

The Science Behind Change

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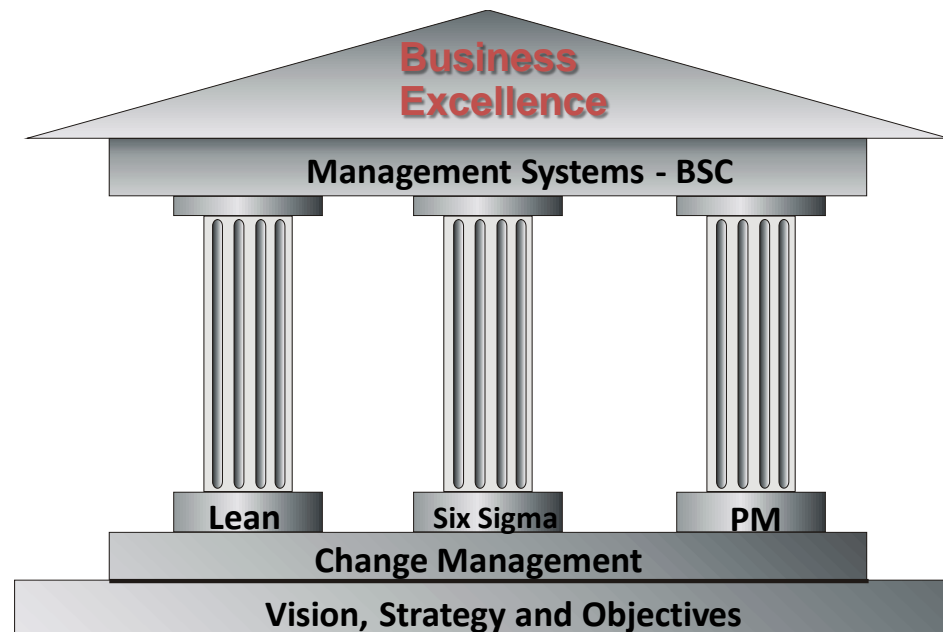
مؤتمر الكويت لإدارة التغيير

Kuwait Change Management Conference

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C.M. In Business Excellence Model



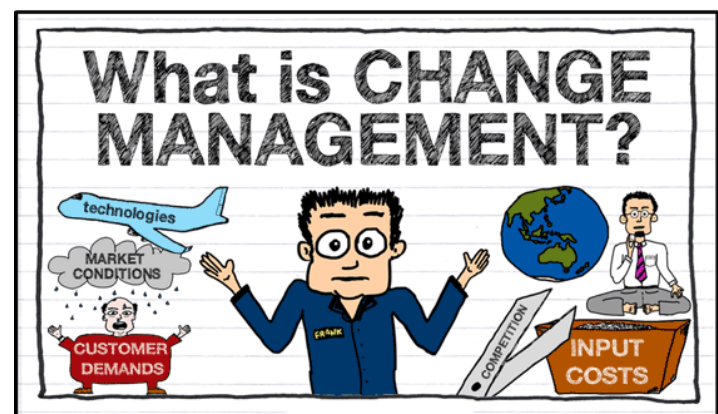
Definitions

Change Management is a structured approach to transition from a present to a desired state, in individuals, teams, organizations and societies.

Change management is a structured approach for ensuring that changes are thoroughly and smoothly implemented, and that the lasting benefits of change are achieved.

Change management is the discipline that guides how we prepare, equip and support individuals to successfully adopt change in order to drive organizational success and outcomes.

Meaningful/Beneficial change must be **Validated** & **Sustained**.

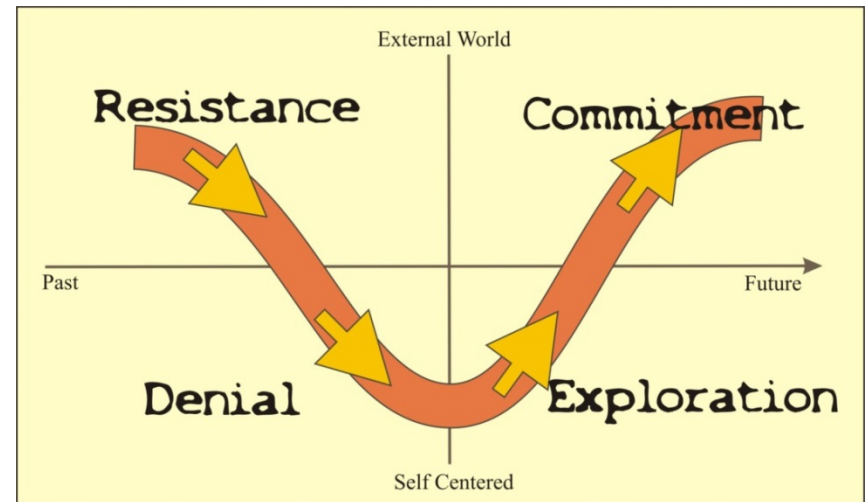


Stages of Change

There are four general stages all people move through as they react to change. Everyone goes through these stages of change. However, how quickly people move through them can vary.

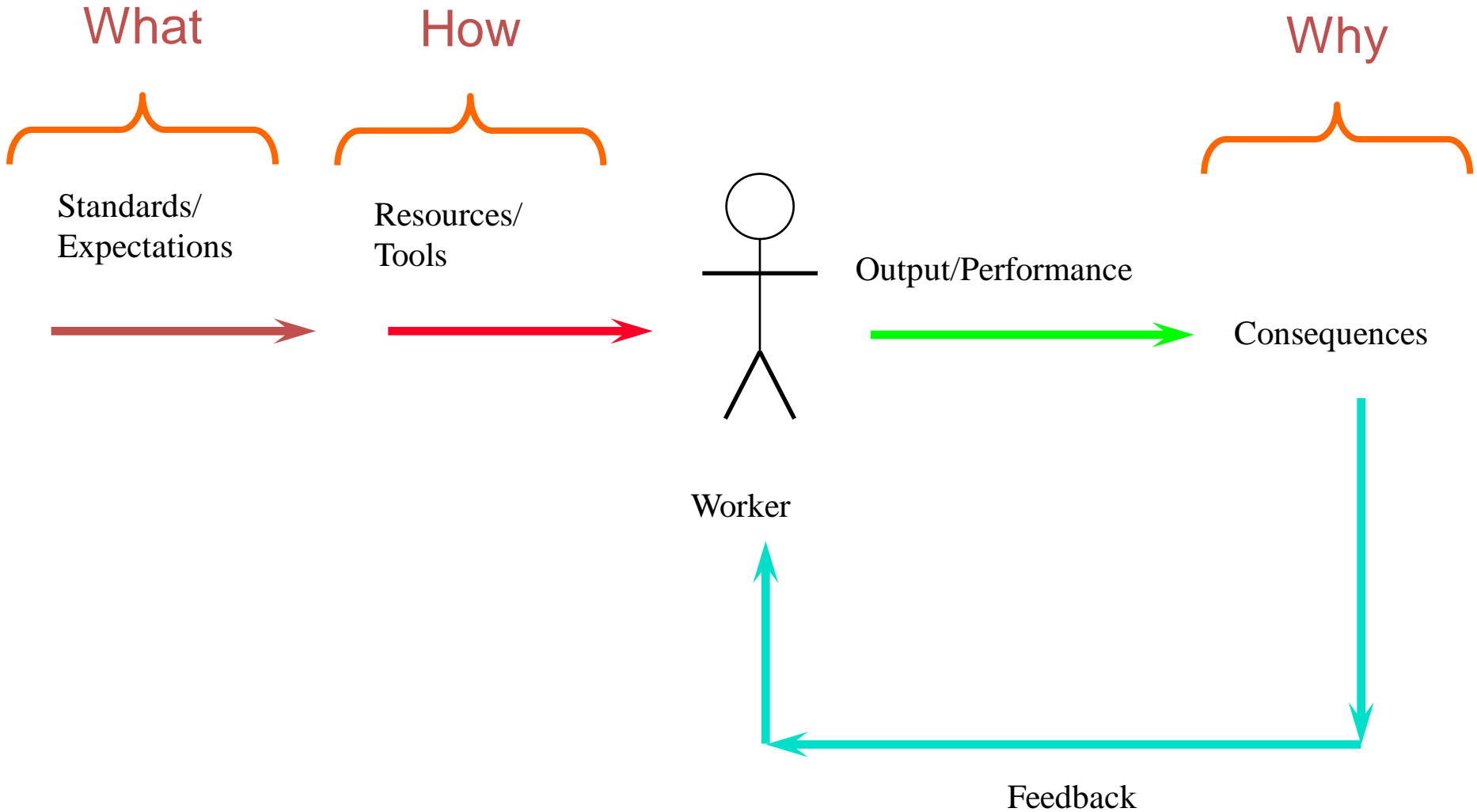
Each stage of change is associated with typical behaviors.

If you can recognize the stage an individual is in, you can respond to that person in a way that helps move him/her along the change curve toward acceptance



Many models and processes shows actions we can take to influence people in their individual transitions.

Behavior Process



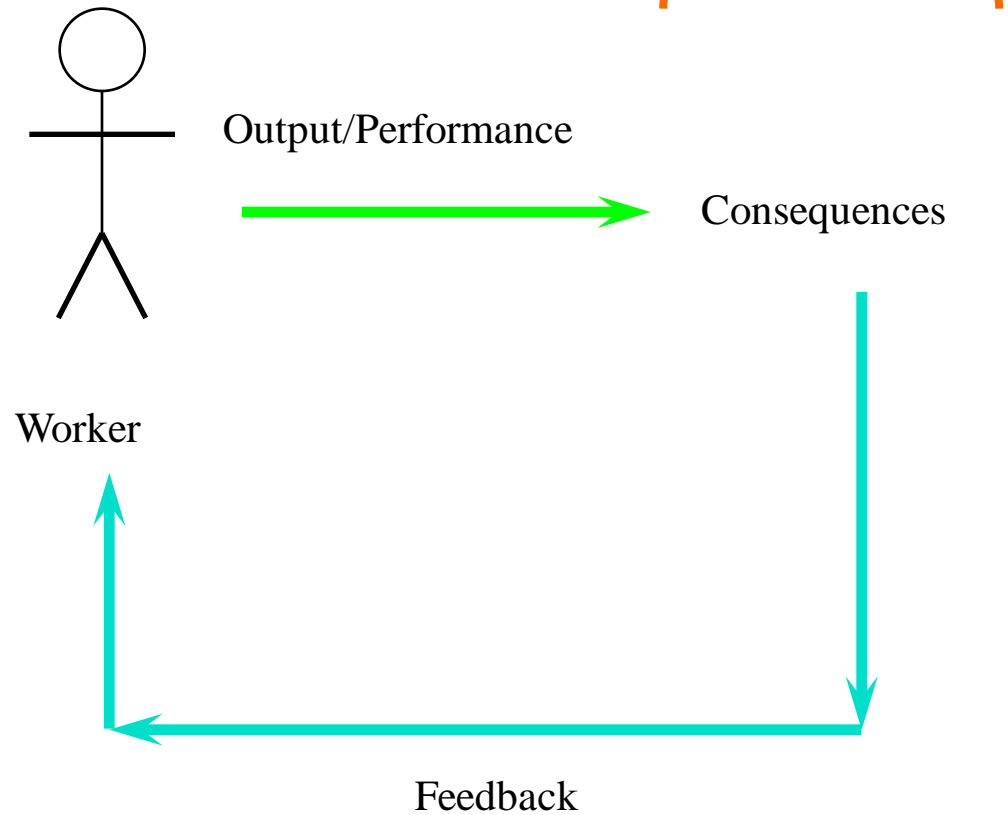
Behavior Process

Severity

Why

Speed

Certainty



How can we change people's behavior??



Change Deployment Action List

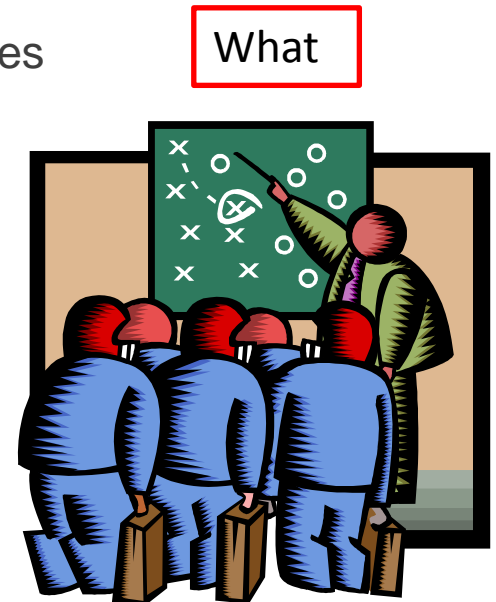
- Continuous awareness and knowledge transfer through:
 - ✓ Project progress meetings
 - ✓ Projects gallery walks and certification ceremonies
 - ✓ Social media & printed periodicals
 - ✓ Formal awareness

- Best in class formal training:
 - ✓ Technical Training
 - ✓ Project Management
 - ✓ Leadership
 - ✓ Communication

How

- Significant portion of annual Bonus/Incentive must be tied to initiative goals and objectives.

Why



Summary

What

How

Why

Environmental

**Standards/
Expectations**

**Support/Tools/
Resources**

**Reinforcing/
Discouraging
Consequences/
Feedback**

Individual

Knowledge

**Skills &
individual
Capacity**

**Motives/
Expectations**

Human Performance Matrix

