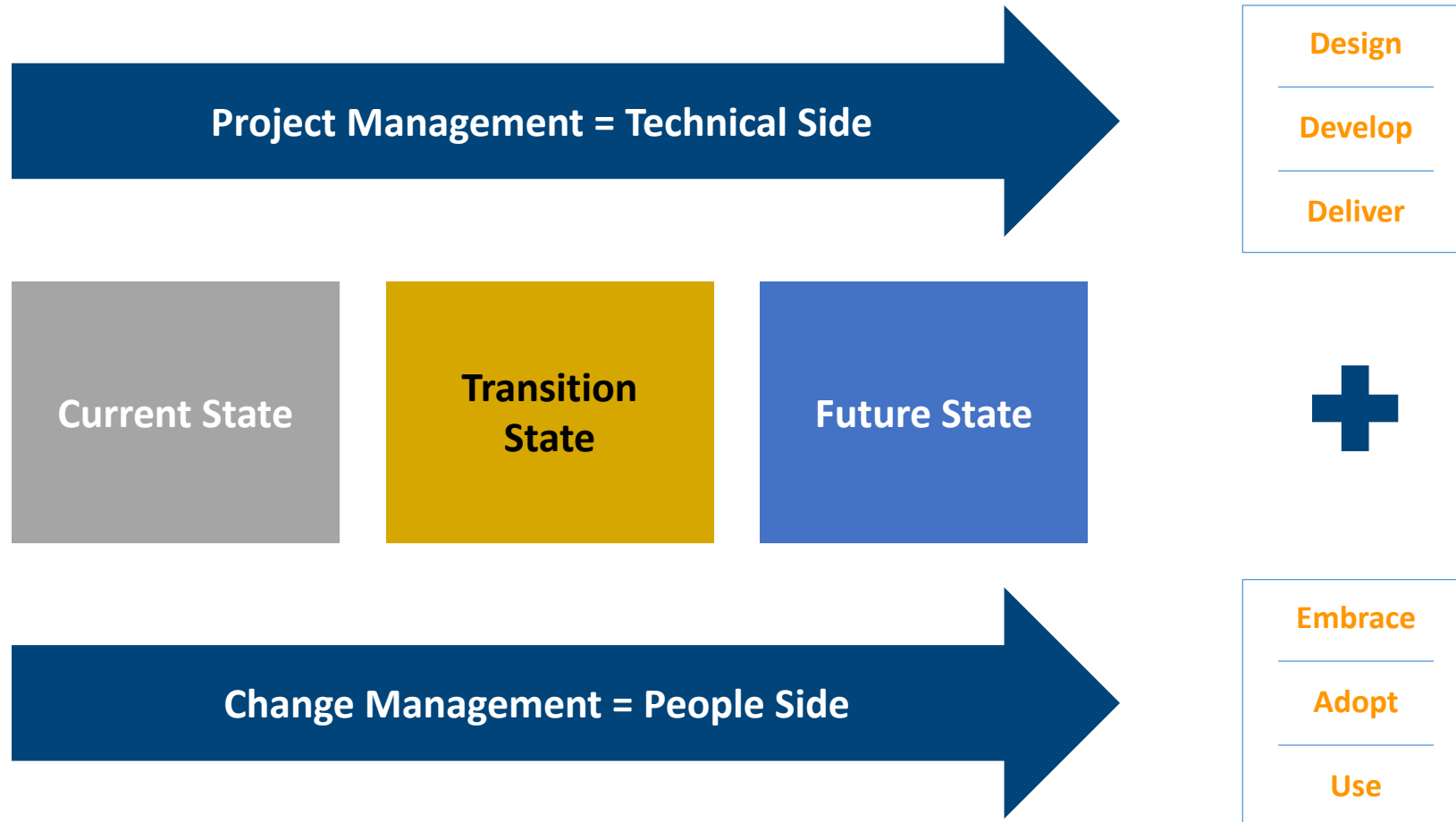
Sit on the Fence



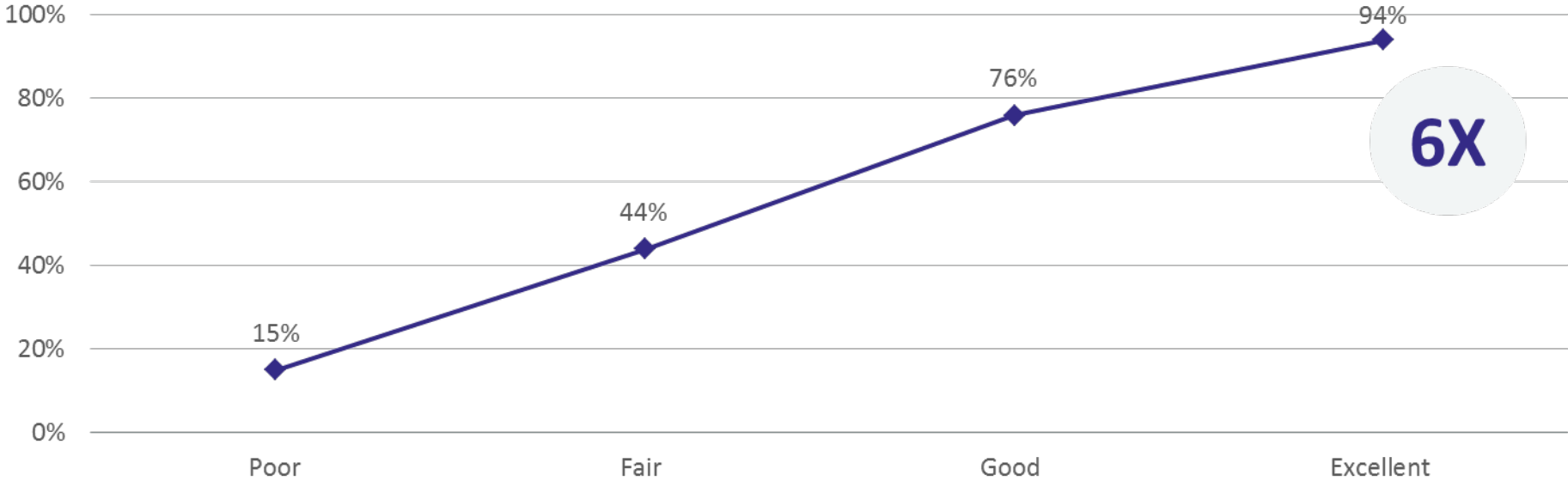
30%

Resist Change

Technical + People = Successful Change

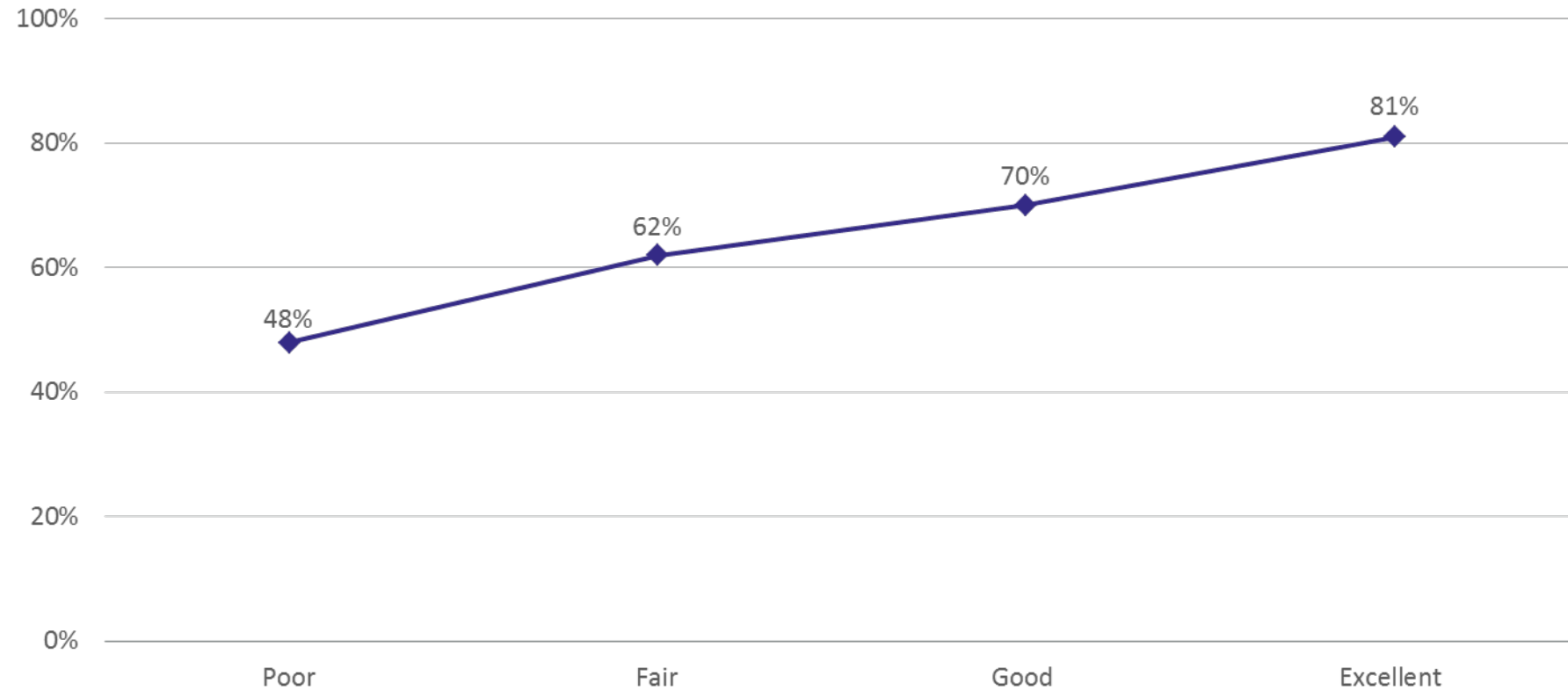


Met or Exceeded Objectives



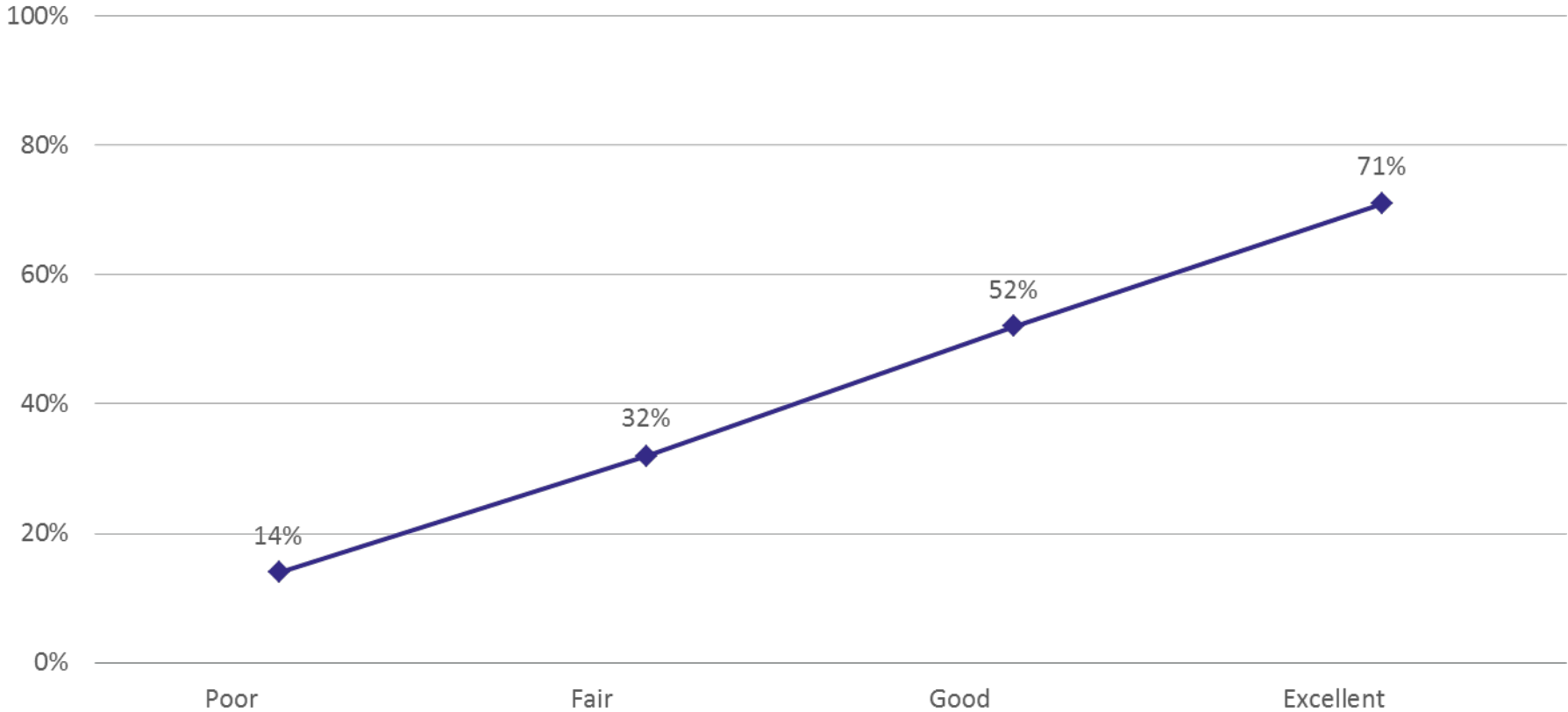
Of the 245 research participants who reported having excellent Change Management effectiveness, 94% met or exceeded project objectives

On or Below Budget



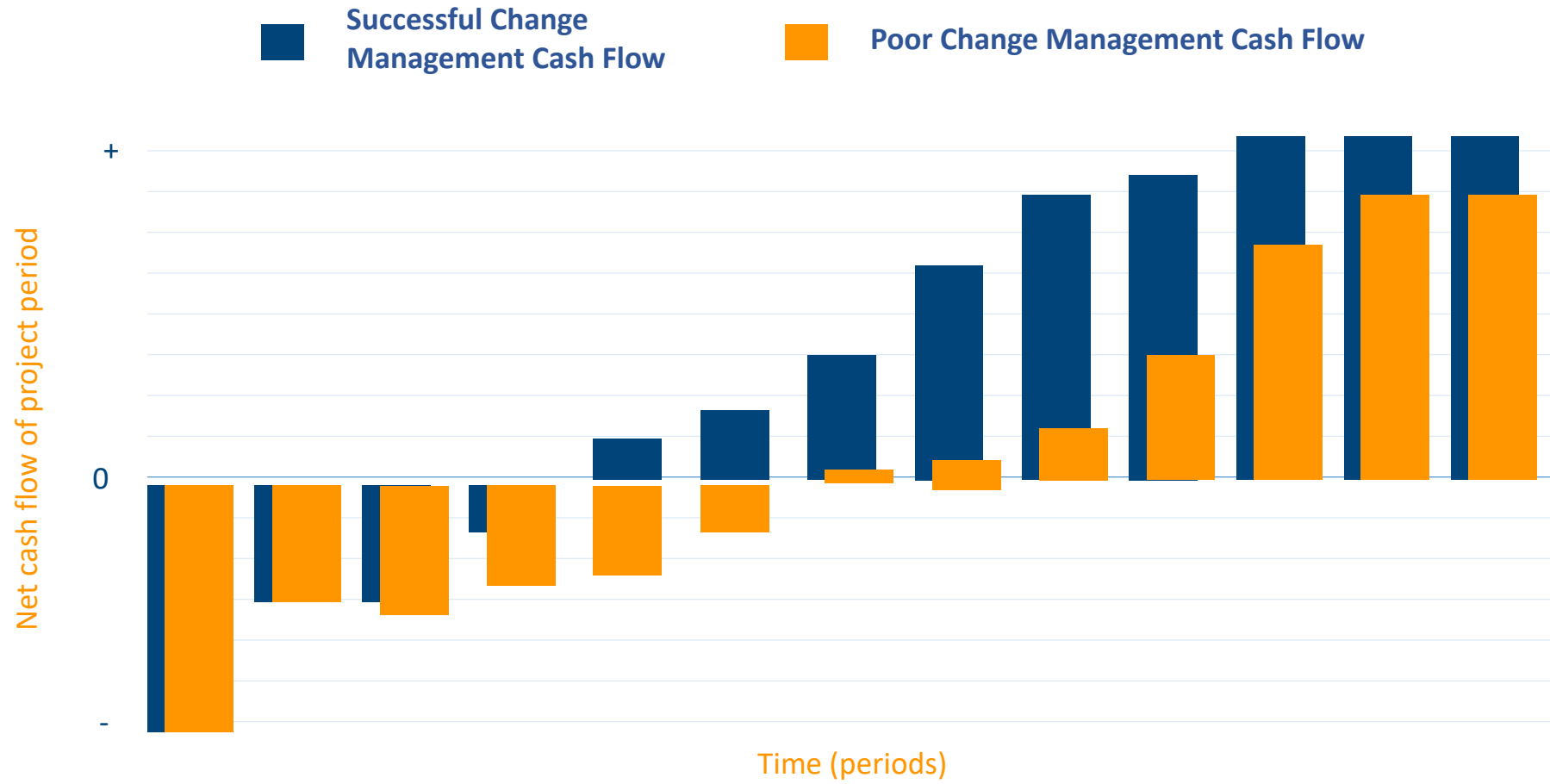
Of the 245 research participants who reported having excellent Change Management effectiveness, 81% were on or below budget

On or Ahead of Schedule



Of the 245 research participants who reported having excellent Change Management effectiveness, 71% were on or ahead of schedule

Change Management Return on Investment



PEOPLE Factors = Return on Investment



Speed of Adoption

How **quickly** are people up and running on the new systems, processes and job roles



Ultimate Utilization

How **many** employees (of the total population) are demonstrating 'buy-in' and are using the new solution



Proficiency

How **well** are individuals performing compared to the level expected in the design of the change

The 5 Building Blocks for Successful Change



Awareness



Desire



Knowledge



Ability



Reinforcement

Change Begins with Understanding

WHY?



What is the **nature** of the change?



Why is the change **needed**?



What is the **risk** of not changing?

Change Involves PERSONAL DECISIONS



Desire



What's in it for me
(WIIFM)?



A **personal choice**



A decision to **engage**
and **participate**

Change Requires Knowing **HOW?**



Understanding
how to change



Training on new
processes and tools



Learning
new skills

Change Requires **ACTION!** in the Right Direction



The **demonstrated capability** to
implement the change



Achievement of the desired change
in **performance or behavior**

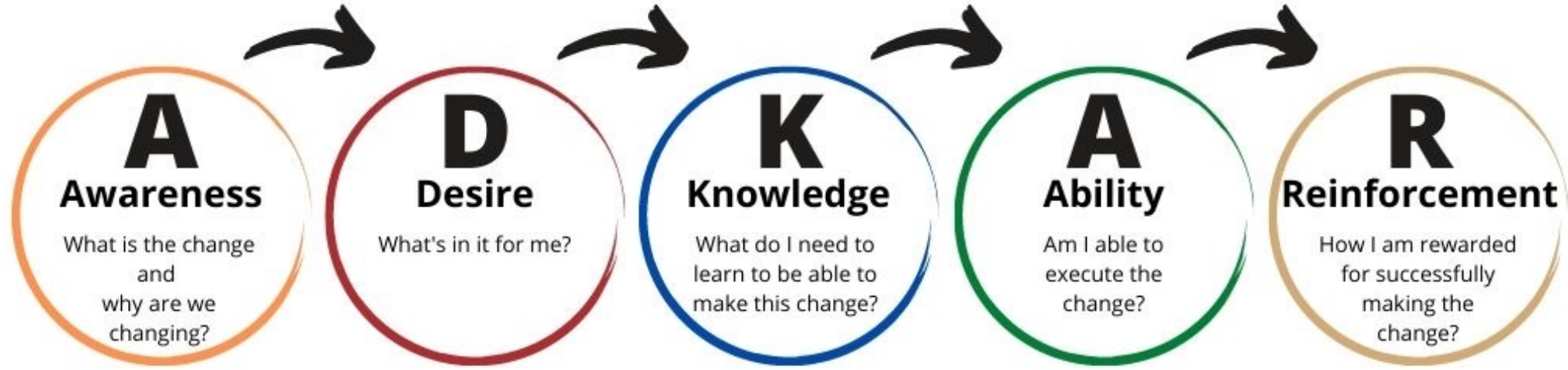
Change Must Be **REINFORCED** to Be Sustained



Increases the likelihood that the
desired change will be continued



Recognition and rewards
that support sustaining the change



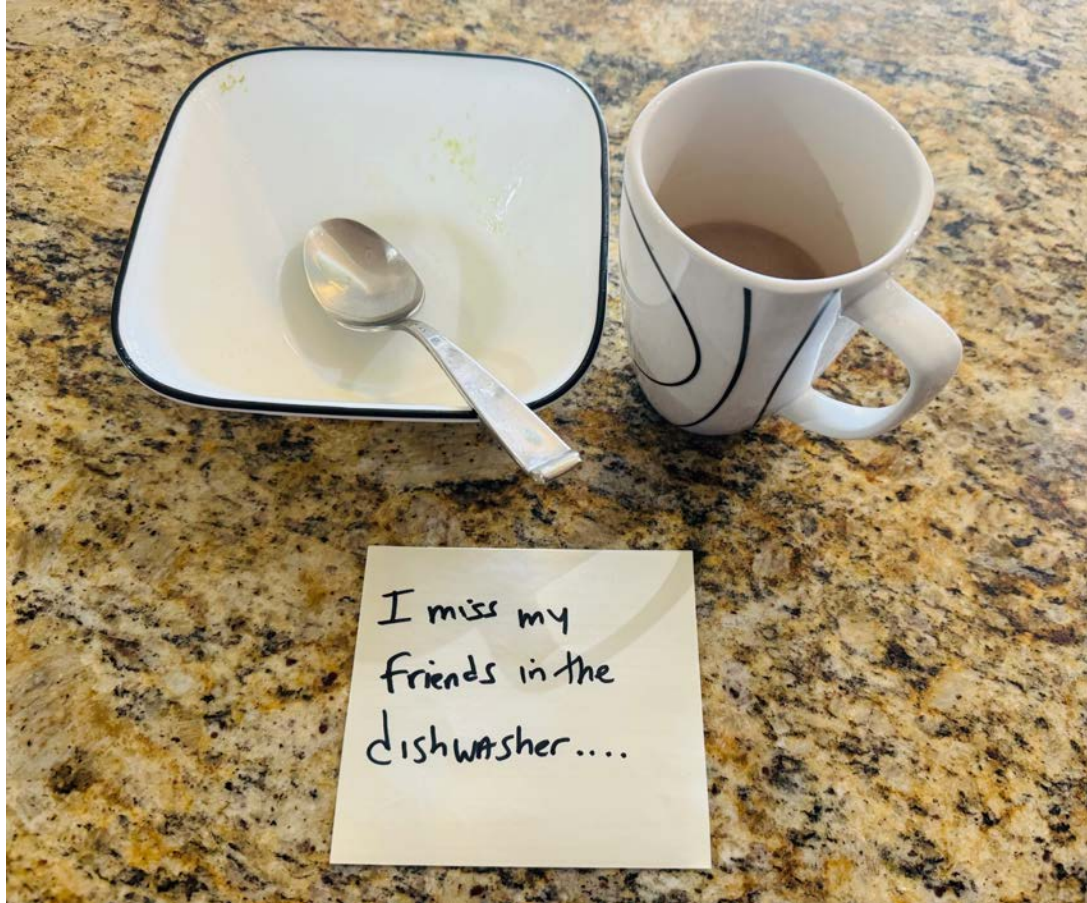
DESIRE - What's In It For Me?!



DESIRE - What's In It For Me?!



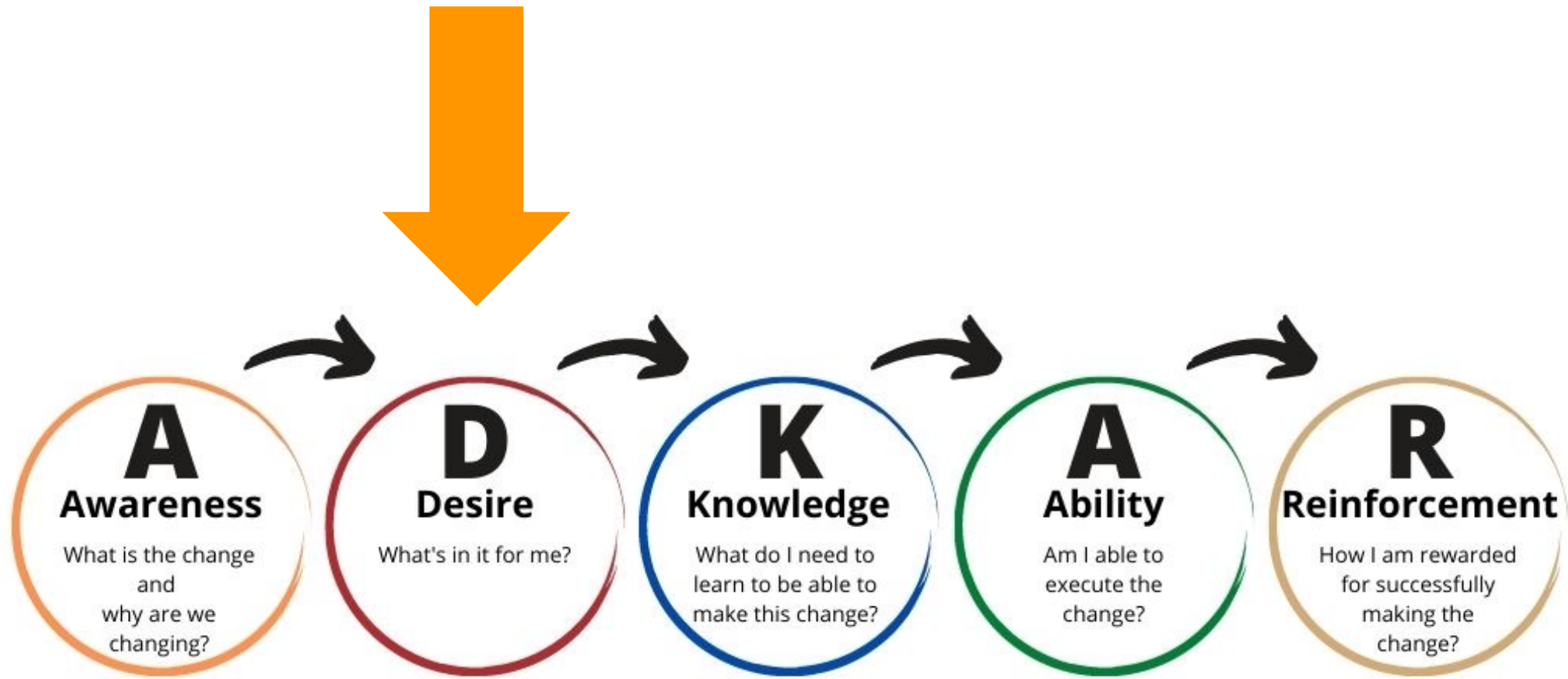
DESIRE...What's In It for ME?!



Thanks for keeping the kitchen clean. It really helps my mental health and stress level.

No problem 😊





Your Turn...

GREY LEADERSHIP® to Influence Change Intuitively

- Using ADKAR to identify where to put your focus
- Resisting the Assumption Xceleration Theory™
- Meeting People Where They Are
- Letting Them Move Their Feet
- Tapping into the Power of Empowerment
- Organizations Don't Change...PEOPLE Do
- Answering: What's In It for ME?!

What is *Your* Defining Driver?

GREY LEADERSHIP®

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