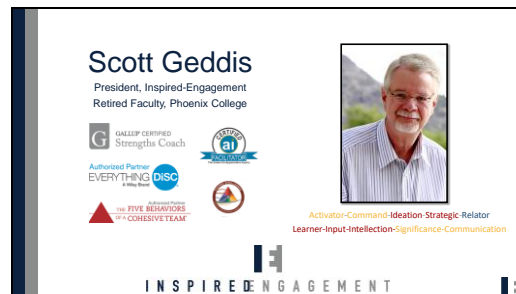


Change Intelligence: Leading During Times of Unprecedented Change An Inspired Engagement Learn, Engage and Thrive Interactive Webinar



Change

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:to make or become different in some particular
:to make radically different
:to give a different position, course or direction

Merriam-Webster

Change

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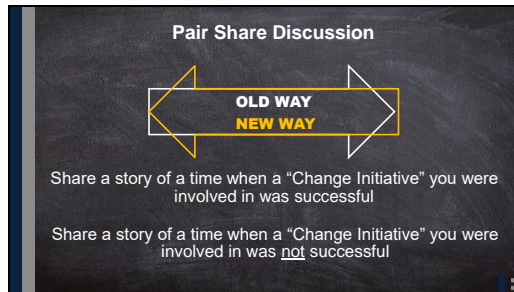
危机

Danger Opportunity

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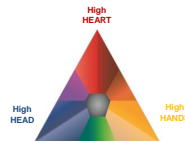
Change is Pain

The Neuroscience of Learning
by Sherril and David





CQ® is the awareness of one's own Change Leader Style and the ability to adapt that style to be optimally effective in leading change across a variety of people and situations.



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Self Select

| Leading Change from the HEAD | Leading Change from the HANDS | Leading Change from the HEART |
|---|---------------------------------------|-----------------------------------|
| Strategic, Futuristic, Purpose-Oriented | Efficient, Tactical, Process-Oriented | Engaging, Caring, People-Oriented |
| Inspirational and big picture visionary | Planful and systematic executor | Motivating and supportive coach |

Identify which style most represents you:
Head, Hands or Heart
Enter your selection in the chat box


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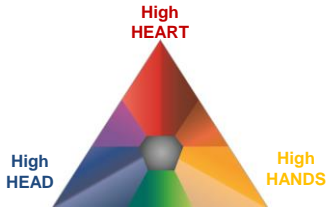
Small Group Discussion

- What are the strengths of your style?
- Have you overused these strengths?
- What are the blind spots of this style?



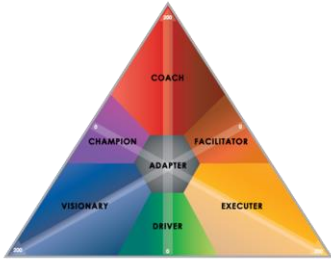
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70% of major change initiatives fail

Failed change leads to:

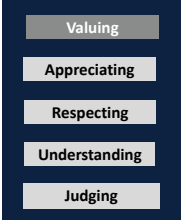
- *Lost Investment*
- *Customer Dissatisfaction*
- *Employee Cynicism*
- *Eroded Trust*



While most leaders are highly experienced with change, they are far less experienced with change done right

Valuing Others Through the Lens of CQ®

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| Leading Change from the HEAD | Leading Change from the HANDS | Leading Change from the HEART |
|--|---|--|
| May "leave others behind" by wanting to move sooner than people are ready; may lack detailed planning and follow-through | May lose sight of the "big picture" and devalue team dynamics and individual emotions | May neglect to revisit overall change goals and not devote attention to the specific tactics of the change process |

What other blind spots do you experience in your style? In the other styles?

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What is the most urgent change you are facing over the next 6 months to a year?

- What is your role in the change?
- What about your role are you most excited about?
- What about this change are you most concerned about?

Think of the change your workplace will experience over the next 6 months

| CQ ² Component | Potential fears and concerns | Potential hopes and opportunities |
|---------------------------|------------------------------|-----------------------------------|
| <i>Leading the Heart</i> | | |
| <i>Leading the Head</i> | | |
| <i>Leading the Hands</i> | | |

Apply your awareness of CQ² to analyze potential fears, hopes, and opportunities related to this change

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Tips to Develop Your “Heartset”

- People need to believe in the change – the sense of urgency, the emotional commitment – the “**why**.”
- If they don’t – the best result will be passionless compliance and the worst, demotivated resignation.

Ask yourself:

- ✓ Have I engaged people in the change beyond the intellectual level – made the personal, emotional appeal?
- ✓ Am I continually listening, giving and receiving honest feedback, and keeping a finger on the pulse of the human side of the transition?

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Tips to Develop Your "Mindset"

- People need to understand the change that is needed – the business case, the bottom line metrics – the **"what."**
- If they don't – chaos and confusion will result.

Ask yourself:

- ✓ Have I created and communicated a compelling vision, business case, and plan for change?
- ✓ Have I painted the picture so others can dream the dream?

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Tips to Develop Your "Skillset"

- People need to know how to act consistently with the change, to have the skills and knowledge to do the right thing – the **"how."**
- If they don't, what may appear as resistance may be fear and frustration.

Ask yourself:

- ✓ Do people know what to do? Have I made the parts they are to play and expectations for deliverables clear?
- ✓ Have I provided the training and other developmental experiences people need to build new competencies? Have I coached people to feel confident and empowered?
- ✓ Have I provided the resources and removed the barriers standing in their way to make them successful?

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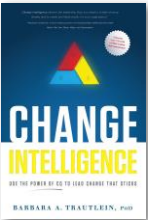
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Change Intelligence Virtual Workshops

Partner with Leaders Collaborate with Teams

Sustain the Change

Contact: scott@inspired-engagement.com



available at


CHANGE CATALYSTS
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References, Handout, PowerPoint, Feedback

<https://inspired-engagement.com/workshop-resources/>

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