

مؤتمر الكويت الأول لإدارة التغيير

KUWAIT CHANGE MANAGEMENT CONFERENCE

12 – 14 December 2017 | Radisson Blu Hotel, Kuwait

Human Side of Change

Want to Communicate, Start to Listen



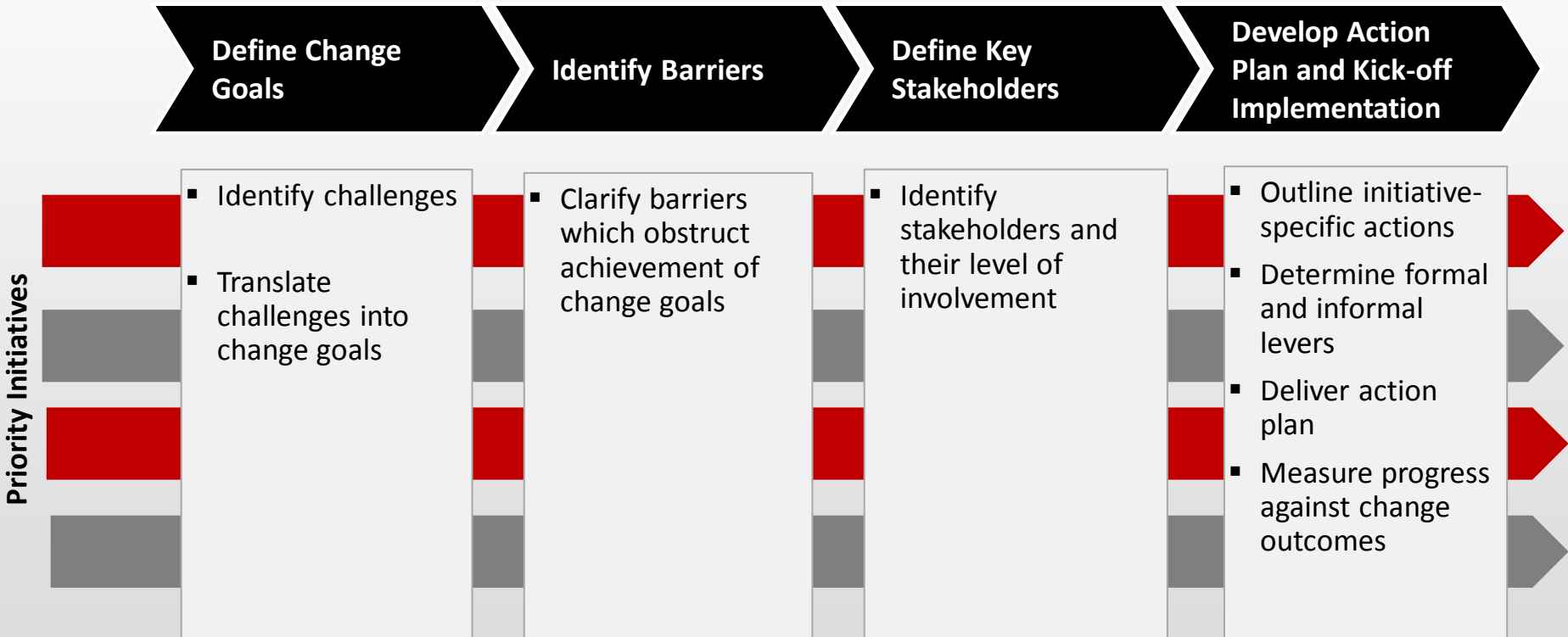
FARRUKH SOHAIL
Senior Specialist, KOC



- 20+ years of experience in large scale transformations
- Co-founder SehatYab.com
- Co-founder Help Change A Life
- Formulated the R&D/Technology strategy for the oil & gas sector in Kuwait
- Made and managed private equity investments in Asia
- Crafted the turn-around strategy for Kuwait Airways
- Designed infrastructure management strategies in the US



Four Steps in Managing Change



Developing the Change Action Plan

Want to communicate, Start to listen

1

Modify Process / Tools

1 2 3 4

Barrier: Current recruitment practice

- Modify recruitment process to incorporate CV screening and behavior based interviews
- Implement CV screening and behavioral interview tools

2

Training



Barrier: Current recruitment practice

- Train Stakeholders (Impacted) in utilizing the recruitment tools

3

Communication



Barrier: Current recruitment practice

- Meet with relevant HR staff to ensure their support in new process
- Communicate with all stakeholders
- Meet with HR to align on recruitment calendar

4

Performance Management



Barrier: Current recruitment practice

- Hire staff using new process and tools

Want to communicate, Start to listen



List

break















One milking cow can help change the life of a family of eight!



Change Action Plan for Help Change A Life

Want to communicate, Start to listen

1

New Process



Barrier: New to farming & Entrepreneurship

- Design the process so that family can raise animals without financial burden

2

Training



Barrier: New to farming & Entrepreneurship

- Train family in raising the animal and in selling the milk and produce

3

Communication



Barrier: New to farming & Entrepreneurship

- Make it a community affair
- Committee of Elders
- Monthly meetings
- Monthly visit by vet

4

Performance Management



Barrier: New to farming & Entrepreneurship

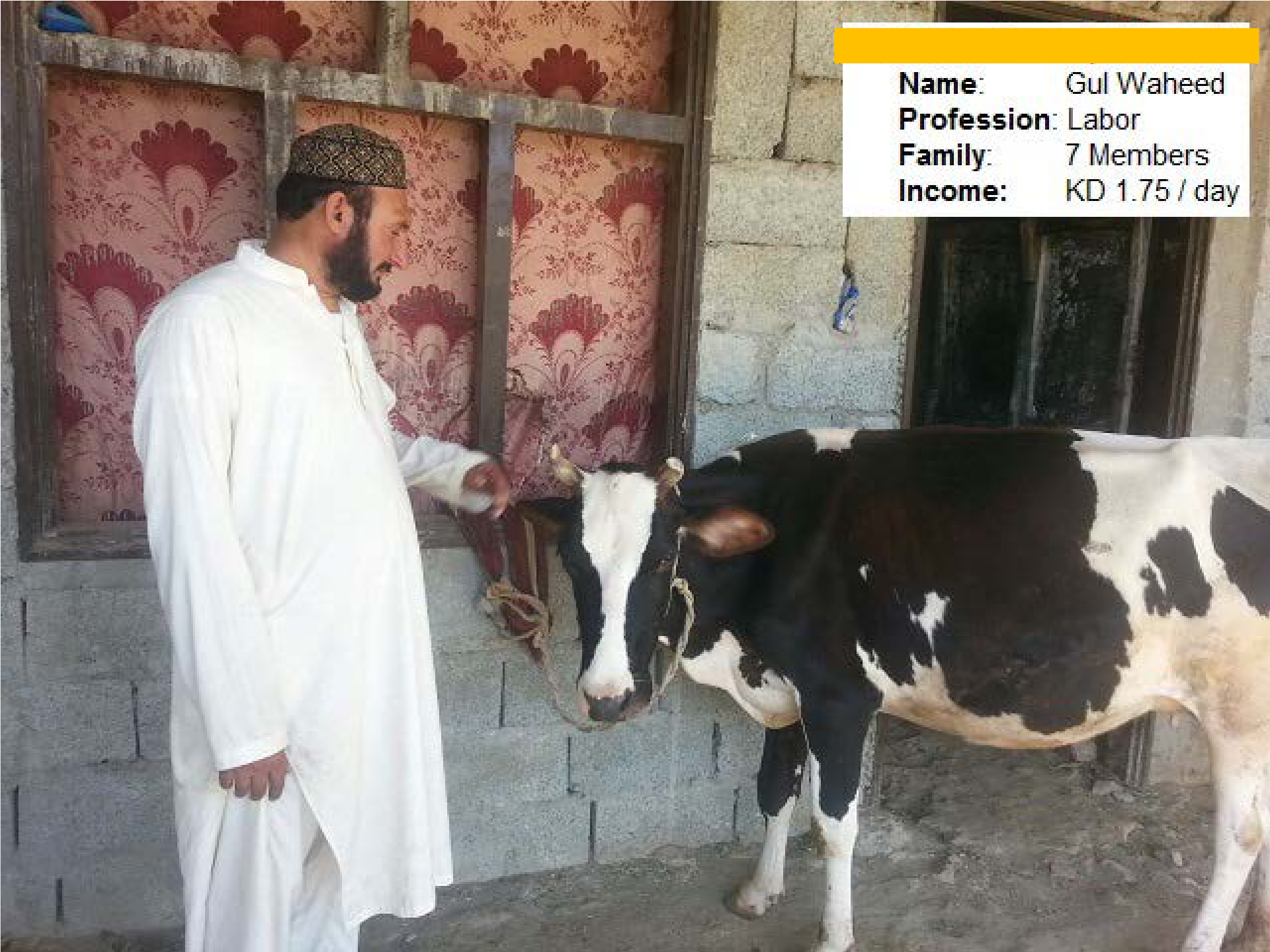
- Monthly Report Cards

L + U + M = S

Listen Understand Makeup Your Mind Speak

Name: Hamid ur Rehman
Profession: Teacher
Family: 8 Members
Income: KD 1.75 / day





Name: Gul Waheed
Profession: Labor
Family: 7 Members
Income: KD 1.75 / day

Name: Mohammad
Profession: Shoe Maker
Family: 15 Members
Income: KD 2.5 / day





SUSTAINABLE FACTS

100 Families Supported
800 people out of poverty

Cow Families
a 72% increase in income

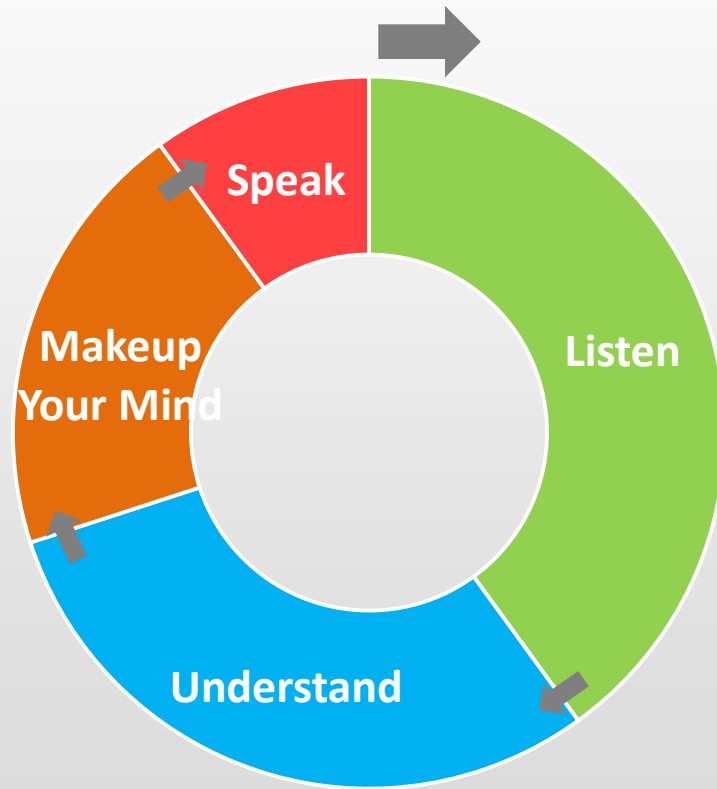
Goat Families
a 33% reduction in expenses

An charity that continues

As one family repays the loan (qardh al hasn), the money is used to fund a cow for the next family in need

L . U . M . S

Want to communicate, Start to listen



1

L . U . M . S

1. In a talk-show



2

L . U . M . S

2. I know it all



3

L . A . M . S

3. Being judgemental



L . U . M . S

Want to communicate, Ask questions



Developing the Change Action Plan

Want to communicate, Start to listen

1

Modify Process / Tools



Barrier: Current recruitment practice

- Modify recruitment process to incorporate CV screening and behavior based interviews
- Implement CV screening and behavioral interview tools

2

Training



Barrier: Current recruitment practice

- Train Stakeholders (Impacted) in utilizing the recruitment tools

3

Communication



Barrier: Current recruitment practice

- Meet with relevant HR staff to ensure their support in new process
- Communicate with all stakeholders
- Meet with HR to align on recruitment calendar

4

Performance Management



Barrier: Current recruitment practice

- Hire staff using new process and tools

Take Away

Want to communicate: Start with listening, Ask questions, Speak finest

