

MCHRMA

Marshall County Human Resource Management Association

presents

Spring Seminar

One Workforce: Understanding Yourself & Others
Why and How Organizations Change
How to Pull Others Up (or Down) with You

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One Workforce: Understanding Yourself & Others
Why and How Organizations Change
How to Pull Others Up (or Down) with You

Part 1: Gain insight into how individual similarities and differences in the workplace impact team effectiveness.

Part 2: Understand why and how organizations change, the reasons people resist change, and strategies for executing effective change management.

Part 3: Recognize the connection between personal values and behaviors, and how both impact leadership effectiveness.



One Workforce: Understanding Yourself & Others

Introductions



- Who am I?
- Who are you?
- Why are you here?



One Workforce: Understanding Yourself & Others

How are we
different?

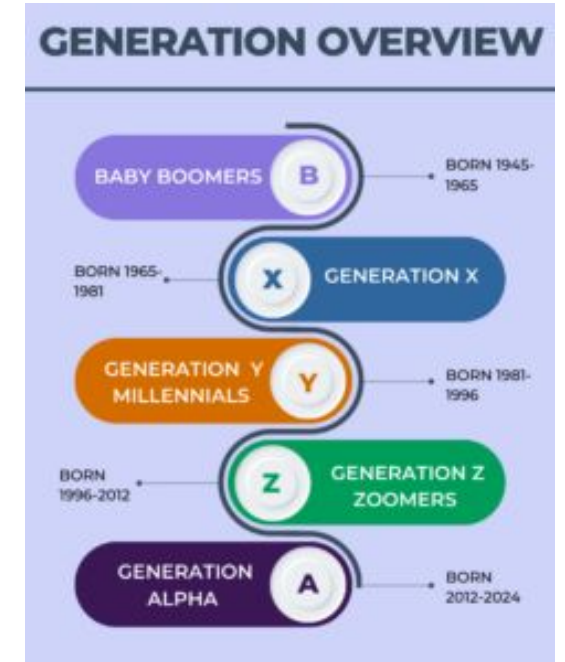
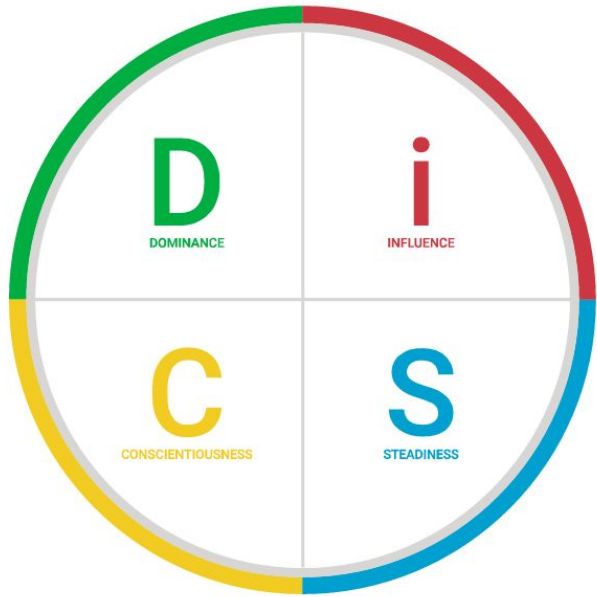


One Workforce: Understanding Yourself & Others

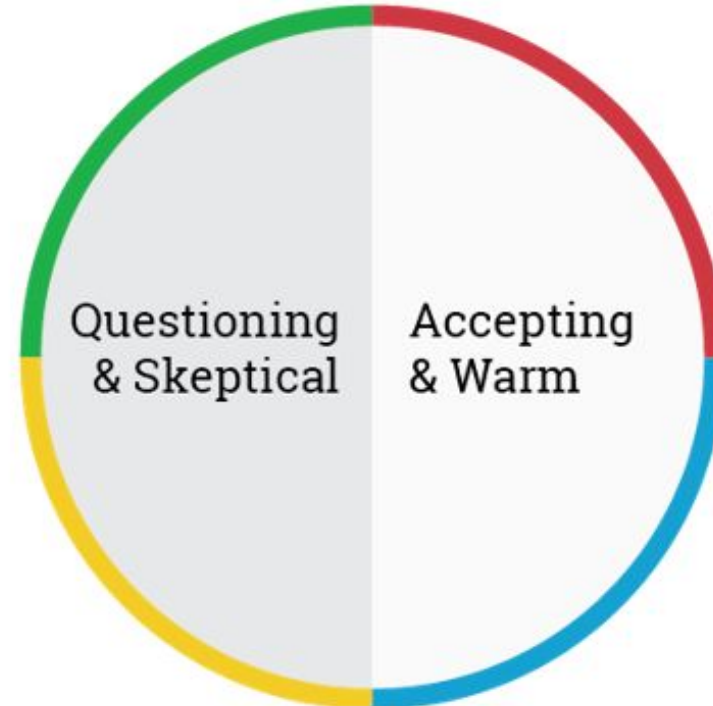
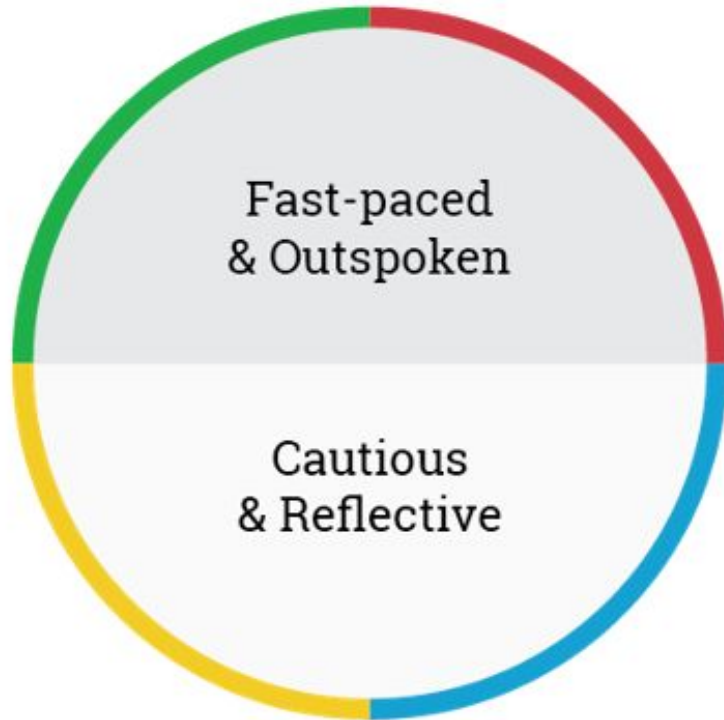


How are we similar?

One Workforce: Understanding Yourself & Others



Identifying Our DiSC Styles



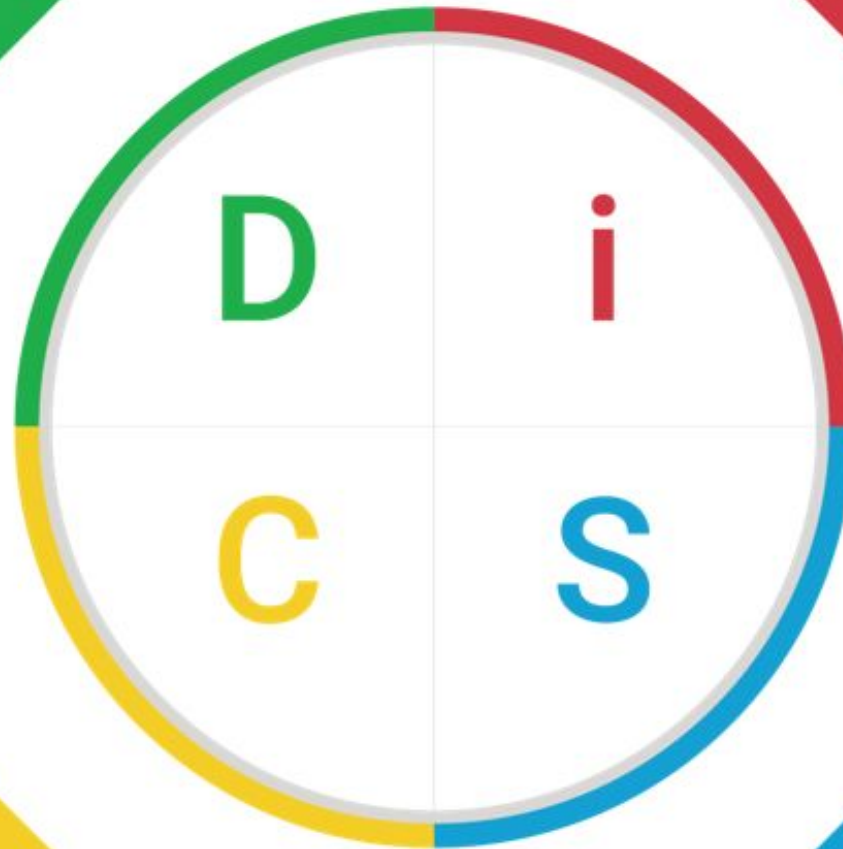
DOMINANCE

Fast-paced & Outspoken
Questioning & Skeptical



iNFLUENCE

Fast-paced & Outspoken
Accepting & Warm



CONSCIENTIOUSNESS

Cautious & Reflective
Questioning & Skeptical



STEADINESS

Cautious & Reflective
Accepting & Warm

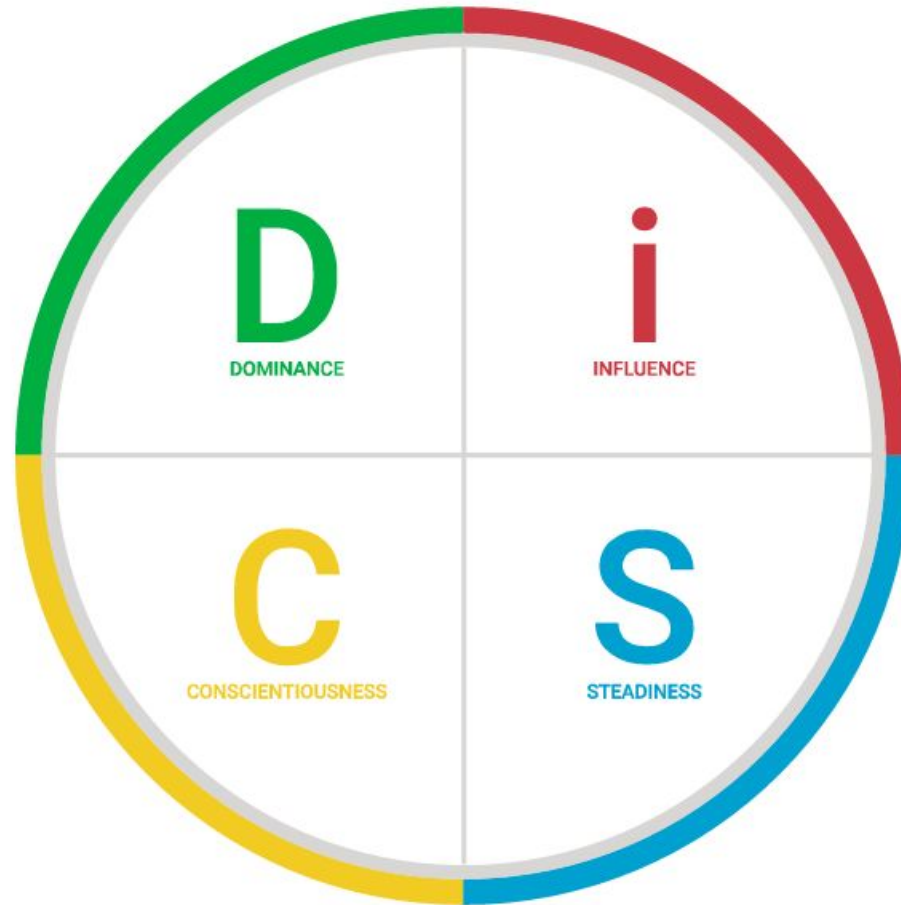


Dominance

- Direct
- Firm
- Strong-willed
- Forceful
- Results-oriented

Conscientiousness

- Analytical
- Reserved
- Precise
- Private
- Systematic



Influence

- Outgoing
- Enthusiastic
- Optimistic
- High-spirited
- Lively

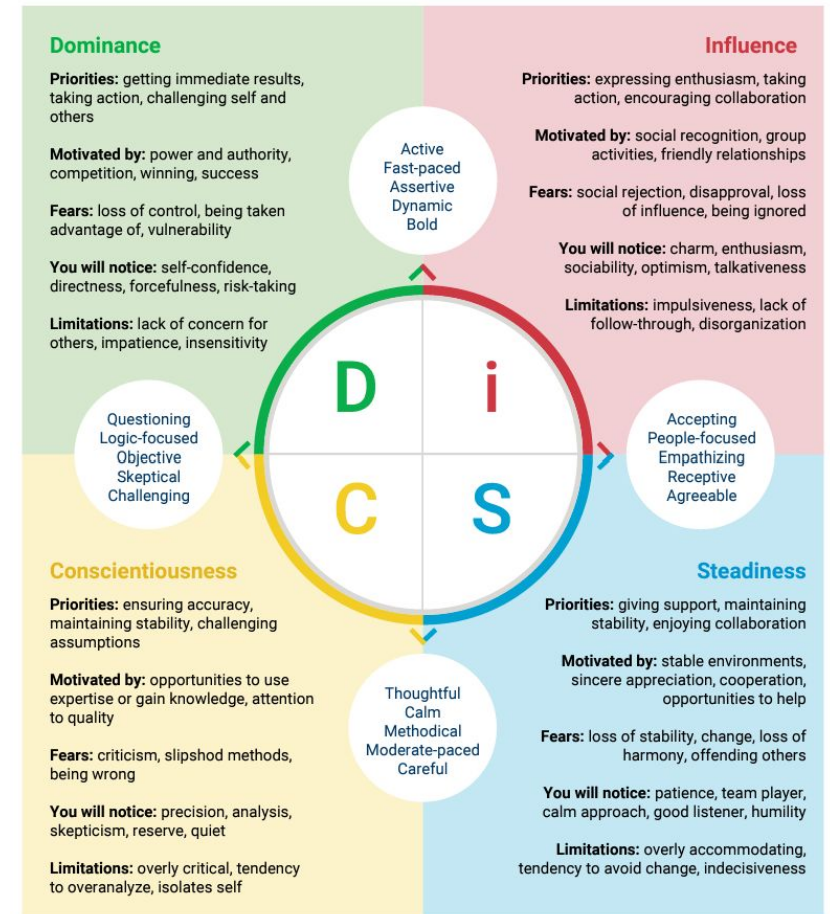
Steadiness

- Even-tempered
- Accommodating
- Patient
- Humble
- Tactful

Understanding Ourselves & Others

Pay special attention to the style that ruffles your feathers the most!

- Priorities
- Motivators
- Fears
- Behaviors
- Limitations



Dominance

Priorities: getting immediate results, taking action, challenging self and others

Motivated by: power and authority, competition, winning, success

Fears: loss of control, being taken advantage of, vulnerability

You will notice: self-confidence, directness, forcefulness, risk-taking

Limitations: lack of concern for others, impatience, insensitivity

Questioning
Logic-focused
Objective
Skeptical
Challenging

Active
Fast-paced
Assertive
Dynamic
Bold

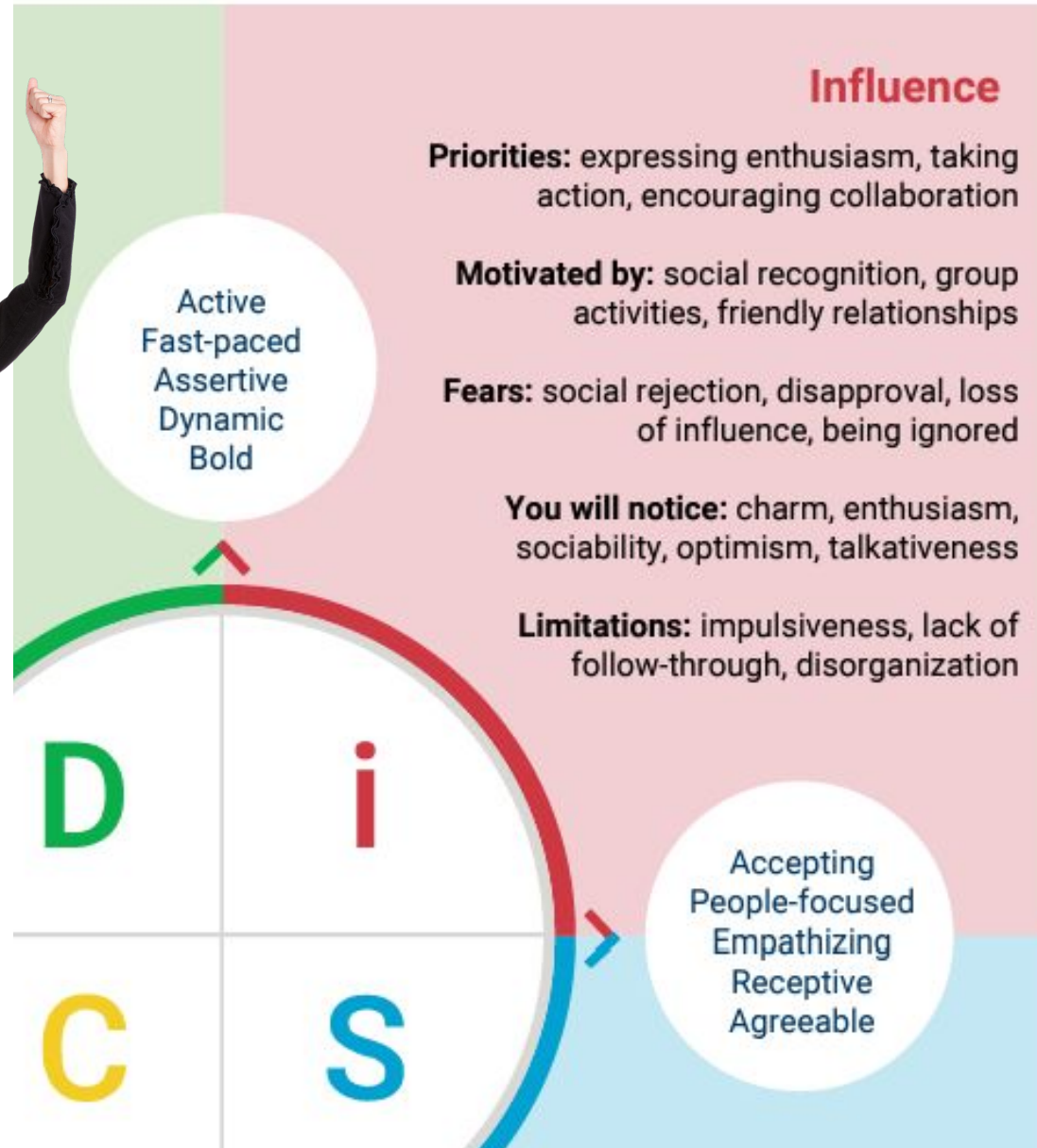
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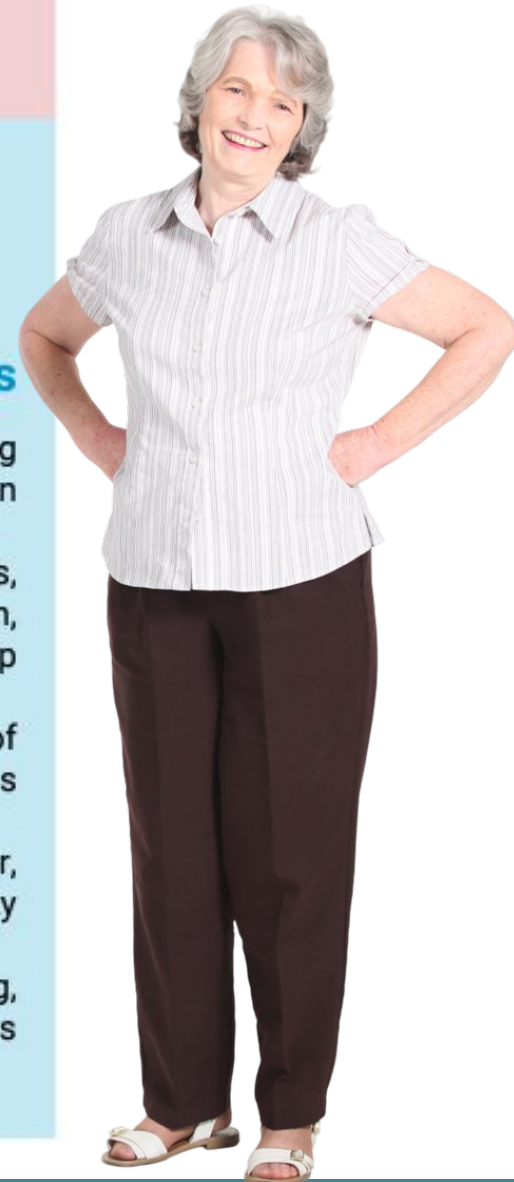
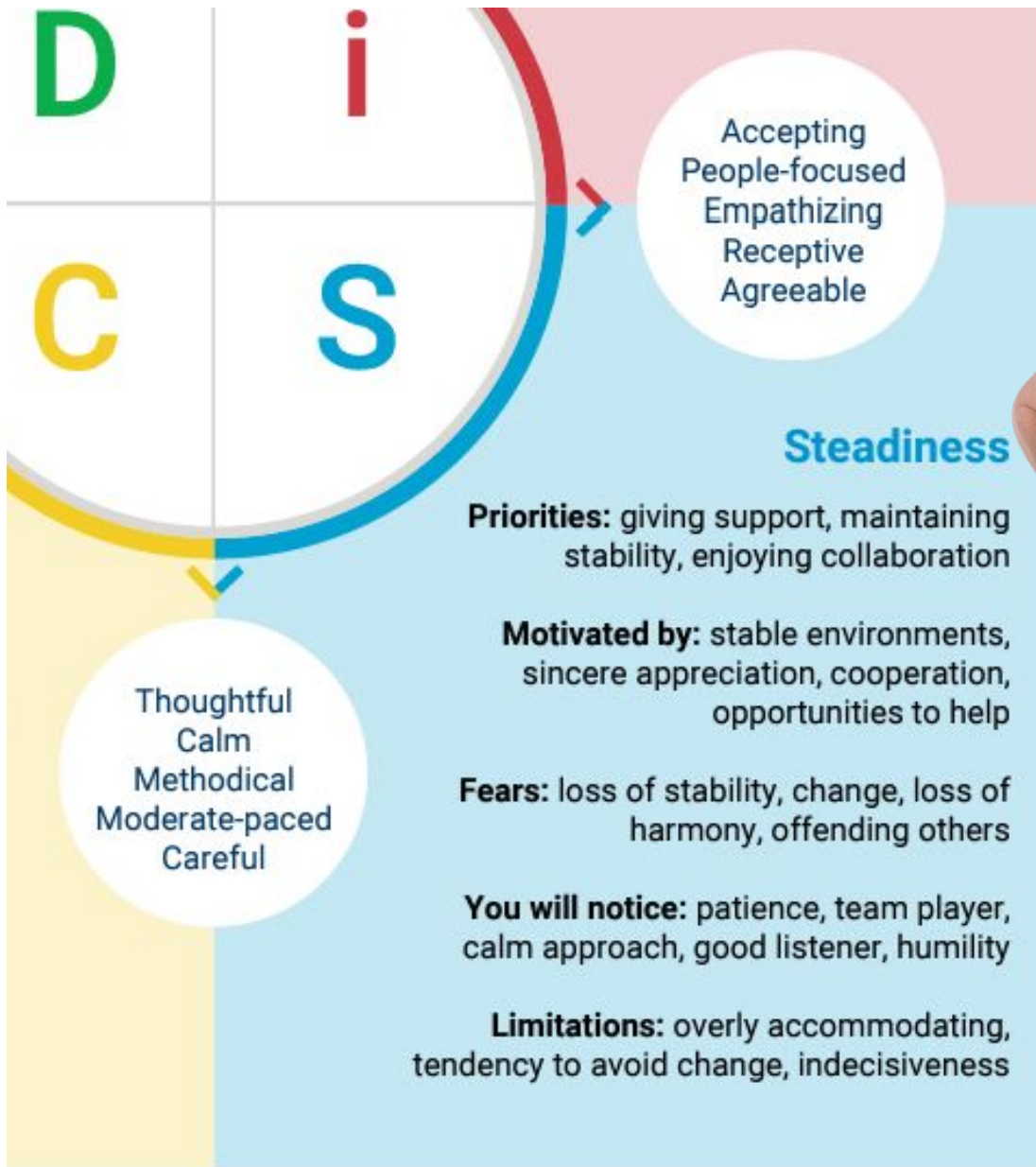
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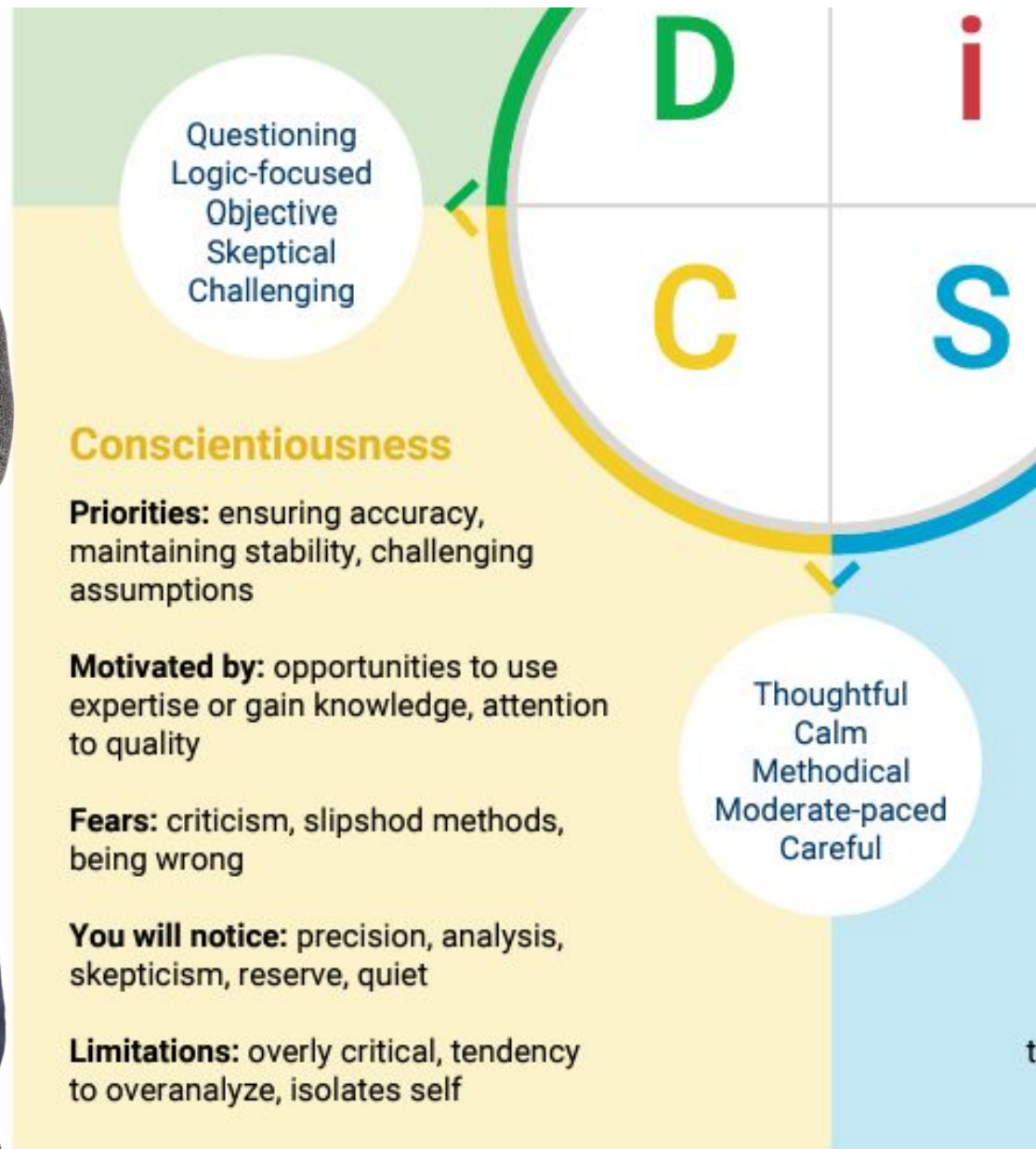
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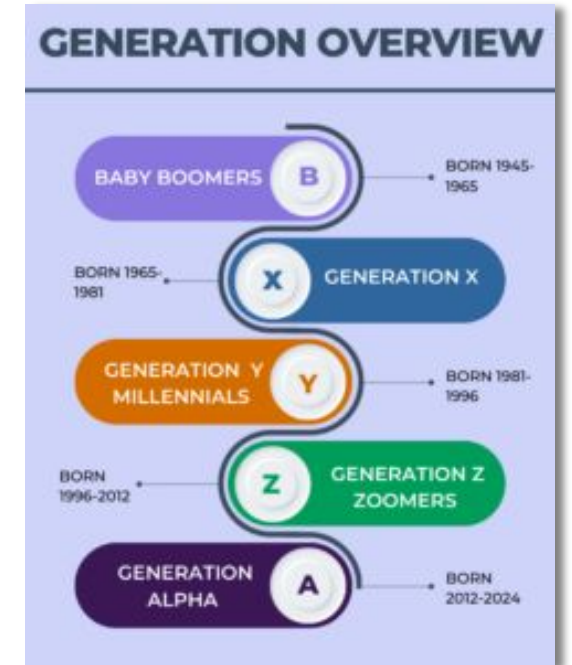
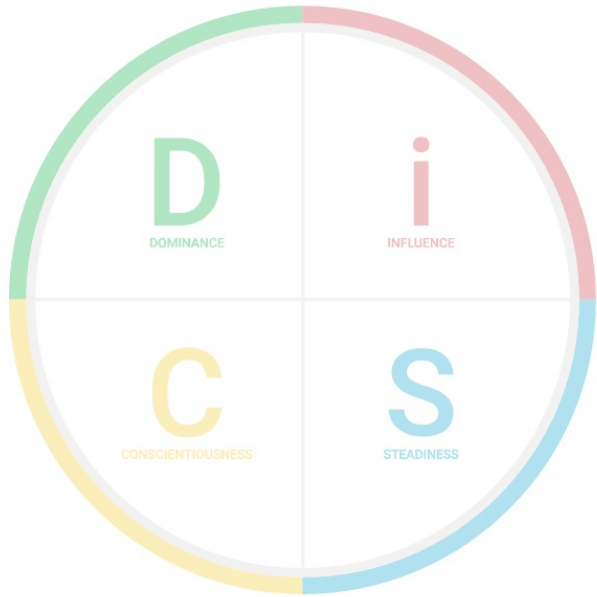




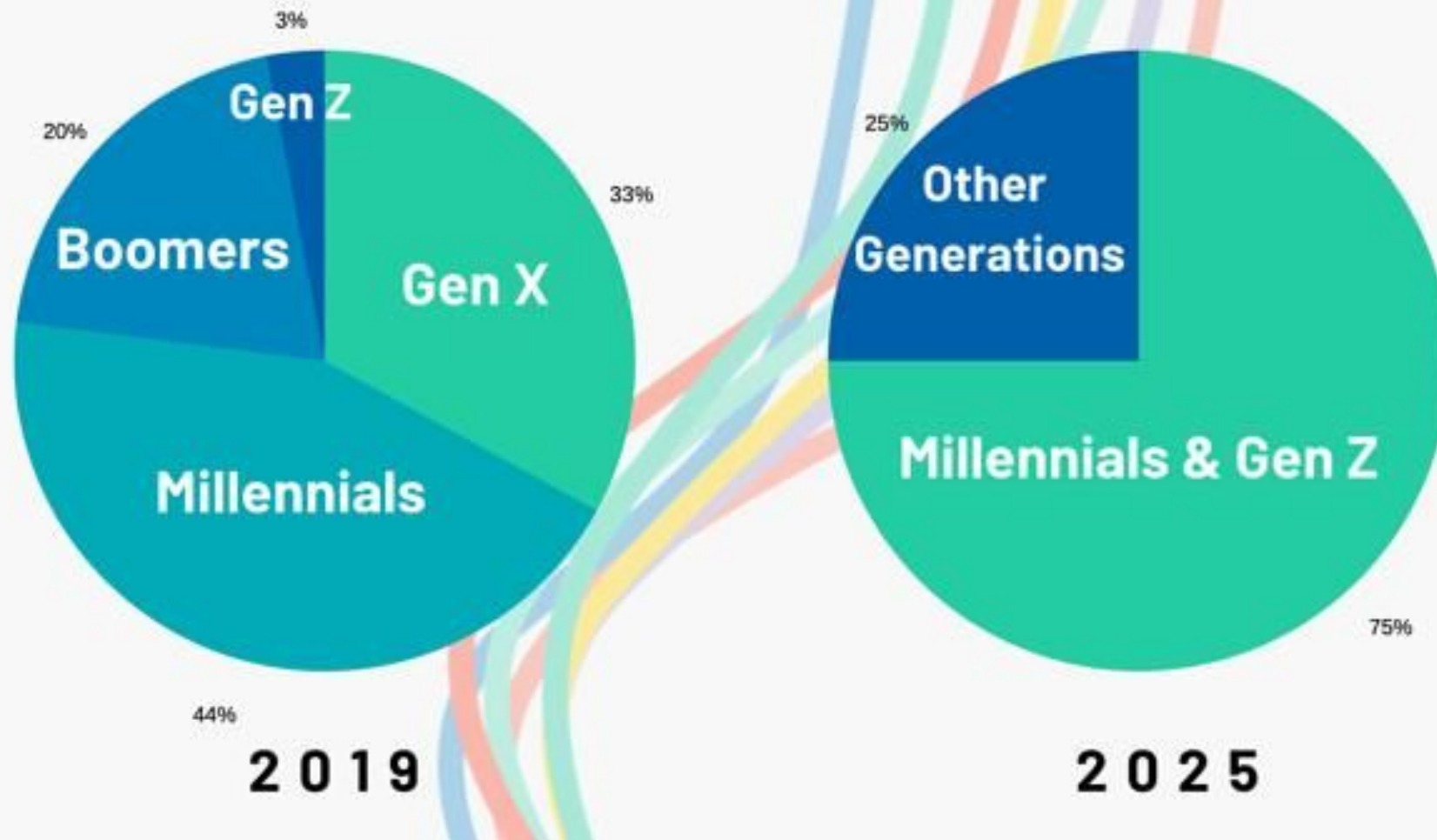




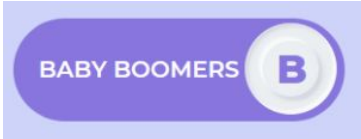
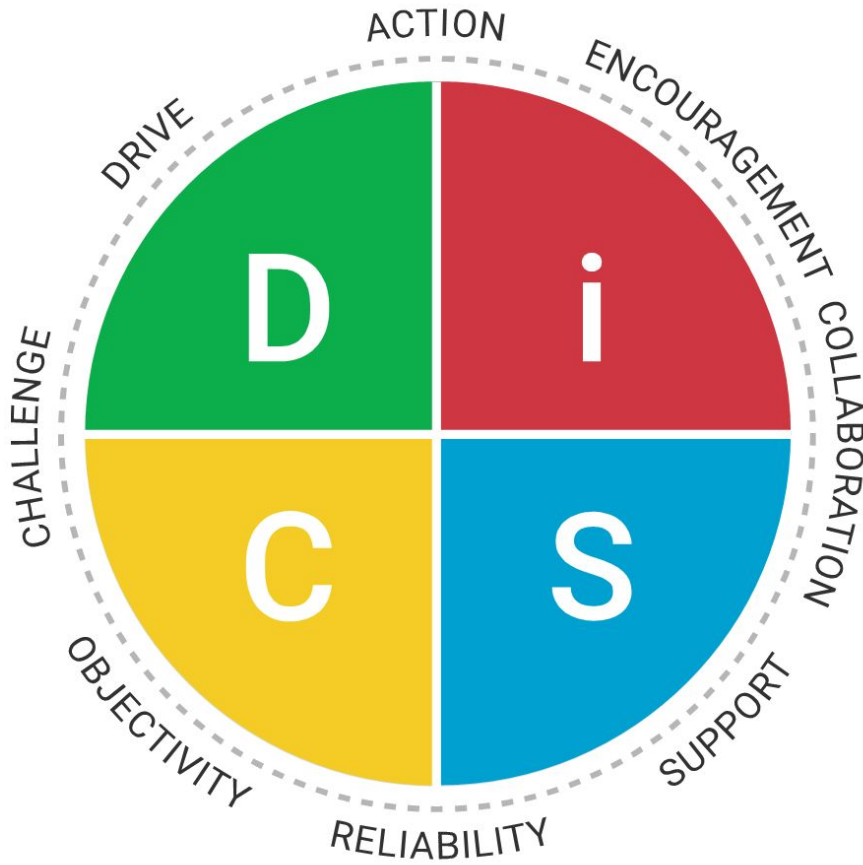
One Workforce: Understanding Yourself & Others



GENERATIONS IN THE WORKFORCE



Let's Talk Priorities!

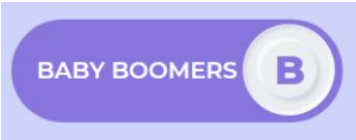
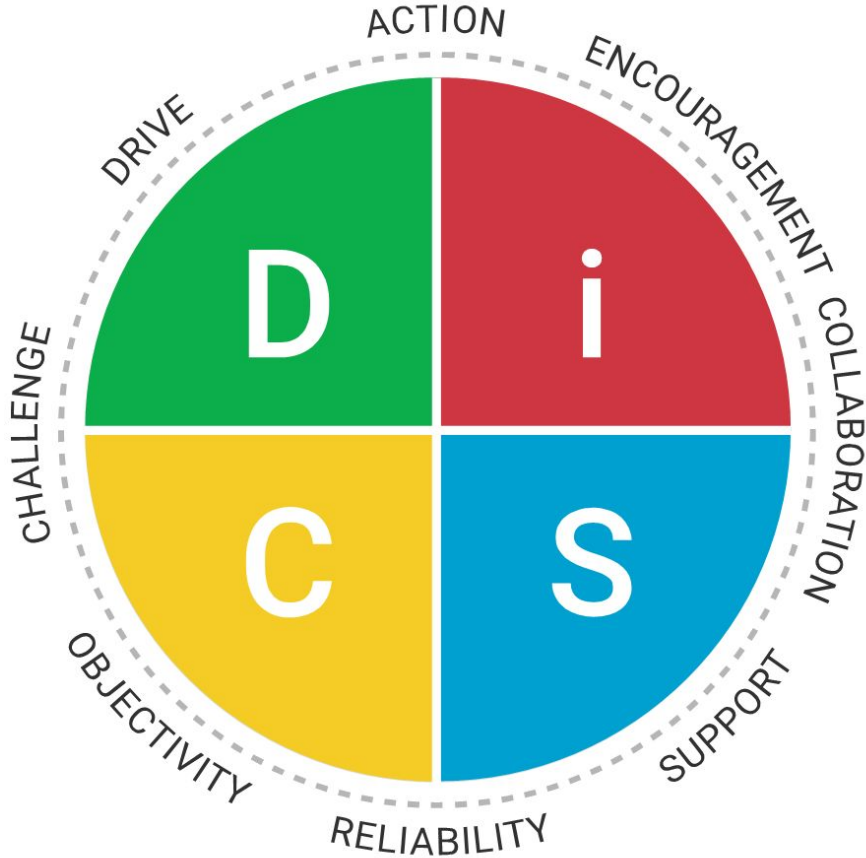


formal, focused on stability and rules

Let's Talk Priorities!



want to be independent and less formal



formal, focused on stability and rules

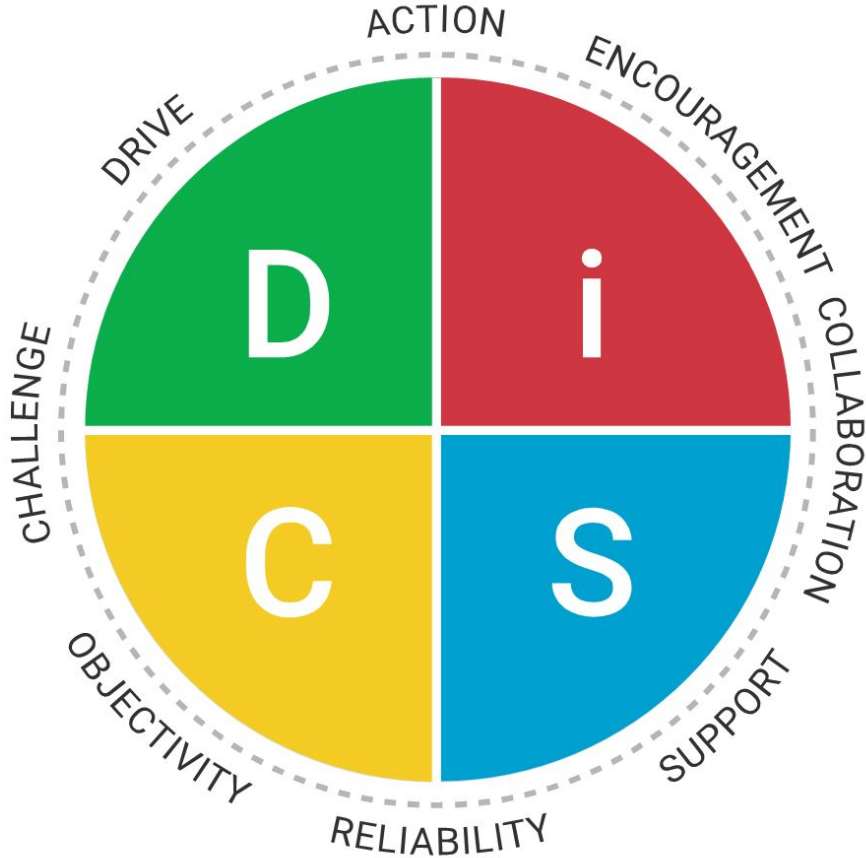
Let's Talk Priorities!

GENERATION X **X**

want to be independent and less formal

GENERATION Y
MILLENNIALS **Y**

*ambitious, high expectations,
question everything*



BABY BOOMERS **B**

formal, focused on stability and rules

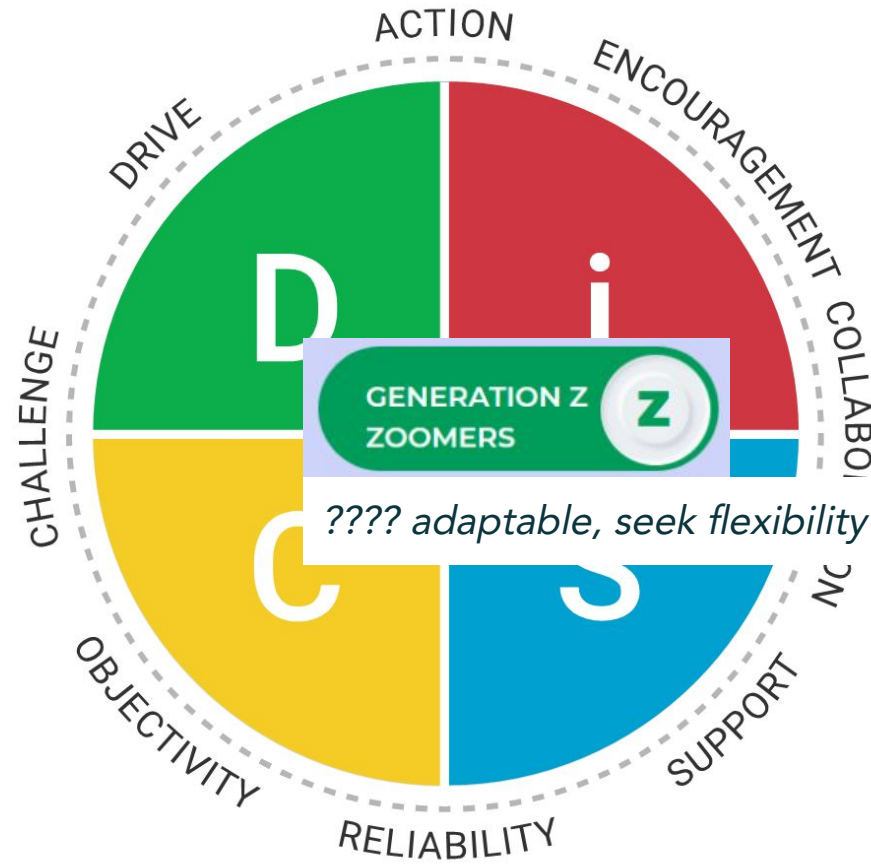
Let's Talk Priorities!

GENERATION X **X**

want to be independent and less formal

GENERATION Y
MILLENNIALS **Y**

ambitious, question everything



BABY BOOMERS **B**

formal, focused on stability and rules



I don't prefer

I prefer



RULES AND HIERARCHIES (R)



WORK/LIFE BALANCE (WL)



INDEPENDENCE (I)



PURPOSE AND CULTURE (PC)



TECHNOLOGY (T)

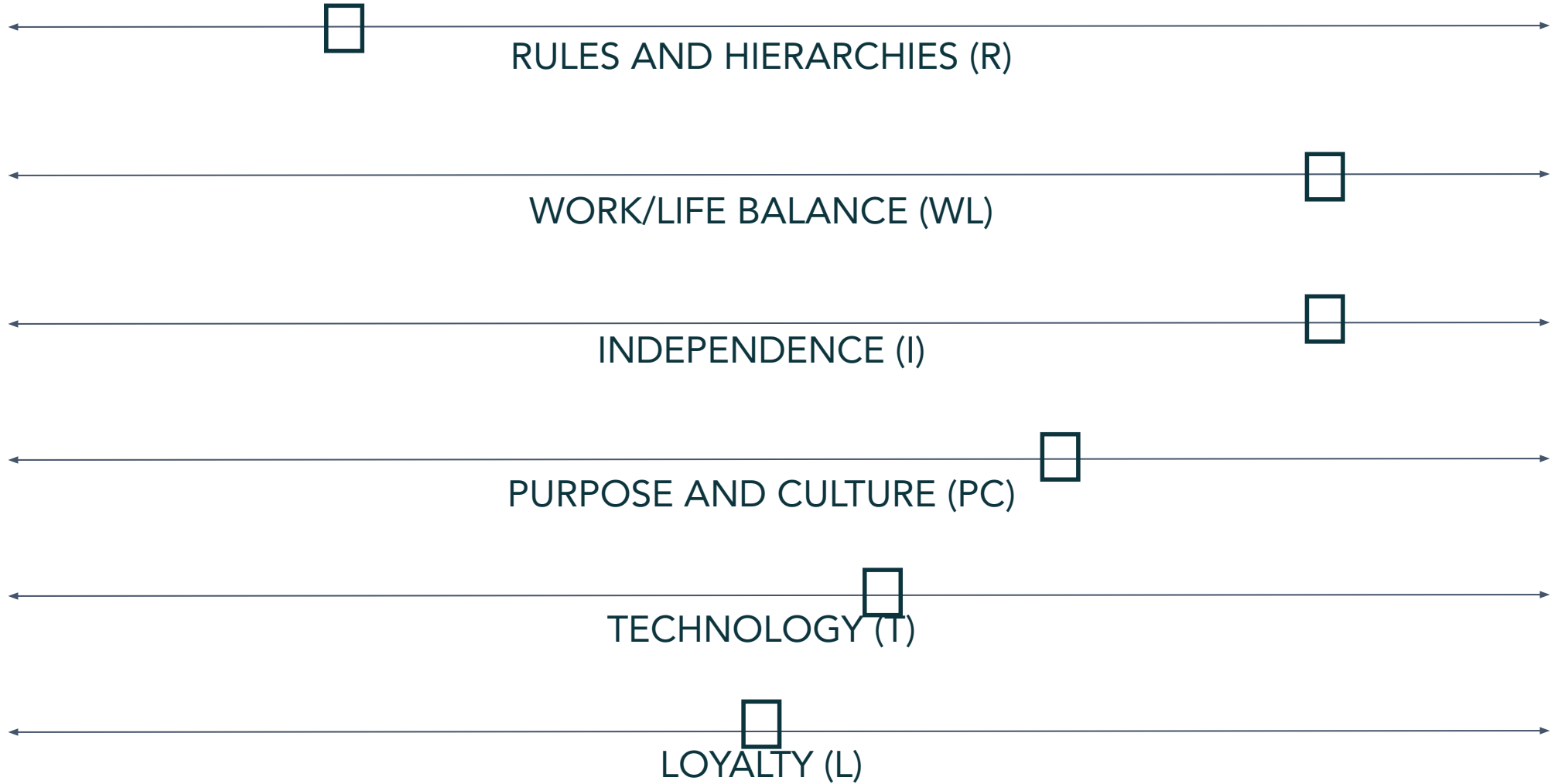


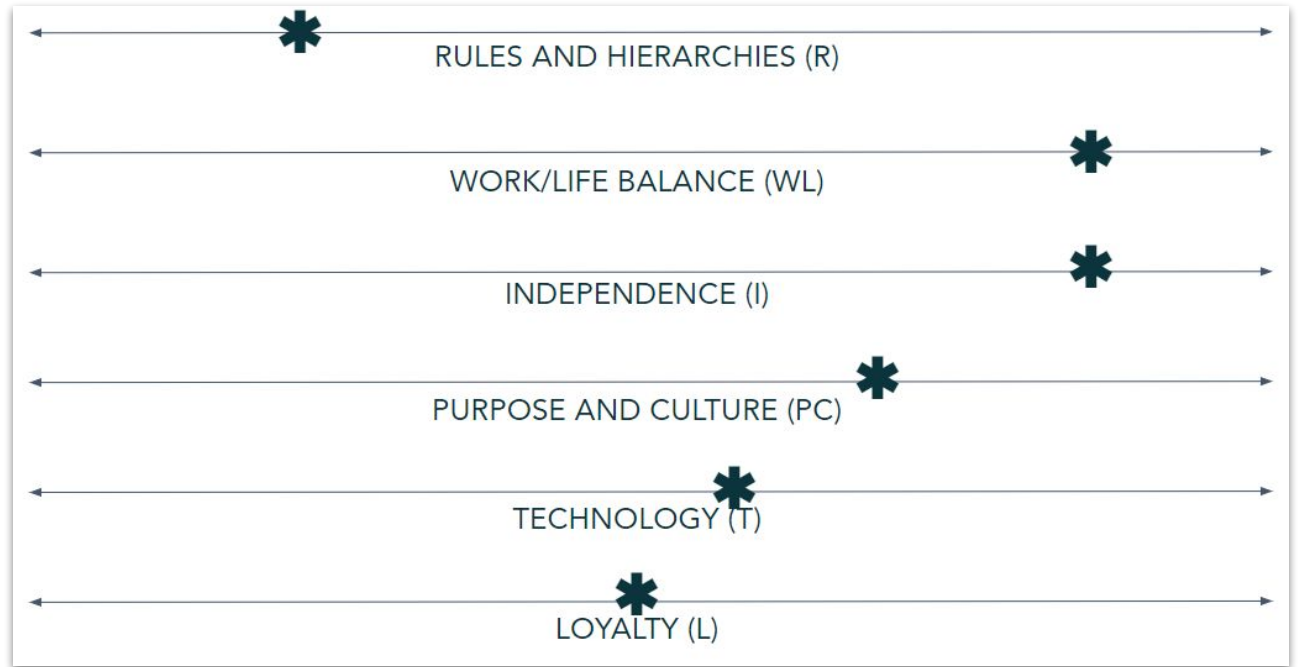
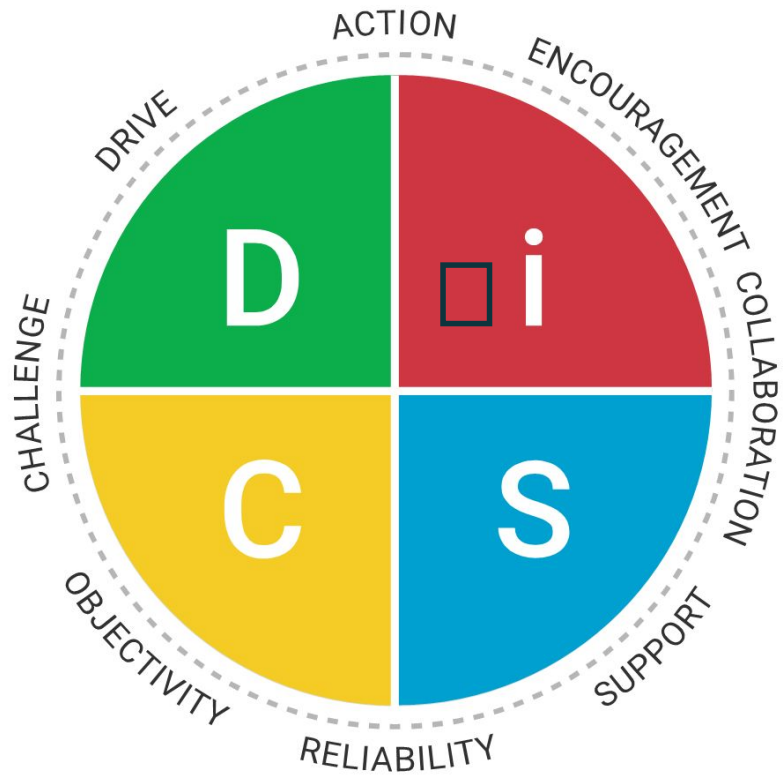
LOYALTY (L)



I don't prefer

I prefer





[TIVIAN]

Delivering on these needs requires everyone, from every generation, to practice *empathy and understanding* around the needs of others.

We should value the diverse skills and experiences in the workforce and *learn from each other*, rather than judging against our own backgrounds and strengths.

4 Steps to Improve Team Effectiveness

1. Challenge generational stereotypes
2. Discover new strengths
3. Set team norms
4. Build meaningful relationships



Small Group Discussion

How Have We... How Will We...

1. Challenge generational stereotypes
2. Discover new strengths
3. Set team norms
4. Build meaningful relationships



We Are One Workforce



THANK YOU!



Jillian Miles Massey

 jmm@horizonpointconsulting.com

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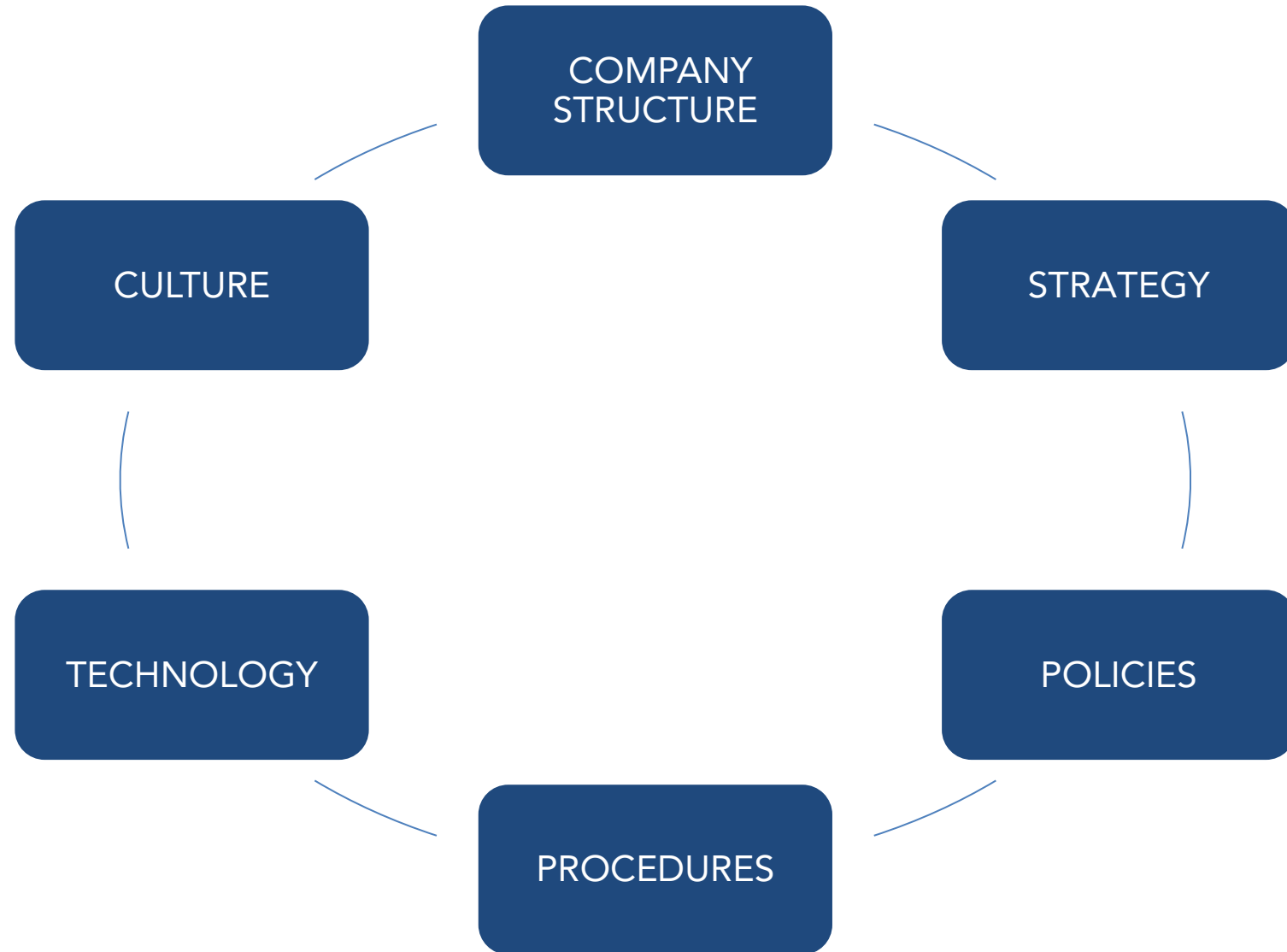




Why and How Organizations Change

Why do organizations change?

Learning Organizations Welcome Change



Your Change Challenges

Individually (:05)

- ❖ Write down your top 3 challenges in leading change
- ❖ Transfer each of these challenges to a single yellow post-it



Form groups of 4 to 5 participants (:15)

- ❖ In your groups, review your challenges and organise them into common themes
- ❖ Discuss and identify a specific example that highlights each of the themes your groups has identified

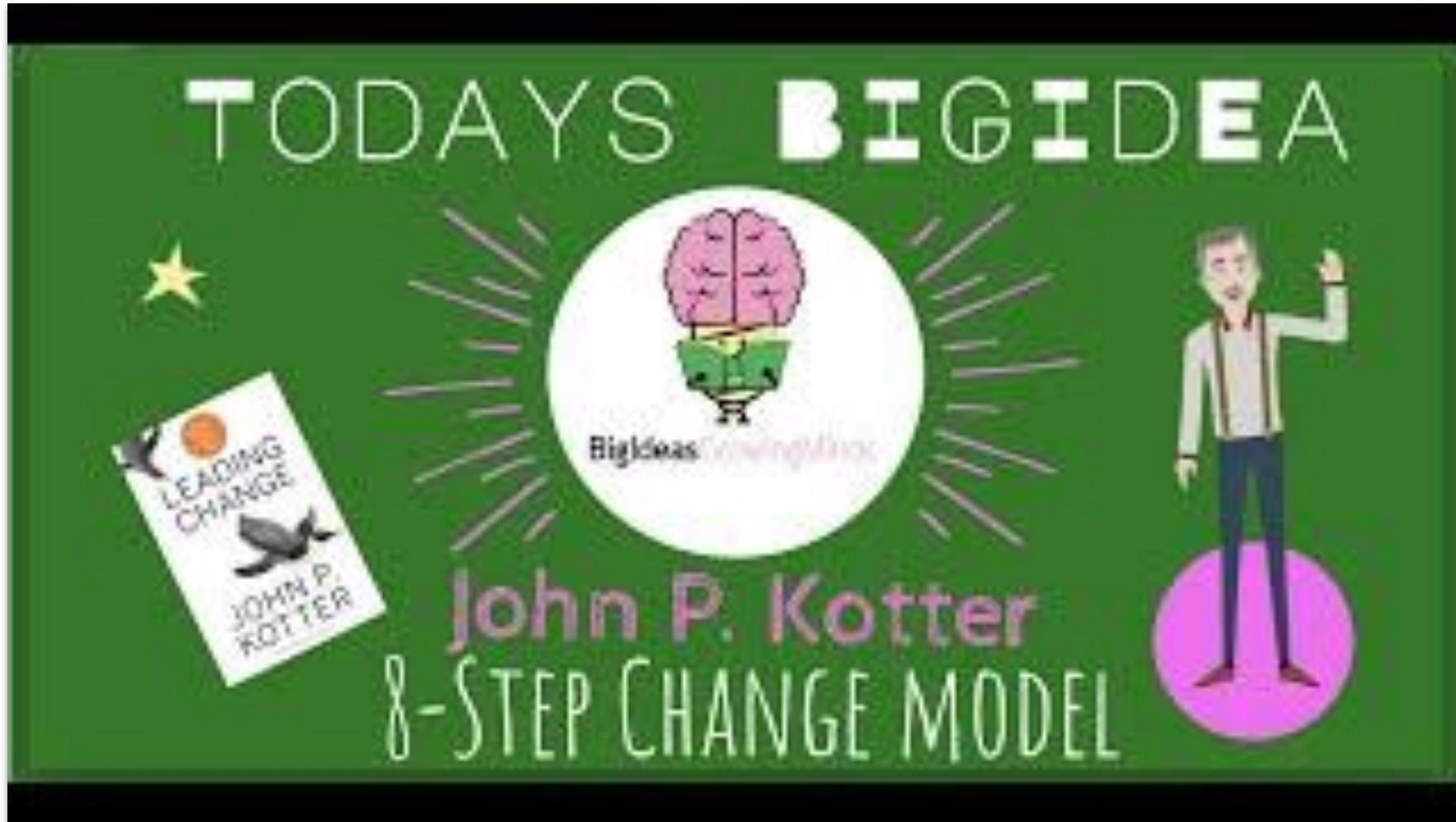


Change Management: Explained

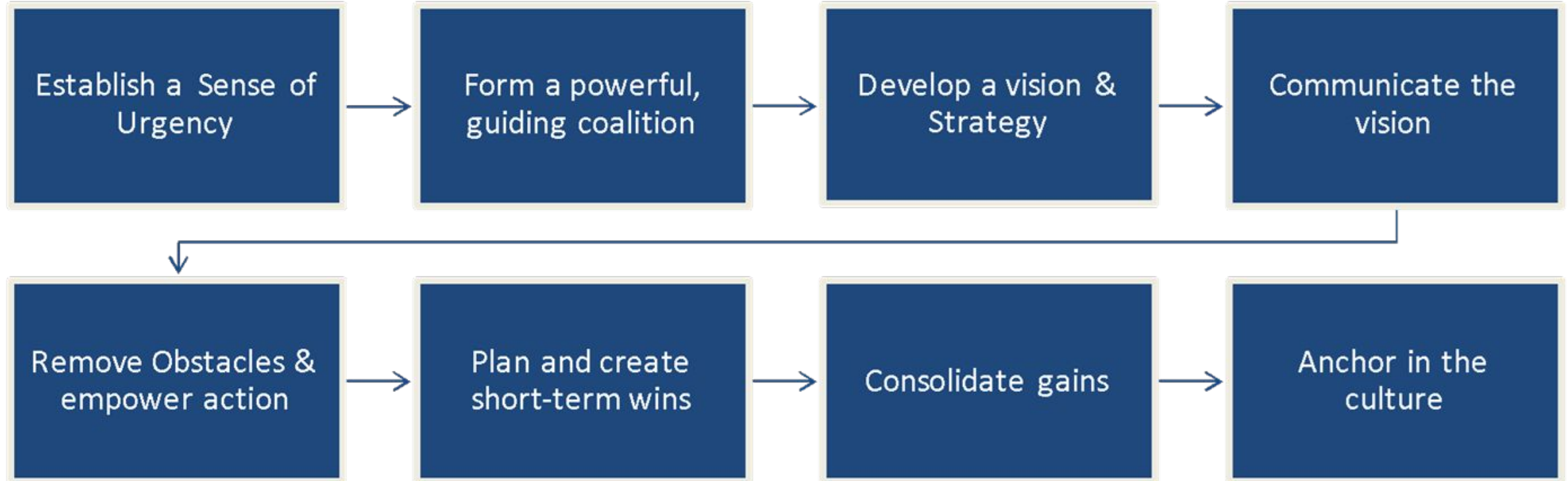


Step 1: Prepare the Organization for Change

Kotter's Eight-Step Model for Change



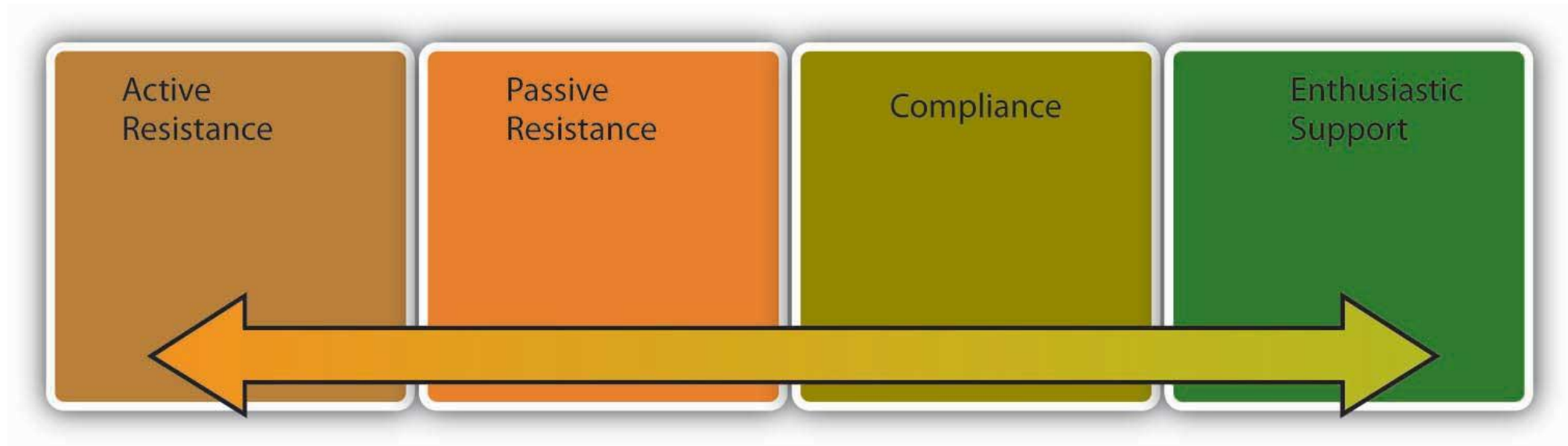
Kotter's Eight-Step Model for Change



Pulse Check

- What do you think are some key reasons why people resist change?
- Do you think some people are more resistant to change regardless of what it is? Why do you think this is?

Resistance to Change



Why People Resist Change

DISRUPTED HABITS

PERSONALITY

FEELINGS OF
UNCERTAINTY

FEAR OF FAILURE

PERSONAL IMPACT
OF CHANGE

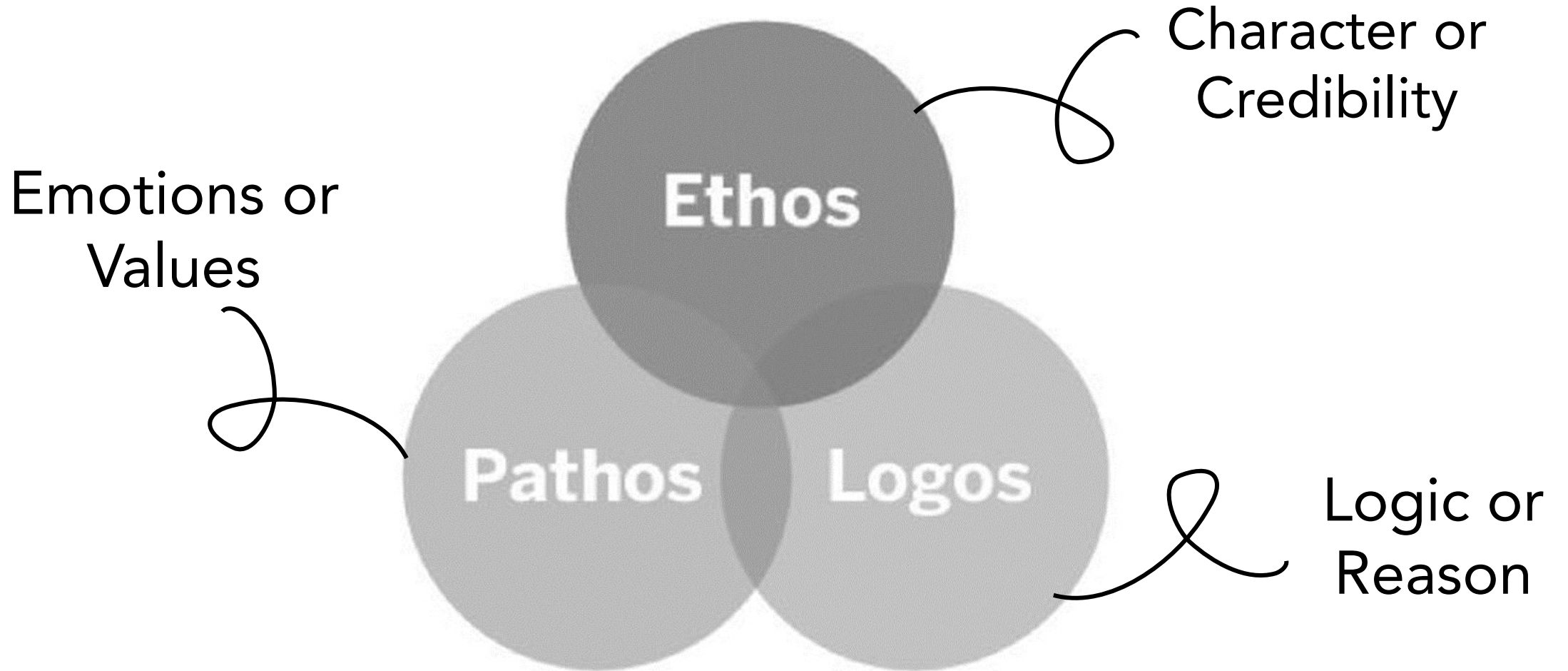
PREVALENCE OF
CHANGE

PERCEIVED LOSS OF
POWER

Why People Resist Change

THEY ARE TIRED

Change Influence Model



Pulse Check

- Can you think of an organizational or personal change that you had to go through?
 - Have you encountered any resistance to this change?
 - What were the reasons?
- How would you deal with employees who are resisting change because their habits are threatened?
- How would you deal with employees if they are resisting because of a fear of failure?

Step 2: Craft a Vision and Plan for Change

4 Elements of Effective Plans for Change



STRATEGIC GOALS

What goals does this change help the organization work toward?



KEY PERFORMANCE INDICATORS

How will success be measured? What metrics need to be moved?
What's the baseline for how things currently stand?



PROJECT STAKEHOLDERS AND TEAM

Who will oversee the task of implementing change? Who needs to sign off at each critical stage? Who will be responsible for implementation?



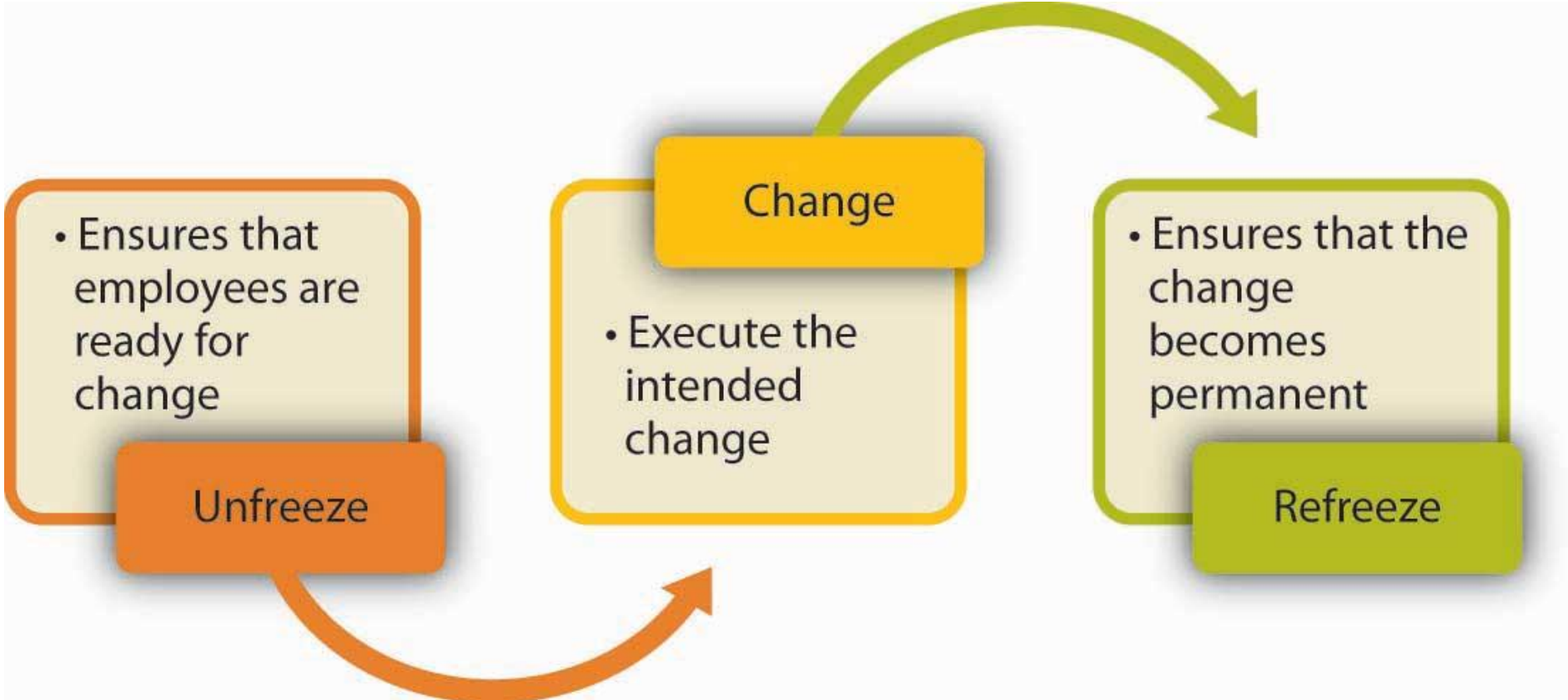
PROJECT SCOPE

What discrete steps and actions will the project include? What falls outside of the project scope?



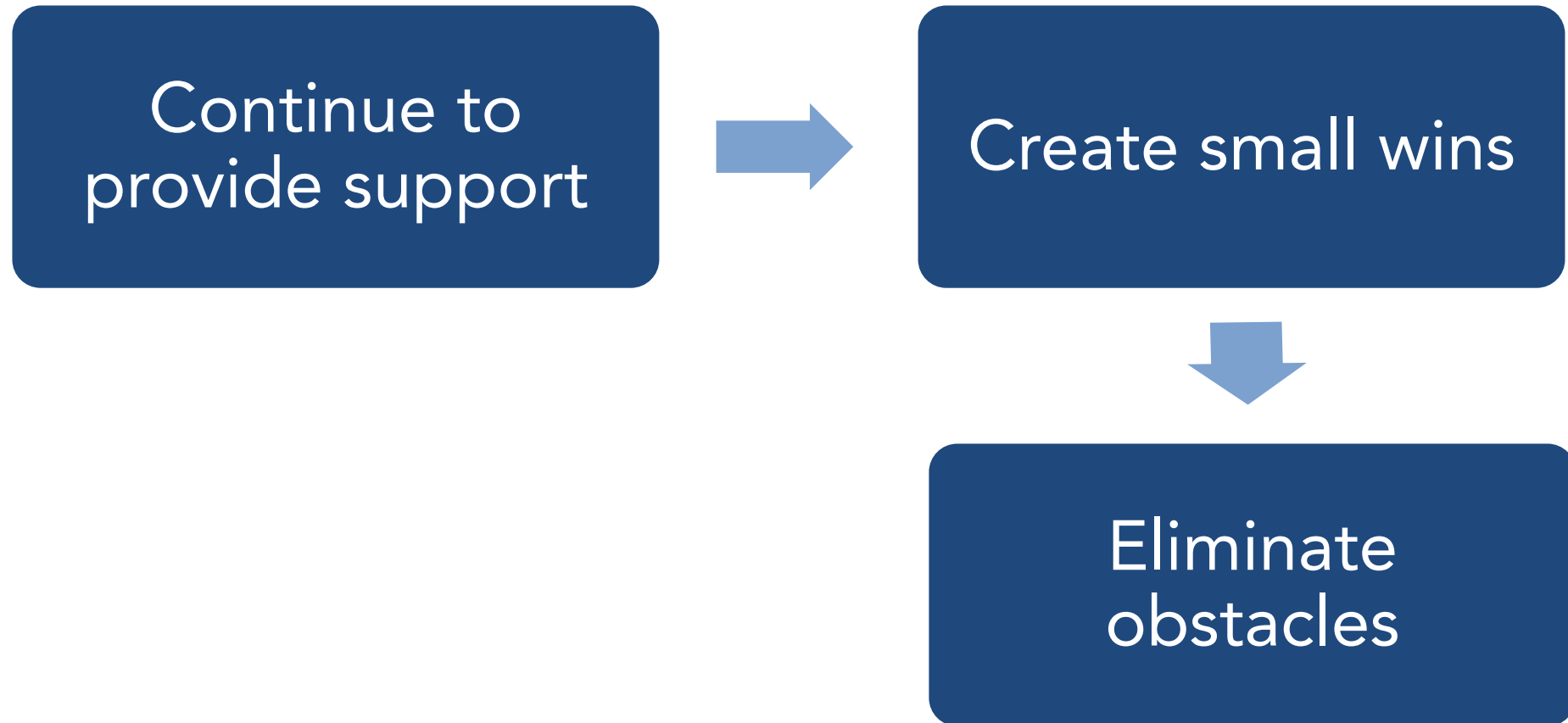
Harvard
Business
School
Online

Lewin's Three-Stage Process for Change



Step 3: Implement the Changes

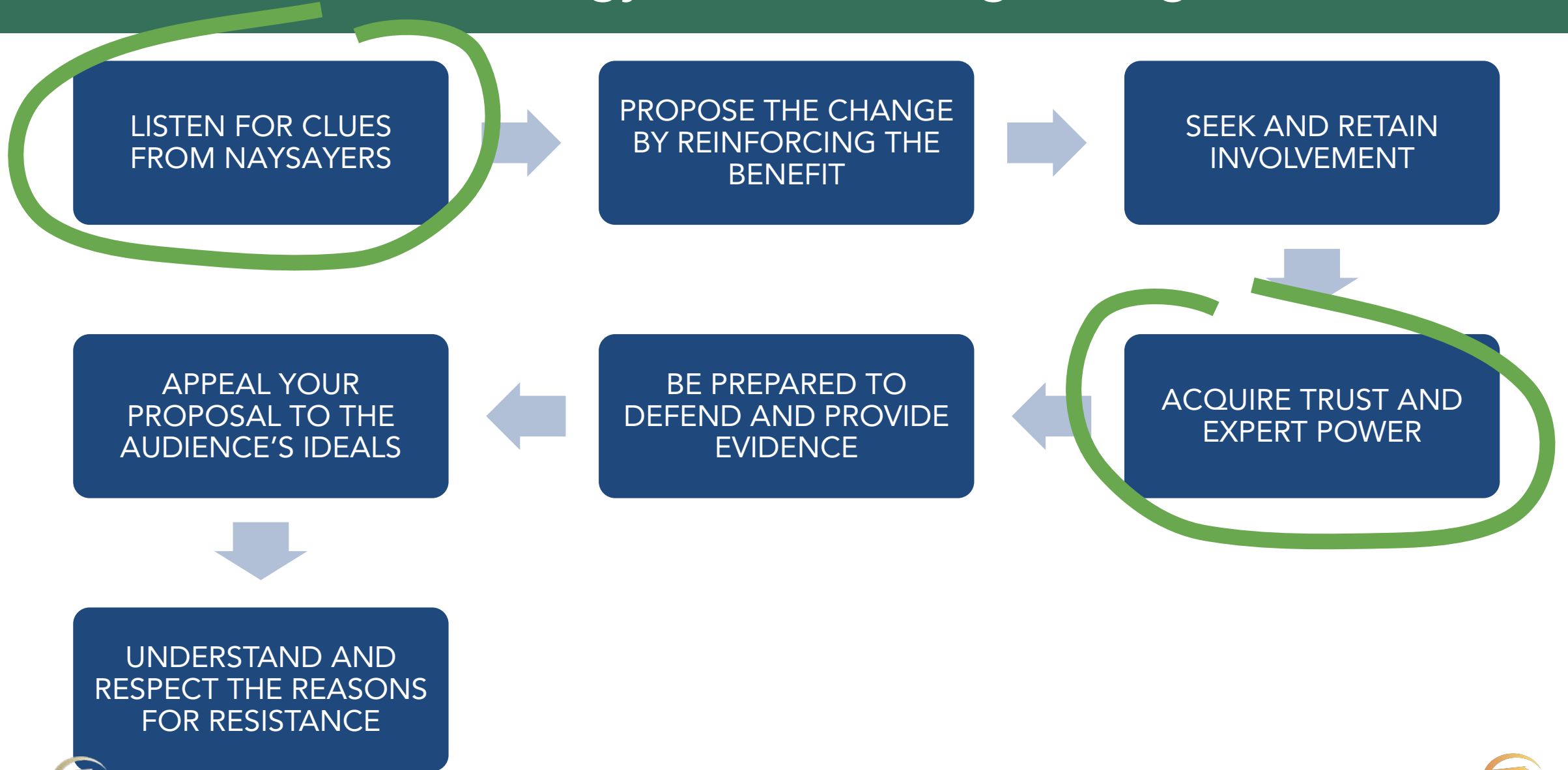
Executing and Facilitating Change



Refreezing and Making Change Part of the Culture

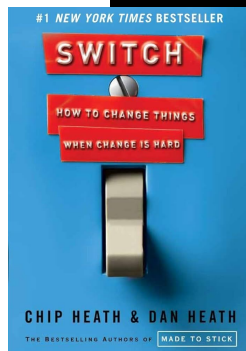
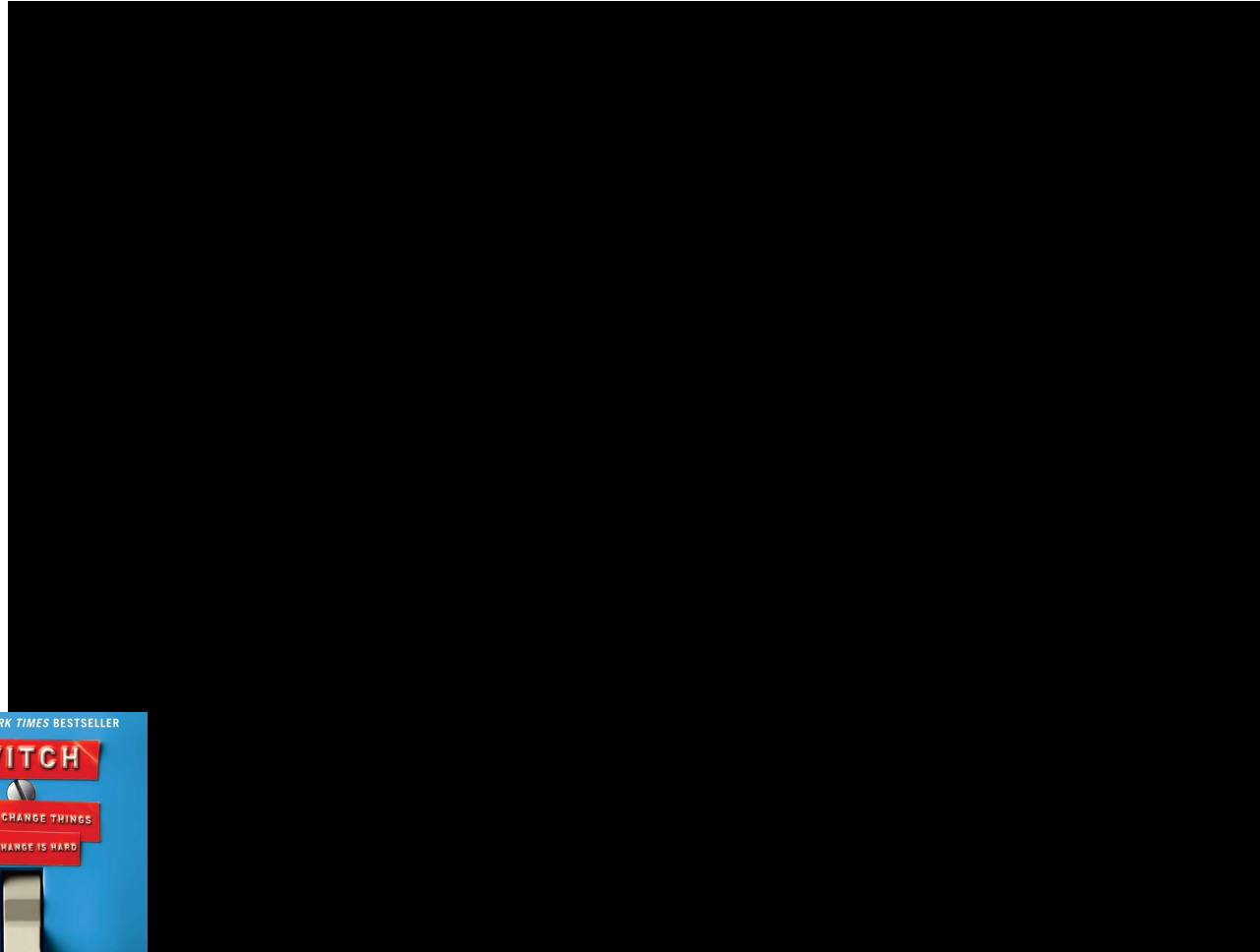
- Publicize success
 - Share concrete results with employees
- Reward change adoption
 - Publicly recognize those who are giving support to the change effort
- Embrace continuous change
 - Set up a dynamic feedback loop

Your Professional Strategy for Promoting Change



Now... let's *Switch* it up!

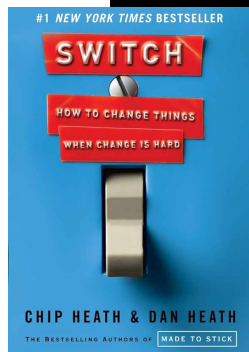
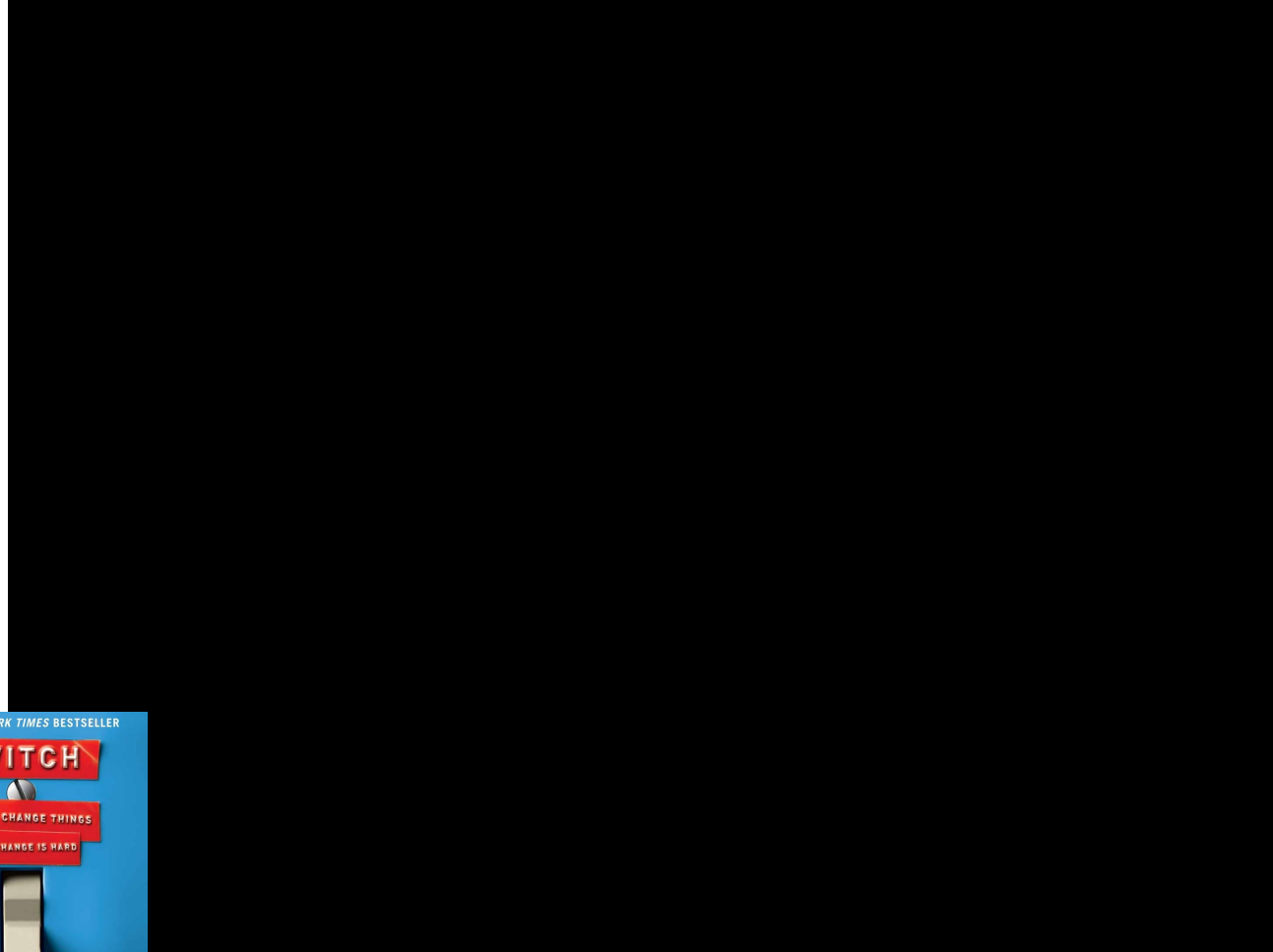
Bright Spot Method



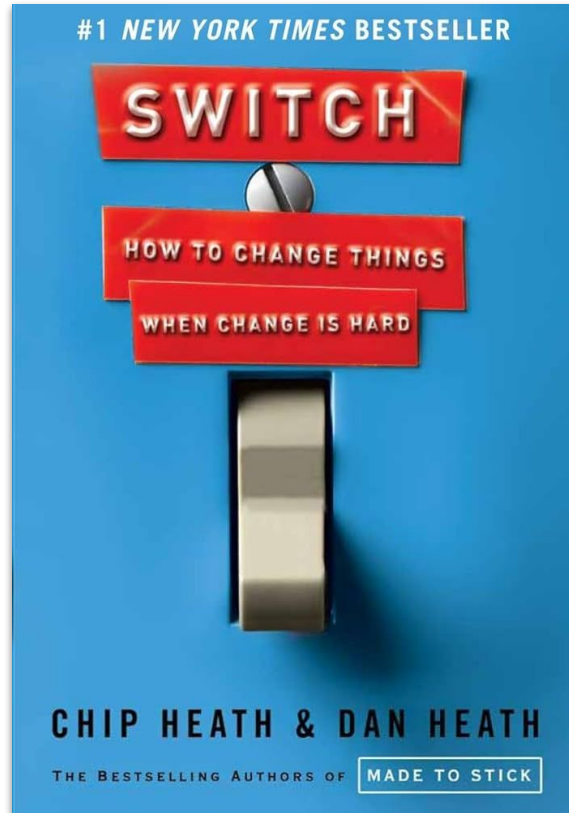
Your Change Challenges

- Did you identify bright spots?
- Which step(s) in the 8-step process will be most challenging?
- Based on what we've talked about so far, what is one strategy you will try?

Obsess About Success



Resources



- 4 Ways to Help Change Happen When Change is Hard
- Change Management: Celebrating the Small Victories
- 3 Steps for Leading through Pressure & Change

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THANK YOU!



Jillian Miles Massey

 jmm@horizonpointconsulting.com



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