



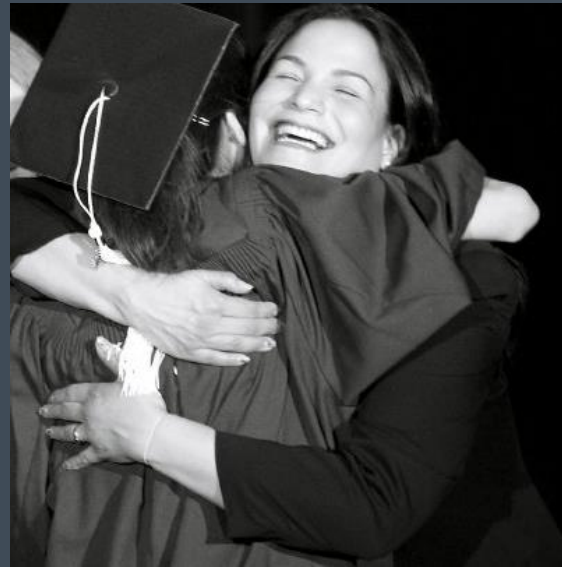
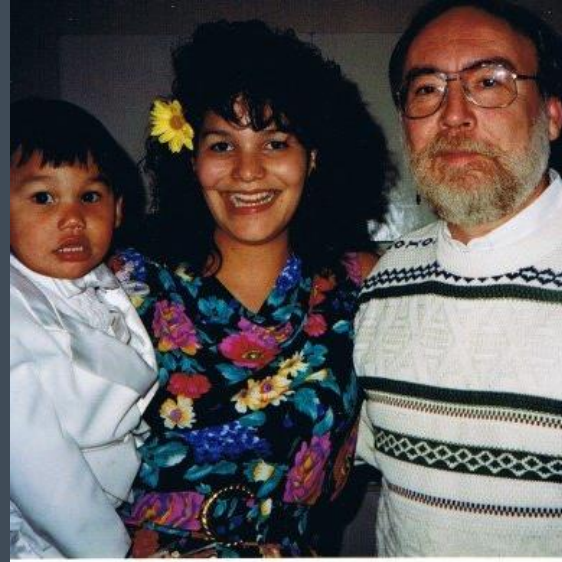
IKS CHANGE MANAGEMENT

Tanya Tourangeau



Land Acknowledgement

Amiskwacîwâskahikan, Cree for Beaver Hills House, Edmonton – is on traditional lands, meeting grounds, gathering places, and traveling routes of the Cree, Saulteaux, Blackfoot, Dene, Nakota Sioux, and Métis - whose histories, languages, and cultures continue to enrich our shared heritage.



Tanya Tourangeau
Kihew Makween Iskew

Dene First Nation from
Northwest Territories
Daughter of Residential
School Survivor
Cycle-Breaker
Bridge- Builder

WEBINAR TOPICS

- Defining Change Management
- Reasons for Change Management
- 5 Building Blocks - ADKAR
- Individual & Organizational Change Management
- Phases of Change w/ 4 C's
- Who is involved in managing change





WHAT ARE THE CHANGES YOU ARE
FACING AT YOUR ORGANIZATION?



CHANGE MANAGEMENT IS:

The process, tools,
and techniques to
manage the people
side of change to
achieve the required
business results.

CONSEQUENCES OF NOT MANAGING CHANGE

Lower
productivity

Passive /
active
resistance

Turnover of
valued
employees

Disengaged
employees

Arguing about
need for
change

Increase in
sick days

Employees
finding work-
arounds

PRIMARY REASONS FOR APPLYING CHANGE MANAGEMENT

Increase	Manage	Capture	Build
Increase probability of project success	Manage employee resistance to change	Capture people dependent ROI	Build change competency into the organization

5 BUILDING BLOCKS OF CHANGE

A- Awareness

D- Desire

K- Knowledge

A- Ability

R- Reinforcement

Change Begins
with
Understanding
Why

A- Awareness

- What is the nature of the change
- Why is the change needed
- What is the risk of not changing

Building Factors

- Access to information
- Events
- Observable need

Change
Involves
Personal
Decisions

D- Desire

- What's in it for me
- A personal choice
- A decision to engage & participate

Building Factors:

- Incentives
- Risk – fear of consequence
- Sense of purpose & belonging

Change
Require
Knowing How

K- Knowledge

- Understanding how to change
- Training on new processes & tools
- Learning new skills

Building Factors

- Training
- Experience
- Mentoring

Change
Requires
Action in the
Right Direction

A- Ability

- The demonstrated capability to implement the change
- Achievement of the desired change in performance or behaviour

Building Factors

- Ongoing practice
- Time
- Coaching

Change Must
Be Reinforced
to Be
Sustained

R- Reinforcement

- Actions that increase the likelihood that a change will be continued
- Recognition and rewards that sustain the change

Building Factors

- Celebrations
- Feedback
- Ongoing measurement

CONNECTING ADKAR

A D

**Current
State**

KA

**Transition
State**

R

**Future
State**

ORGANIZATIONS DON'T CHANGE -
PEOPLE WITHIN ORGANIZATIONS CHANGE



INDIVIDUAL CHANGE MANAGEMENT OUTCOMES

When you create:

- Awareness
- Desire
- Knowledge
- Ability
- Reinforcement

You hear:

- “I understand why ...”
- “I have decided to ...”
- “I know how to ...”
- “I am able to ...”
- “I will continue to ...”



ORGANIZATIONAL CHANGE MANAGEMENT

Five Levers

- Communication
- Sponsorship
- Coaching
- Training
- Resistance management

IKS CHANGE MANAGEMENT PERSPECTIVES

Individual Perspective

- Understanding how one person makes a change successfully



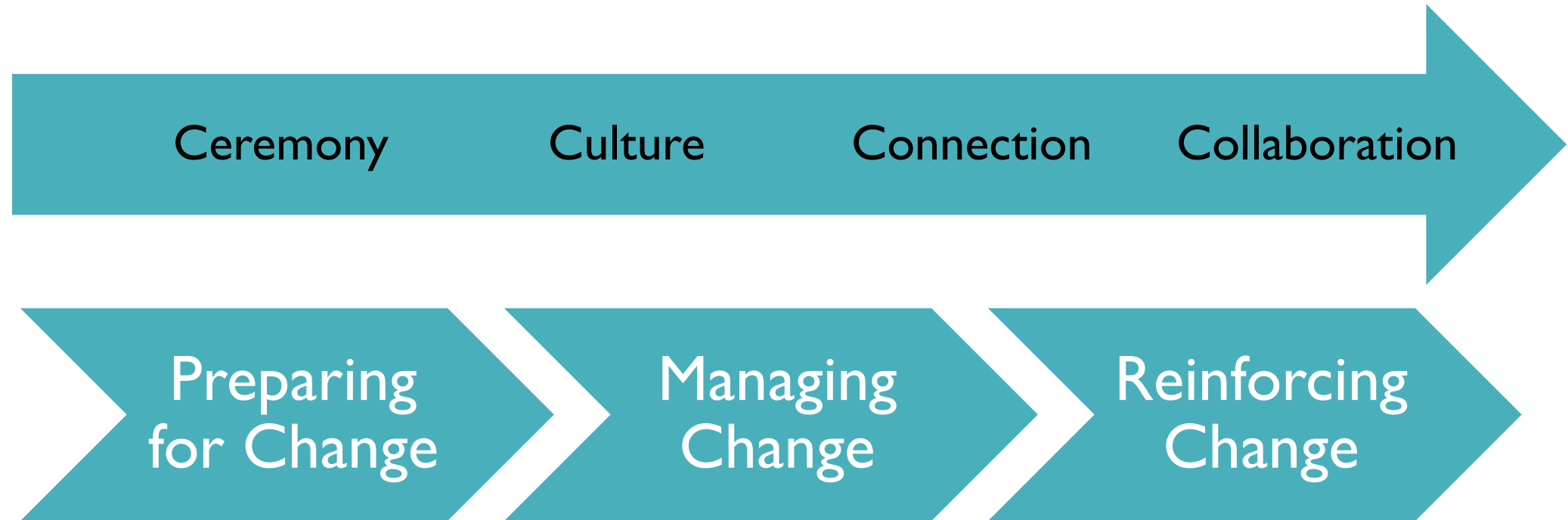
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Organizational Perspective

- The tools, including the 4 C's, that project teams and manager have to support the 'people side of change'

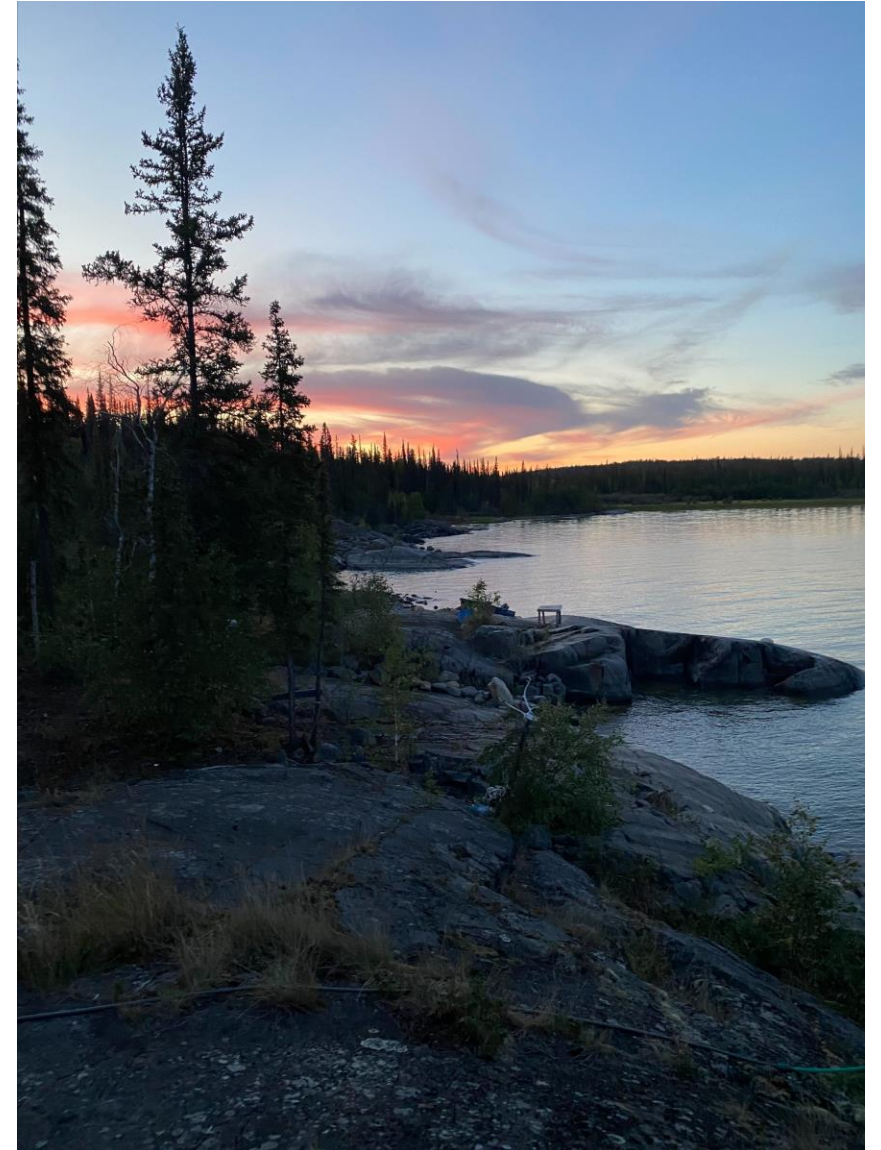


IKS CHANGE MANAGEMENT PROCESS



PREPARING FOR CHANGE

- Start with ceremony and culture – customized to local traditions
- Connect and collaborate to define your change management strategy
- Prepare your change management team
- Develop your leadership / sponsorship champions



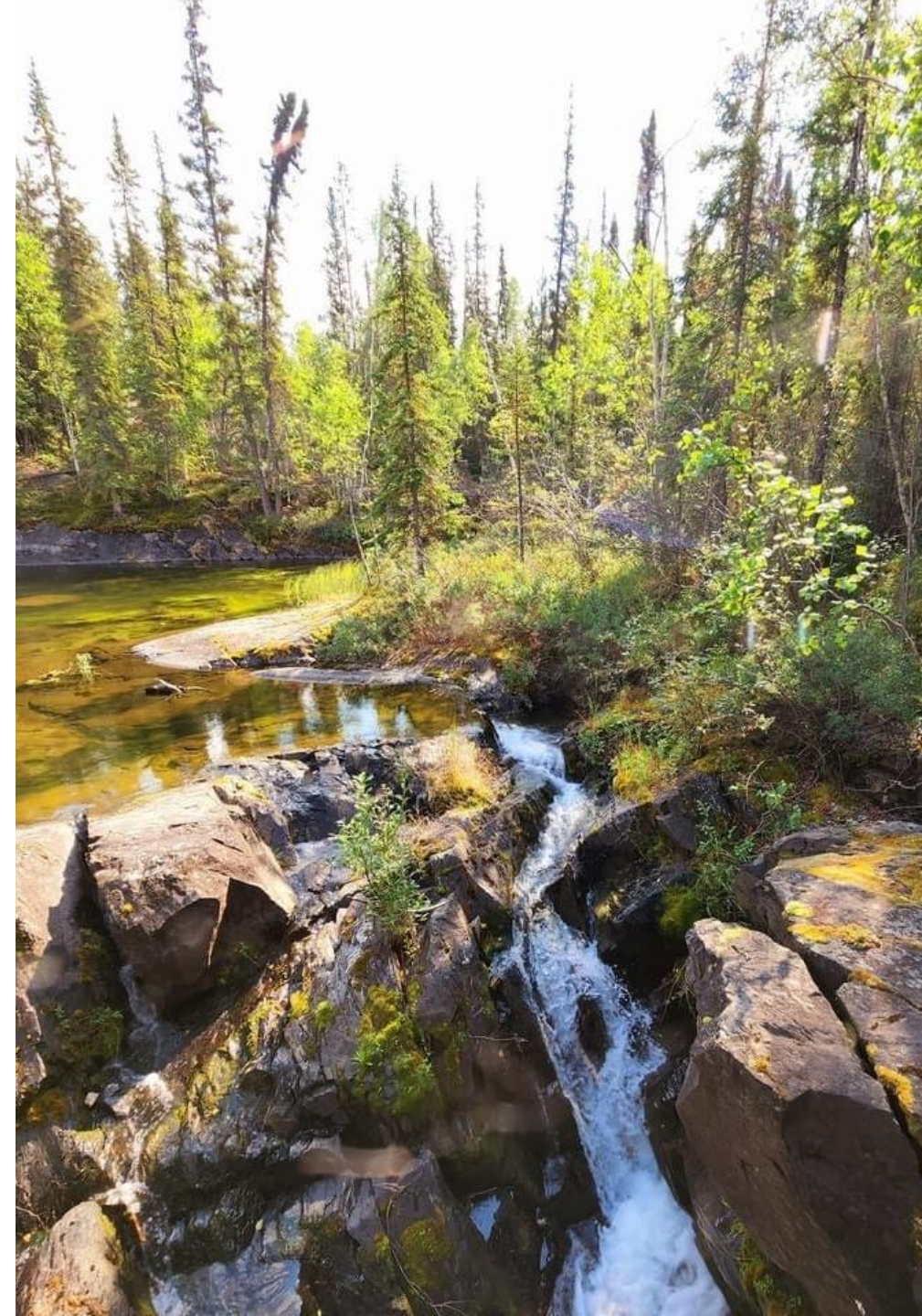
MANAGING CHANGE

- Continue with events to celebrate ceremony and culture – customized to local traditions
- Connect and collaborate to develop change management plans
 - Communications
 - Sponsorship Coaching
 - Training
 - Resistance Management
- Take action and implement plans



REINFORCING CHANGE

- Continue with events to celebrate ceremony and culture – customized to local traditions
- Collect and analyze feedback
- Diagnose gaps and manage resistance
- Implement corrective actions
- Celebrate successes!



WHO IS INVOLVED IN MANAGING CHANGE



Change Management
Project Team



Leadership / Sponsorship
Champions



Management



Employees

Mahsi Cho!

THANK YOU

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