



Navigating Change – Finding Calm in the Storm

Kim Dunn – Strategic HR Consultant

WELCOME TO

Navigating Change – Finding the Calm in the Storm

Using single words or phrases, write down a few things that a **CHANGE** Leader must do!



WORKSHOP OBJECTIVES

Learn how to keep yourself calm while navigating continuous change

Discover new strategies for communicating through rapid and uncertain change

Learn to navigate around potential landmines with simple do's and don'ts

Explore practical strategies to lead people and process in the most trying times

LET'S SEE HOW MUCH WE LIKE CHANGE



WHAT DO GREAT NAVIGATORS DO?



Aware of ships or aircraft's position at all times

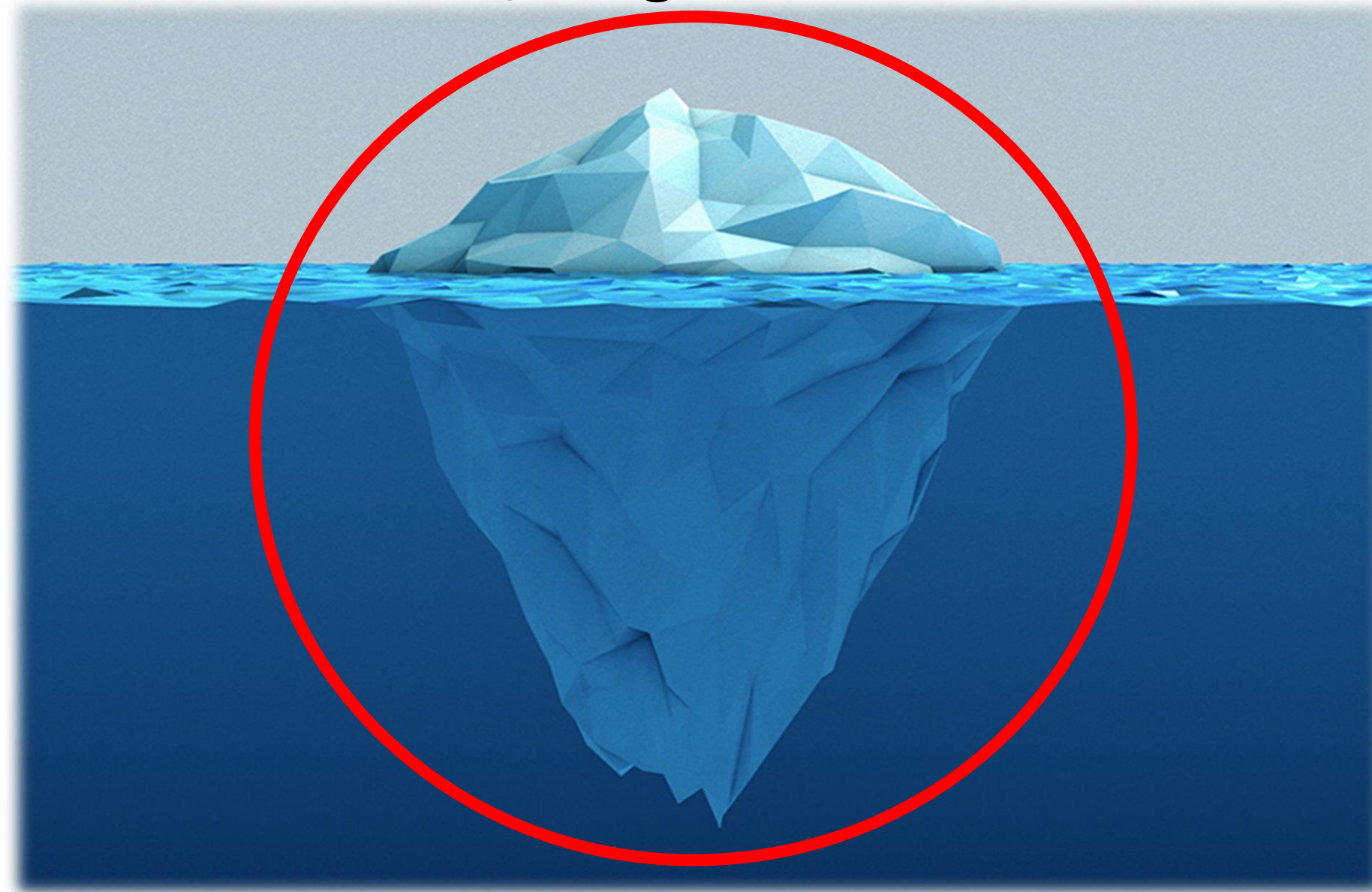
Plan the journey and stay the course

Advise the ship's captain of estimated timing to destinations

Ensuring hazards are avoided

TWO LEVELS OF REACTION TO CHANGE

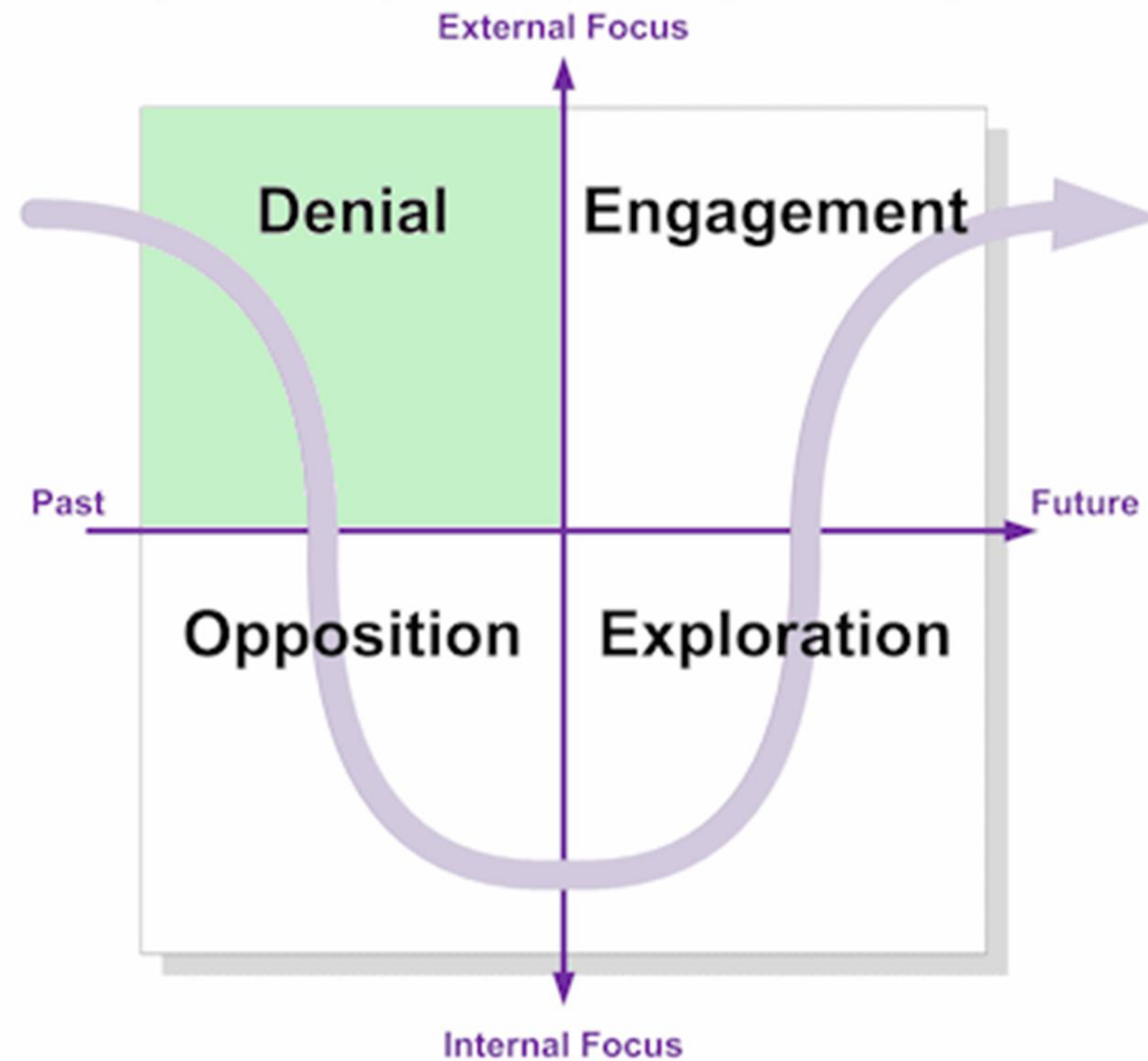
Visible/Tangible Reactions



Hidden/Emotional Reactions

The Four Stages of Transition Through Change

The old way,
“good old days”,
how things used
to be



The new way,
“new normal”,
how things are
now

IMPACT OF CHANGE

Intentional Change

“Change you choose”

Is a conscious decision

Is anticipated

Is gradual

Solves problems

Provides new opportunities

vs.

vs.

vs.

vs.

vs.

Imposed Change

“Changes that choose you”

Is a decision without choice

Is unexpected

Is sudden

Creates problems

Disrupts routines

Role of a Leader During Constant Change

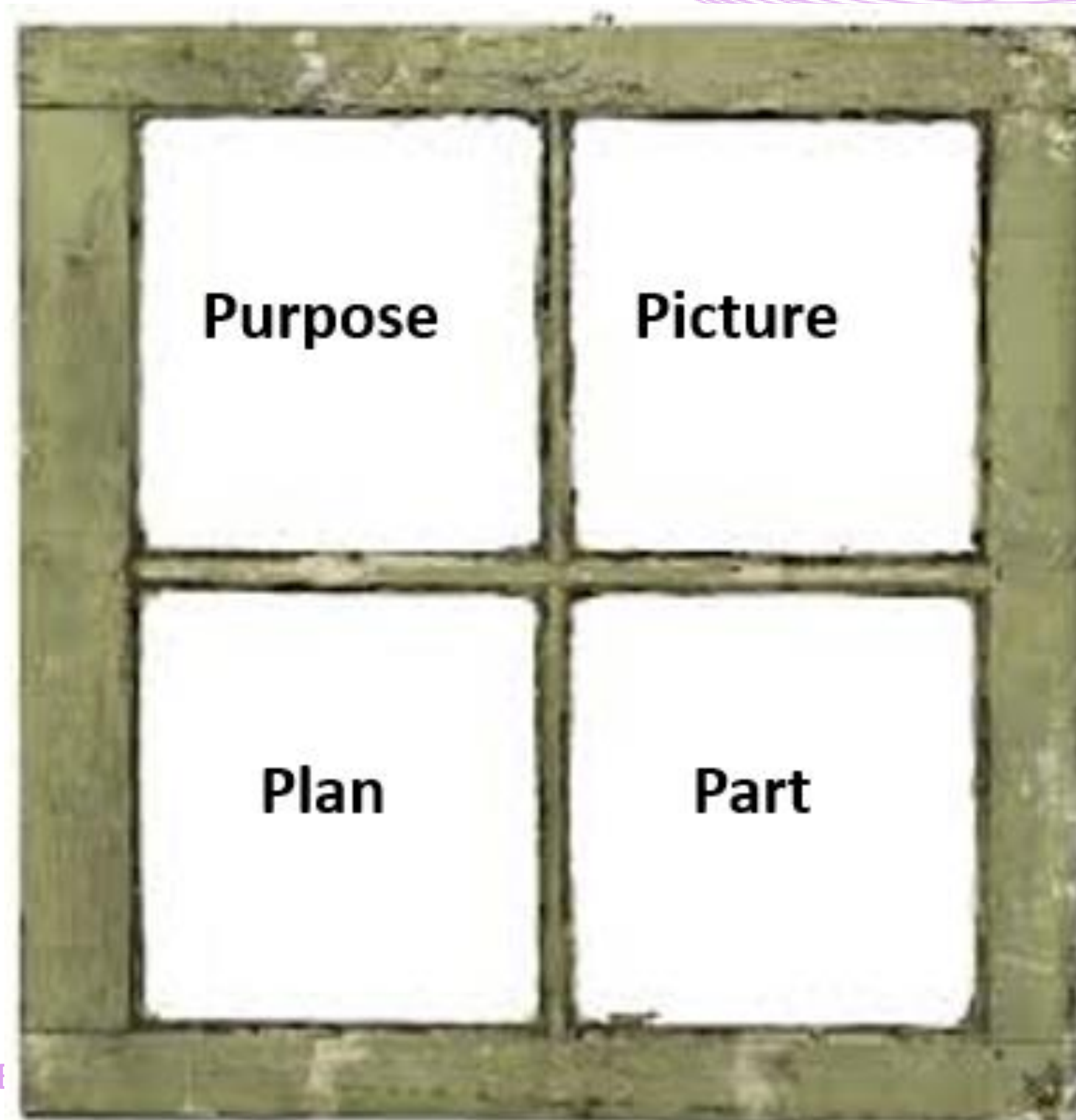


- ✓ Recognize your own reaction to the change and pause purposefully
- ✓ Outline what you KNOW and what you DON'T KNOW
- ✓ Listen
- ✓ Ask the tough questions
- ✓ Be the Navigator – Set and stay the course

Role of a Leader During Constant Change

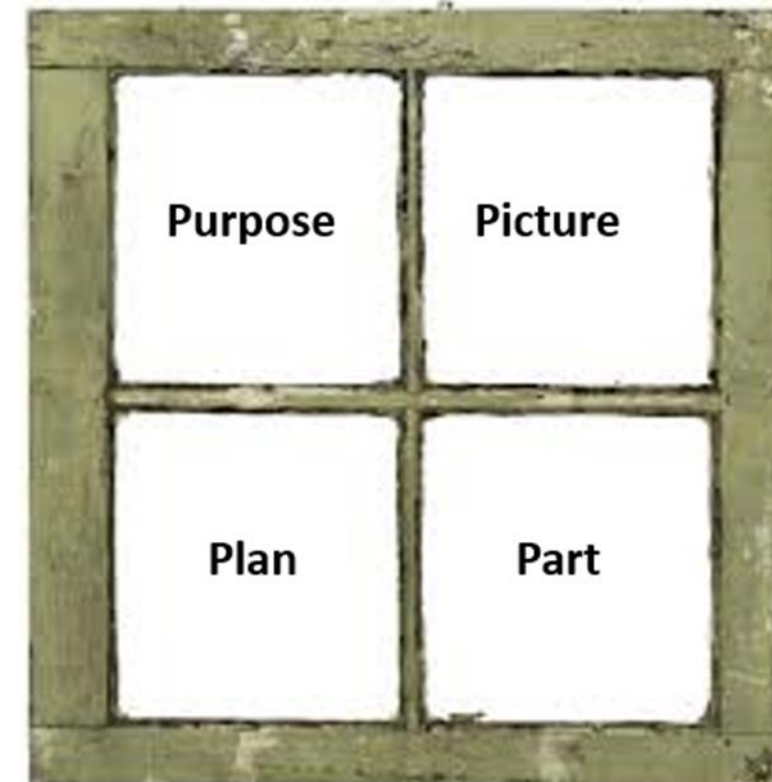
- **Be Inspirational**
- **Be Authentic**
- **Be Visible**
- **Be Inclusive**
- **Be Clear**
- **Be Proactive**
- **Be Educational**
- **Be Measured**
- **Be Reinforcing**
- **Be Evolving**

Communication Strategies



Communication Strategies

- **Story Telling**
- **What and Why**
- **Repeat, Repeat, Repeat**
- **Listen**



“Never let a crisis pass you by”

**EACH PROBLEM HAS HIDDEN IN IT AN
OPPORTUNITY SO POWERFUL THAT IT
LITERALLY DWARFS THE PROBLEM.**

- JOSEPH SUGARMAN -

LIBQUOTES.COM

Navigating Landmines

Left Side of the Room

Do's Exercise

Top 5 things a leader should
always do when navigating
rapid change to avoid
landmines

Right Side of the Room

Don'ts Exercise

Top 5 things a leader should
never do when navigating
rapid change to avoid
landmines

Leadership During Trying Times

Authenticity

Presence

Purpose

Checklist for Communicating Change

Ask yourself what would the NAVIGATOR do?

Step 1: Assess the Situation

Step 2: Create the Plan

Step 3: Prepare Key People

Step 4: Execute the Plan



QUESTIONS





Thank You