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BECAUSE LEADERSHIP IS NOT A JOB TO DO ALONE

PERSPECTIVES ON CHANGE



Presented by Gwen Webber- McLeod, President/CEO Gwen, Inc.

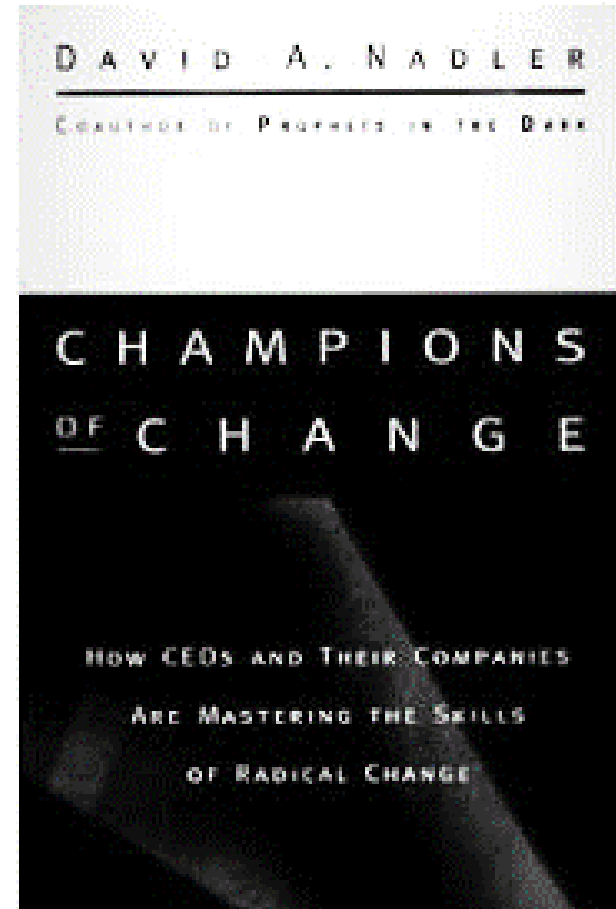
Machiavelli, The Prince, 1513

“There is nothing more difficult to carry out, not more doubtful of success, nor more dangerous to handle, than to initiate a new order of things.”



David Nadler, Change Expert

“Change is persuading massive numbers of people to stop what they have been doing and start doing something they probably don’t want to do.”



What Demands Change?

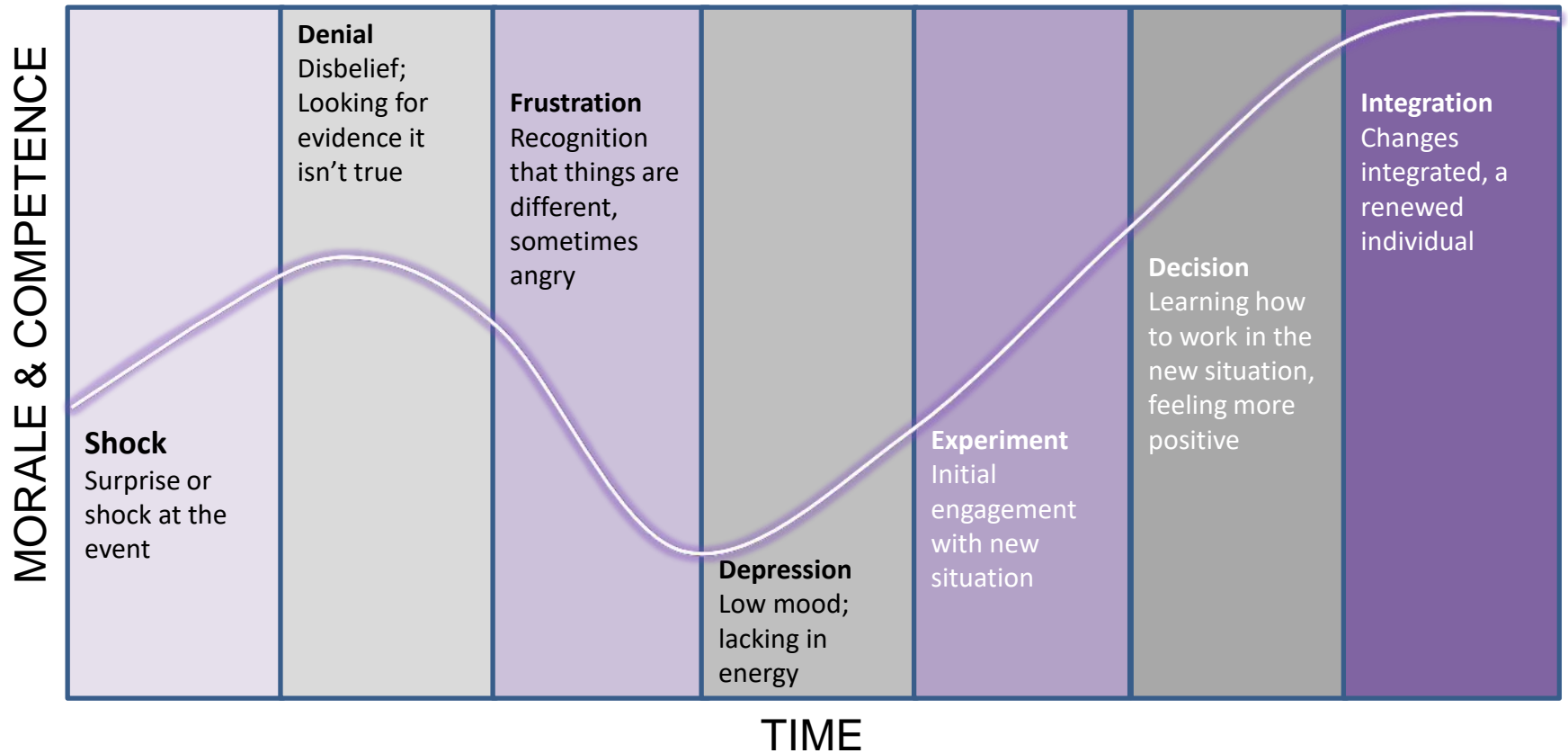
- Increased competition
- Consumer demand
- Constrained resources
- Failed performance
- New social values
- Changing technologies
- Regulatory mandates
- New management
- Erosion of authority
- Natural disasters



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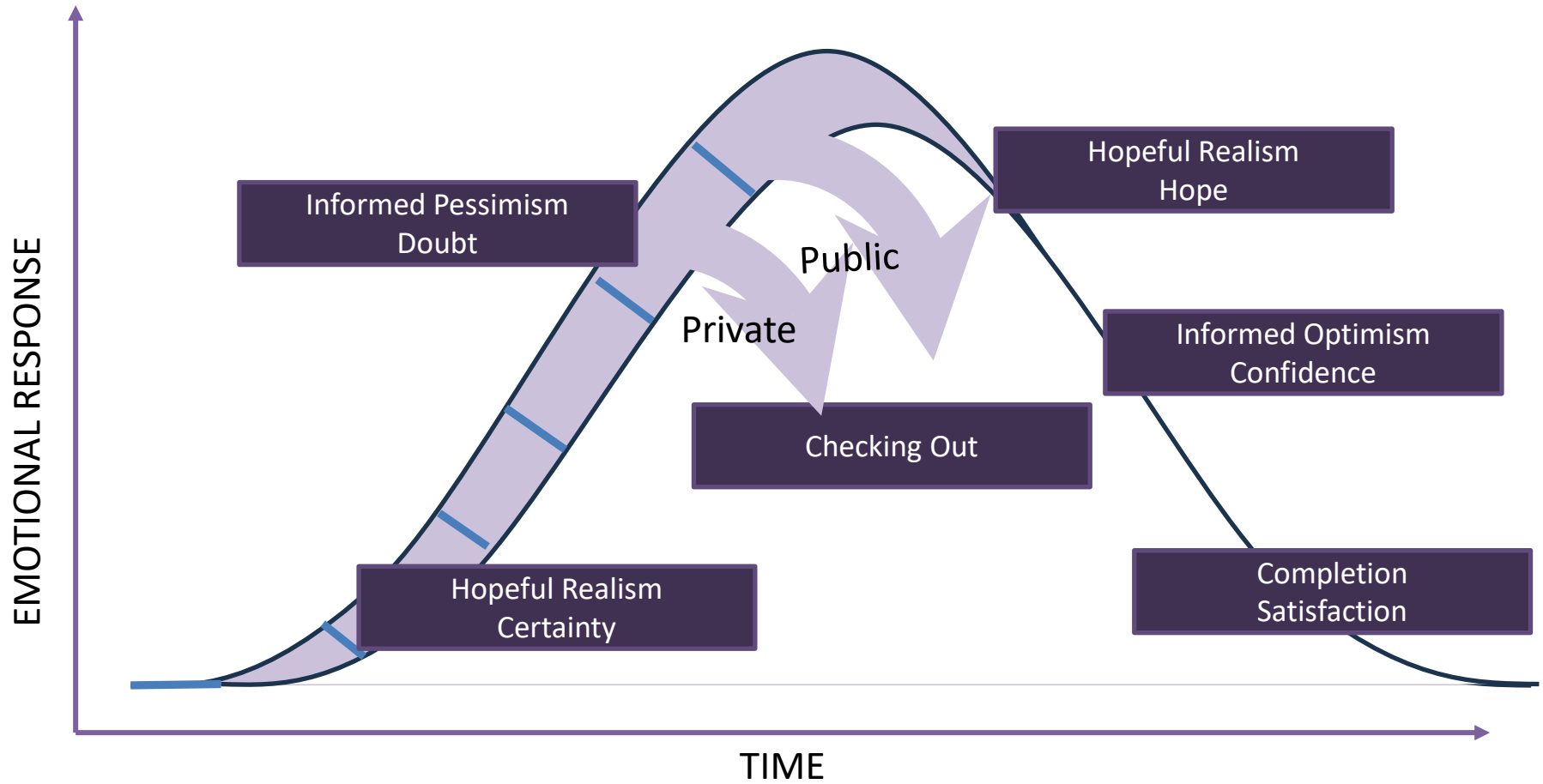
Kubler-Ross Roller Coaster Model Of Change



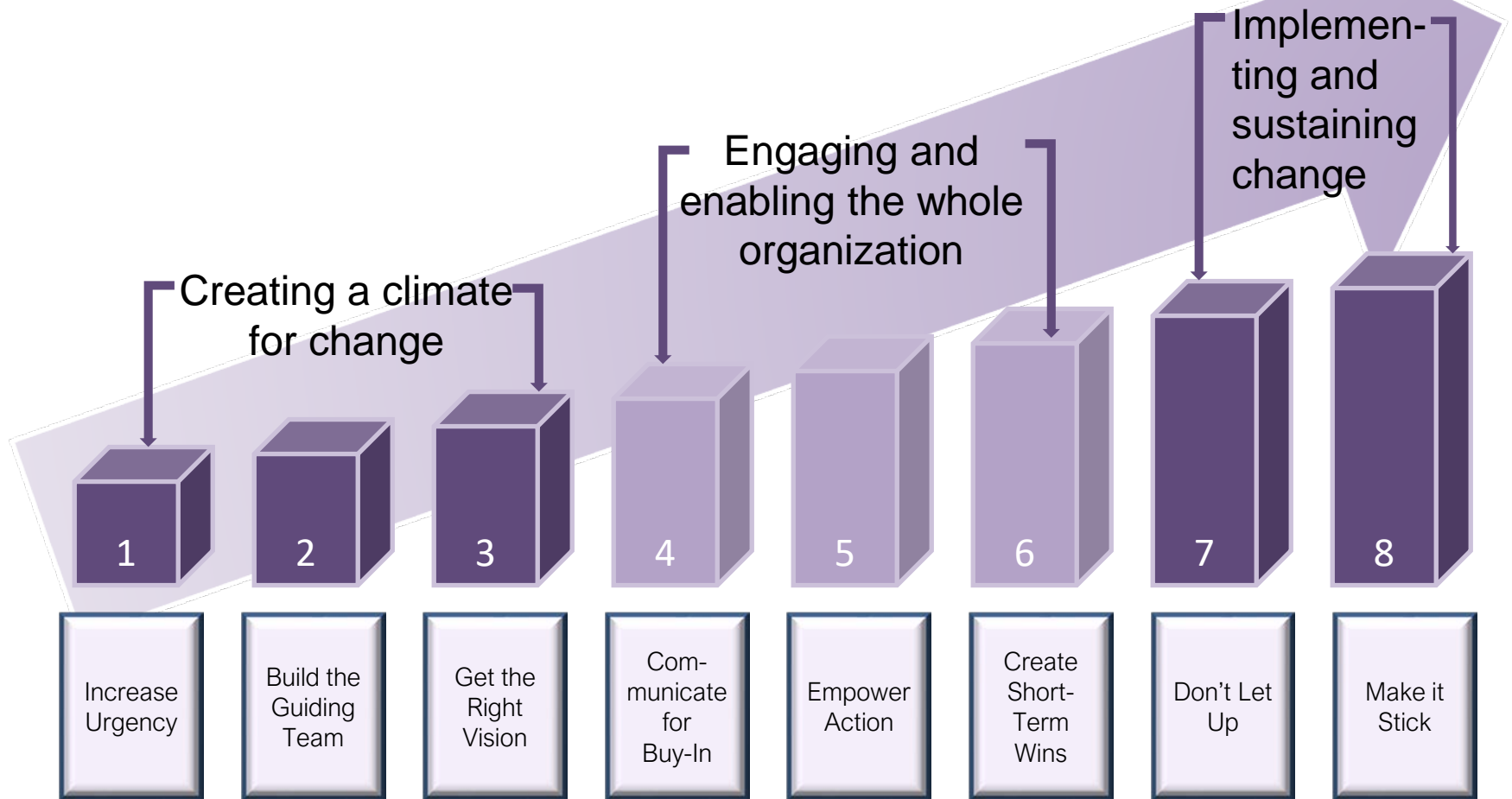
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CONNOR & KELLEY: EMOTIONAL CYCLE OF CHANGE



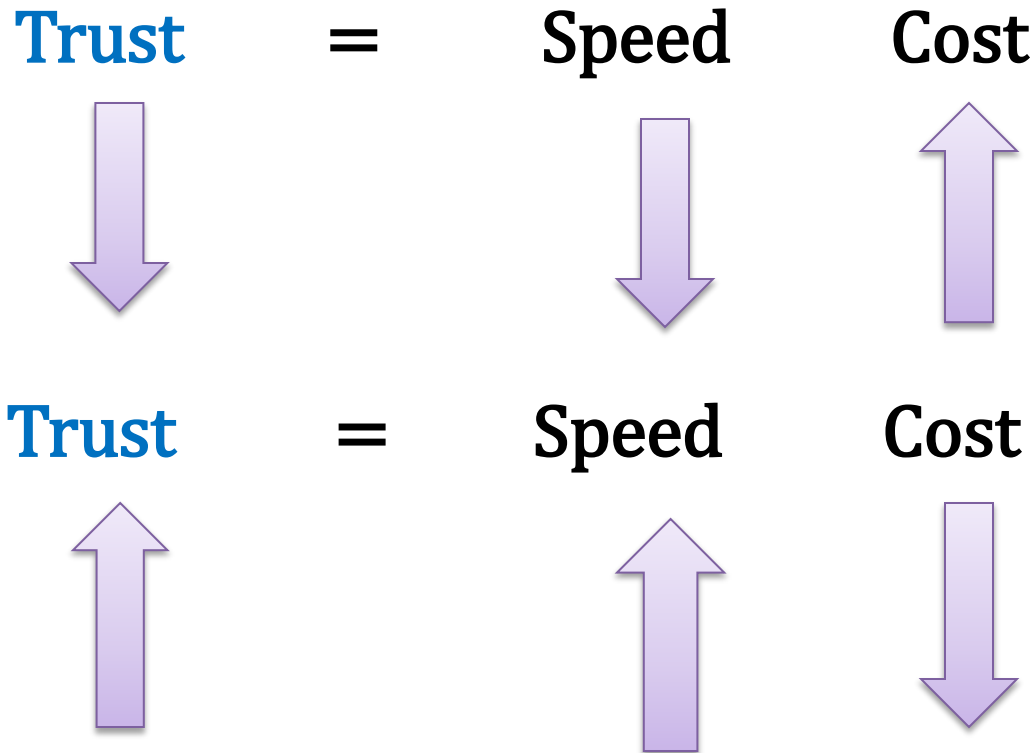
Kotter's Eight Steps of Change



Kotter, John P. and Cohen, Dan S., The Heart of Change, Boston, Harvard Business School Press

The Economics Of Trust

The Strong Business Case of Trust



Today's Takeaways...

- Leadership is inextricable from change.
- This environment is the “new normal” embrace it.
- Relationships and high levels of trust really matter.
- Practice self care - change is exhausting.



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Helping Leaders Become Confident, Competent, Courageous, and Calm

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