



Accelerating the Adoption of Change

BTA Meeting – December 2018



Change is Good?!

- Likely depends on whether you're the driver or the passenger!
- What we see
- What others see



My Story

- I went on a ride
Not of my own choosing



The Result

- If only I knew what to expect



Key Take-a-ways

1. Plenty of Advance Notice
2. Ensure high levels of trust: Culture
3. Create Safety Nets: Not everything will change
4. Leverage Experiences of Others
5. Make it Personal: Look for the Wins!
6. Involvement = Feeling of Control: *"People will support that which they help to create"*
7. Celebrate Successes – Large and Small
8. Communicate, Communicate, Communicate (hint: this is a two-way street!)

Managing the Dip

- People
- Process



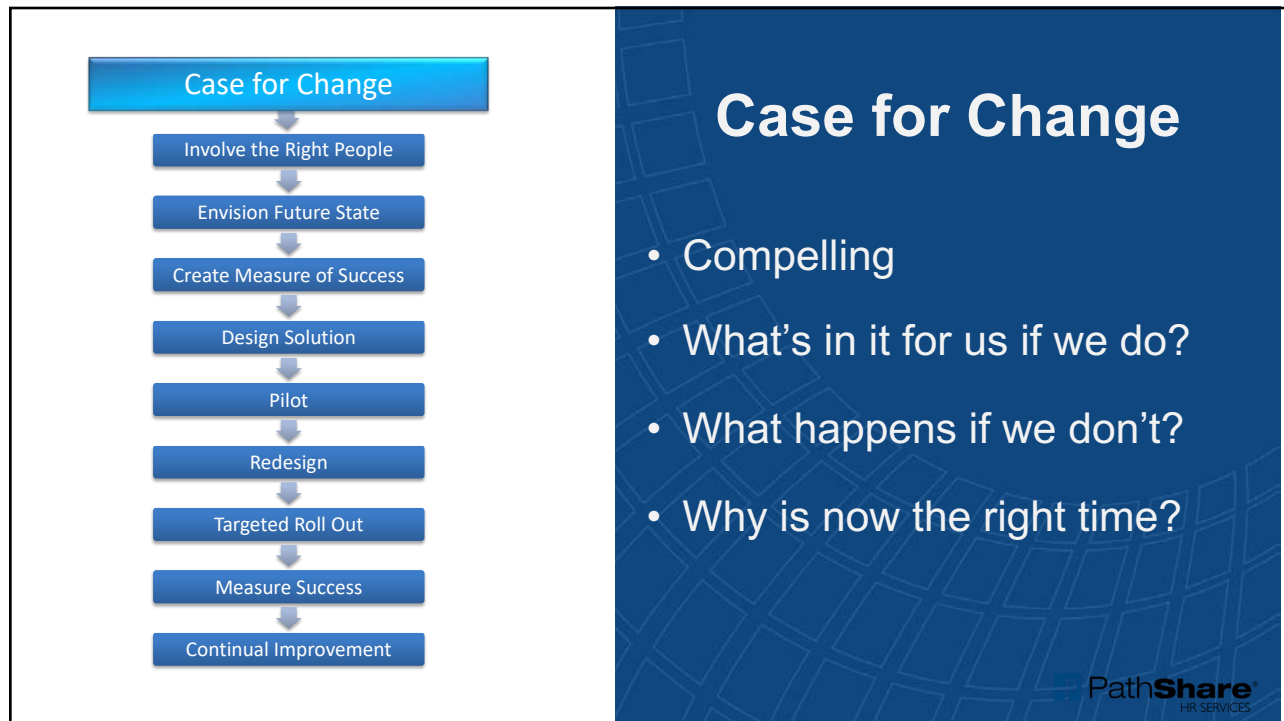
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Trust
the
Process

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graph TD
    A[Case for Change] --> B[Involve the Right People]
    B --> C[Envision Future State]
    C --> D[Create Measure of Success]
    D --> E[Design Solution]
    E --> F[Pilot]
    F --> G[Redesign]
    G --> H[Targeted Roll Out]
    H --> I[Measure Success]
    I --> J[Continual Improvement]
  
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Envision Future State

- Imagine if you will ...
 - Life could not be better
 - Things working just the way they should
 - Better than you wildest dreams
- What will be true?
 - Capture this in an inspirational and aspirational statement

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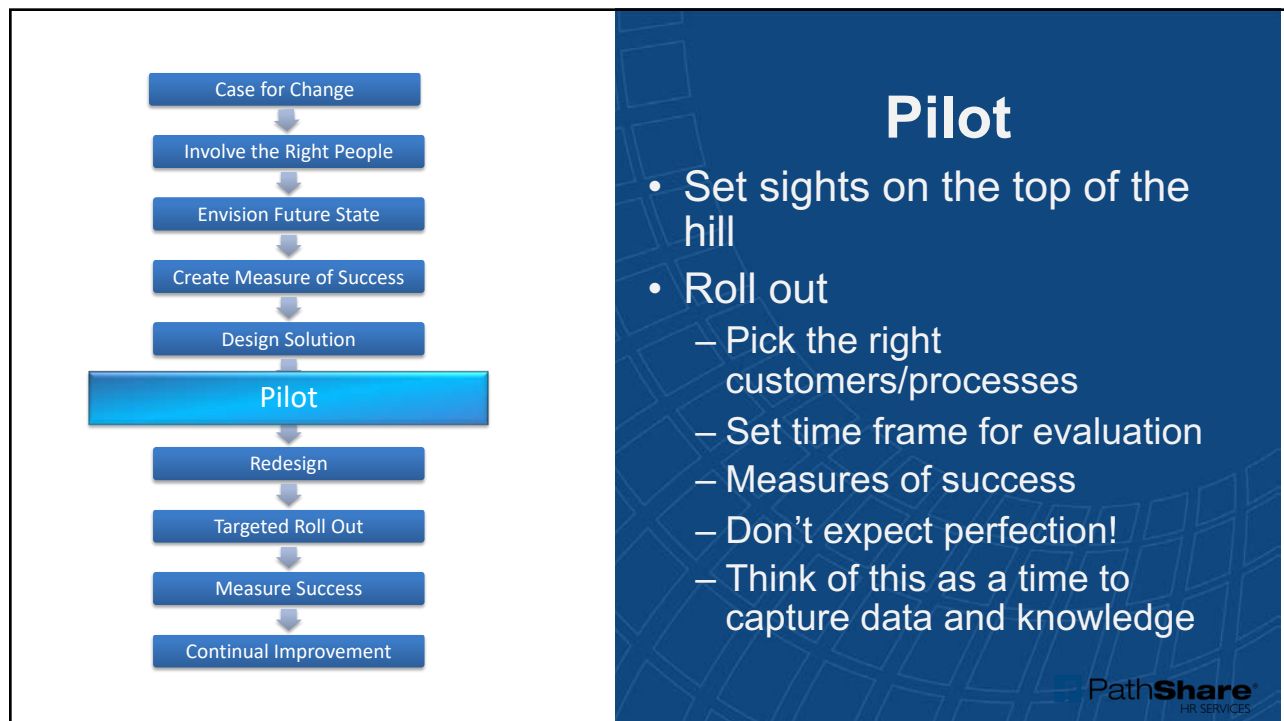
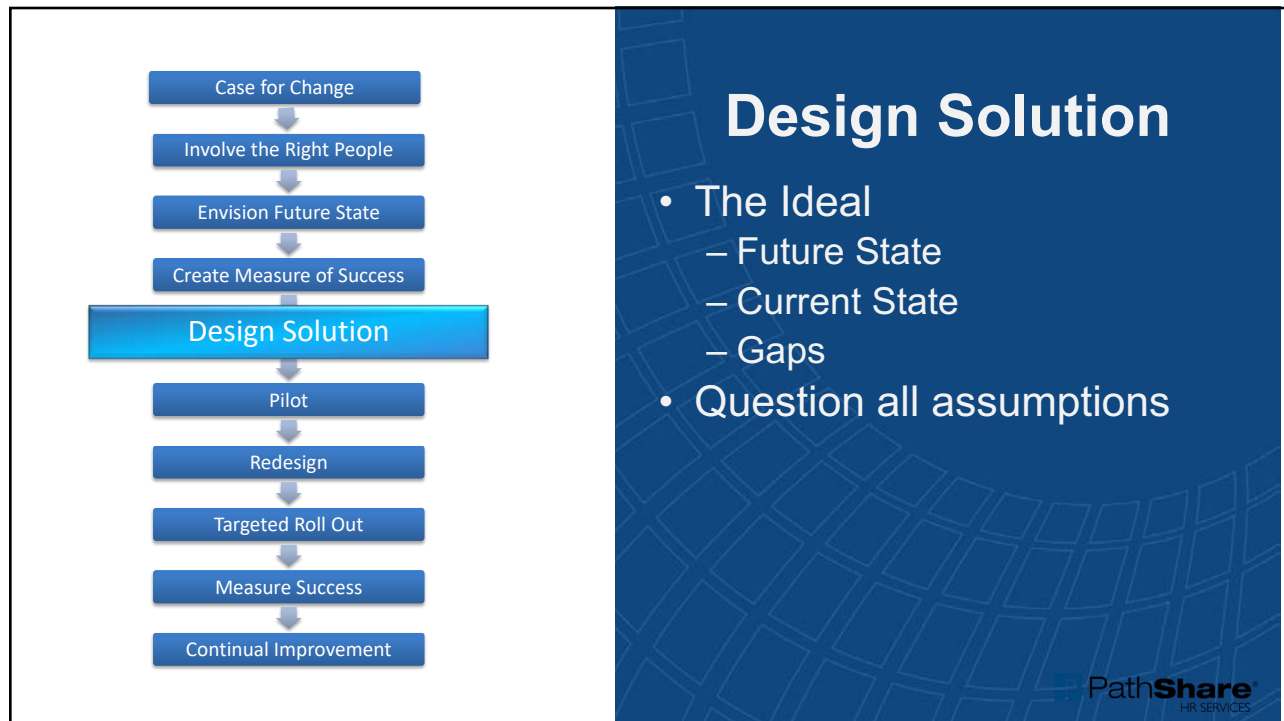
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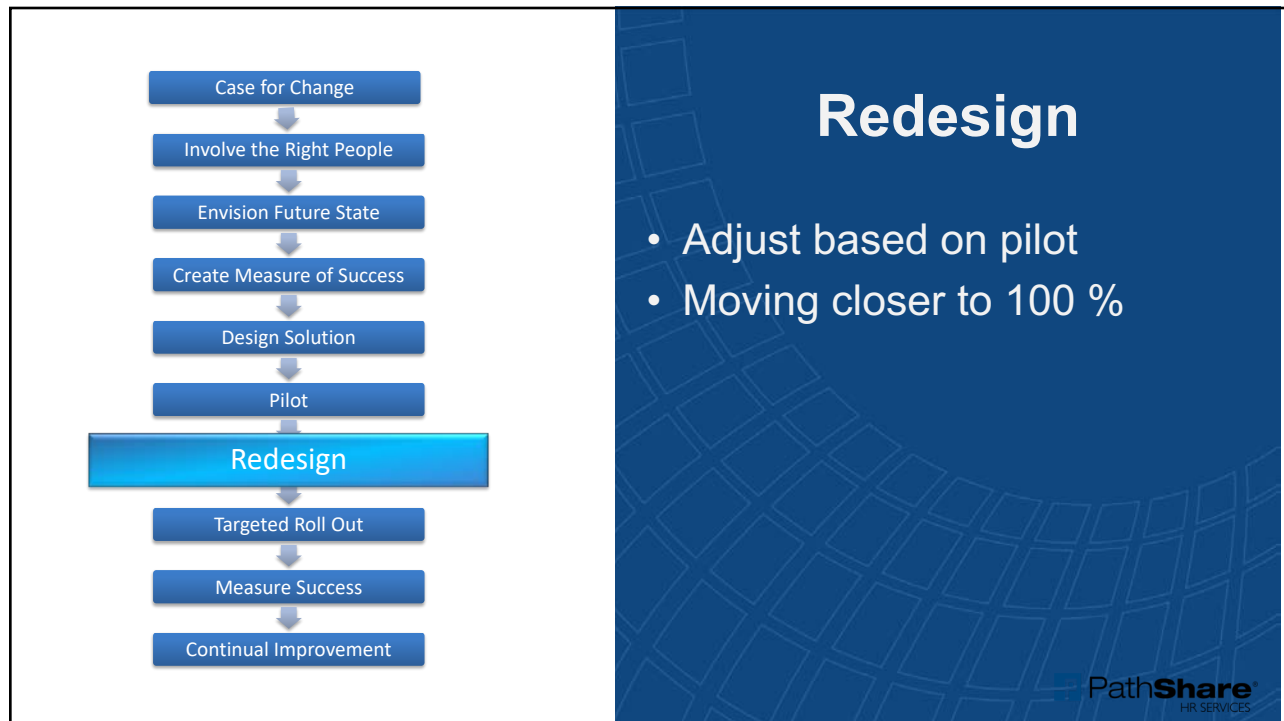
graph TD
    A[Case for Change] --> B[Involve the Right People]
    B --> C[Envision Future State]
    C --> D[Create Measures of Success]
    D --> E[Design Solution]
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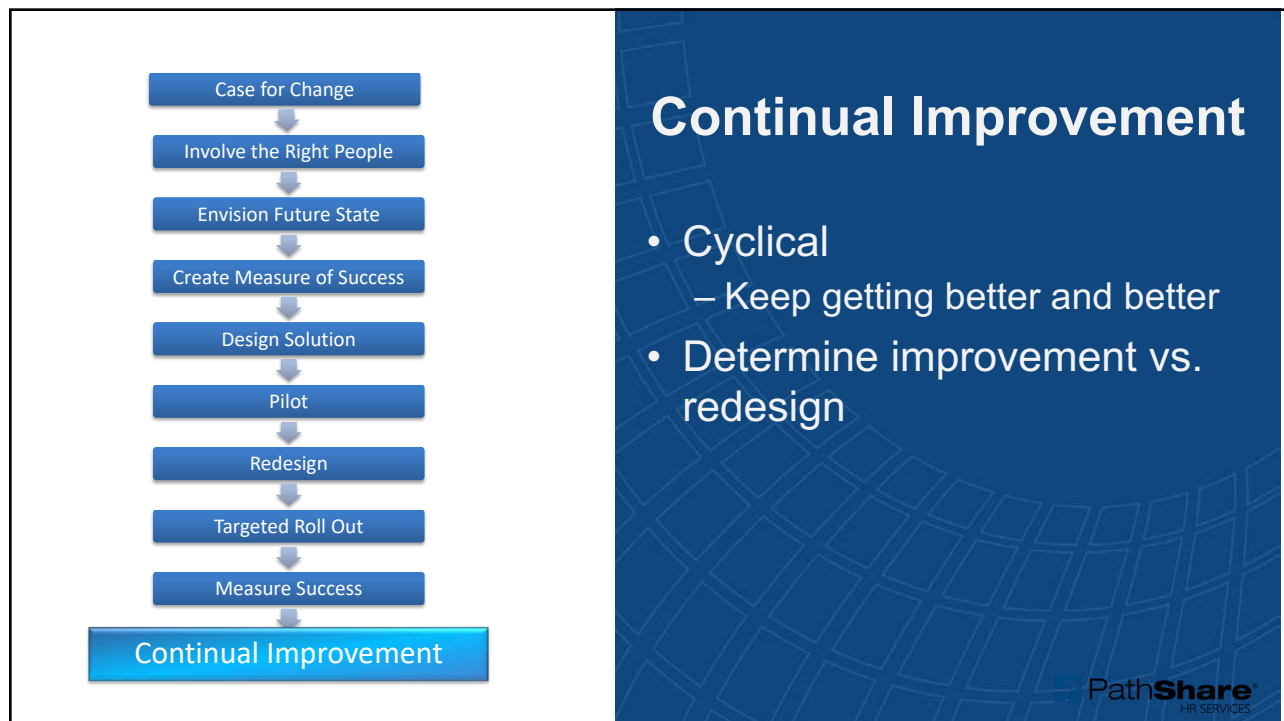
Create Measures of Success

- Define the end game
- SMART Goals
- Assign Accountability

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Managing the Dip



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