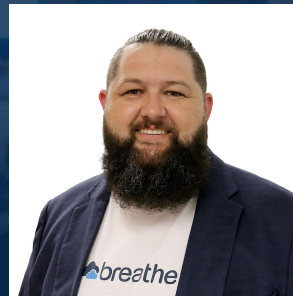Welcome! The webinar will begin shortly...

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ELMO

Embracing Change

The NFP Playbook for rolling out new tech

Jason Portelli
Partnerships Growth Manager

Where are organisations making change?

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Organisations made big changes in response to the pandemic- and there's no going back.

Shifted to more cloud-based business activities

64%

Accelerated process automation

60%

Adjusted their approach to change management

60%

Made permanent changes to organisation strategy

55%

Source: "COVID-19 and the future of business" IBM, 2020

Why do change initiatives fail?

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70%
of all change initiatives fail. Why?

→ Employee / manager behaviour

→ Top-down management

→ Employee change fatigue

→ Unmanageable workloads

Disruption to day-to-day tasks and activities

Culture change

Personnel

Facilities

Required resources

Business impact

Funding

Resource estimate

Equipment

Disruption on staff

Time

Training

Affect on stakeholders and staff

Customer support
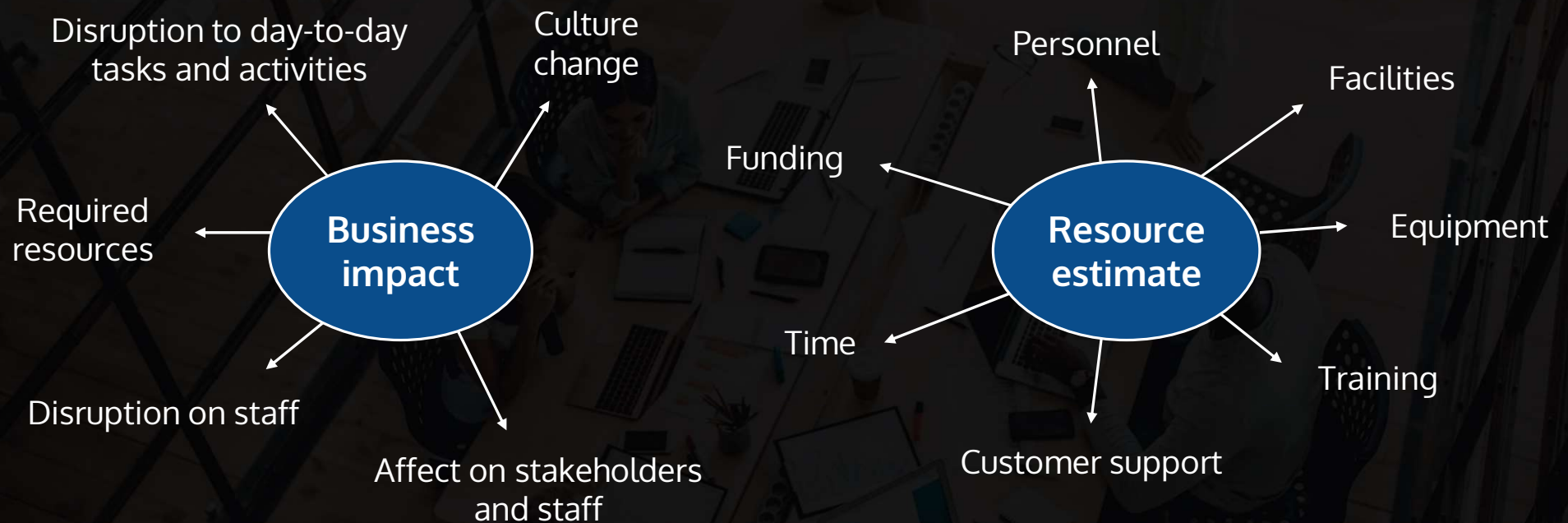
Change management

1. Outlining the need for change
2. Preparing and planning for change
3. Implementing the change
4. Sustaining the change

A focus on communication during change

Awareness

Awareness through clear, timely communication will reduce fear of the unknown and help employees to understand change

Understanding

Understanding the what, why, how, when, who and "WIIFM" of change will bolster employees' acceptance and reduce resistance to change
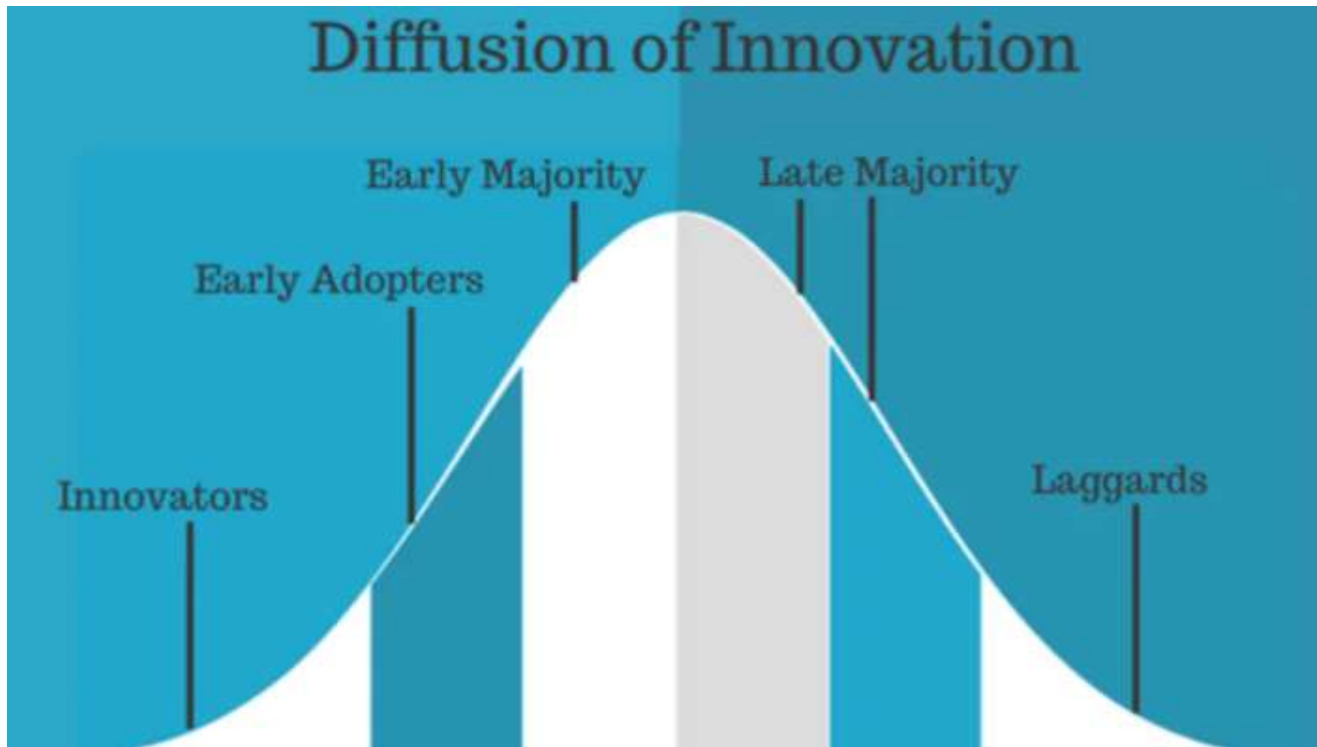
Acceptance

Acceptance is the first step to employees' commitment to change. Mindsets change here and employees feel they are involved in the change
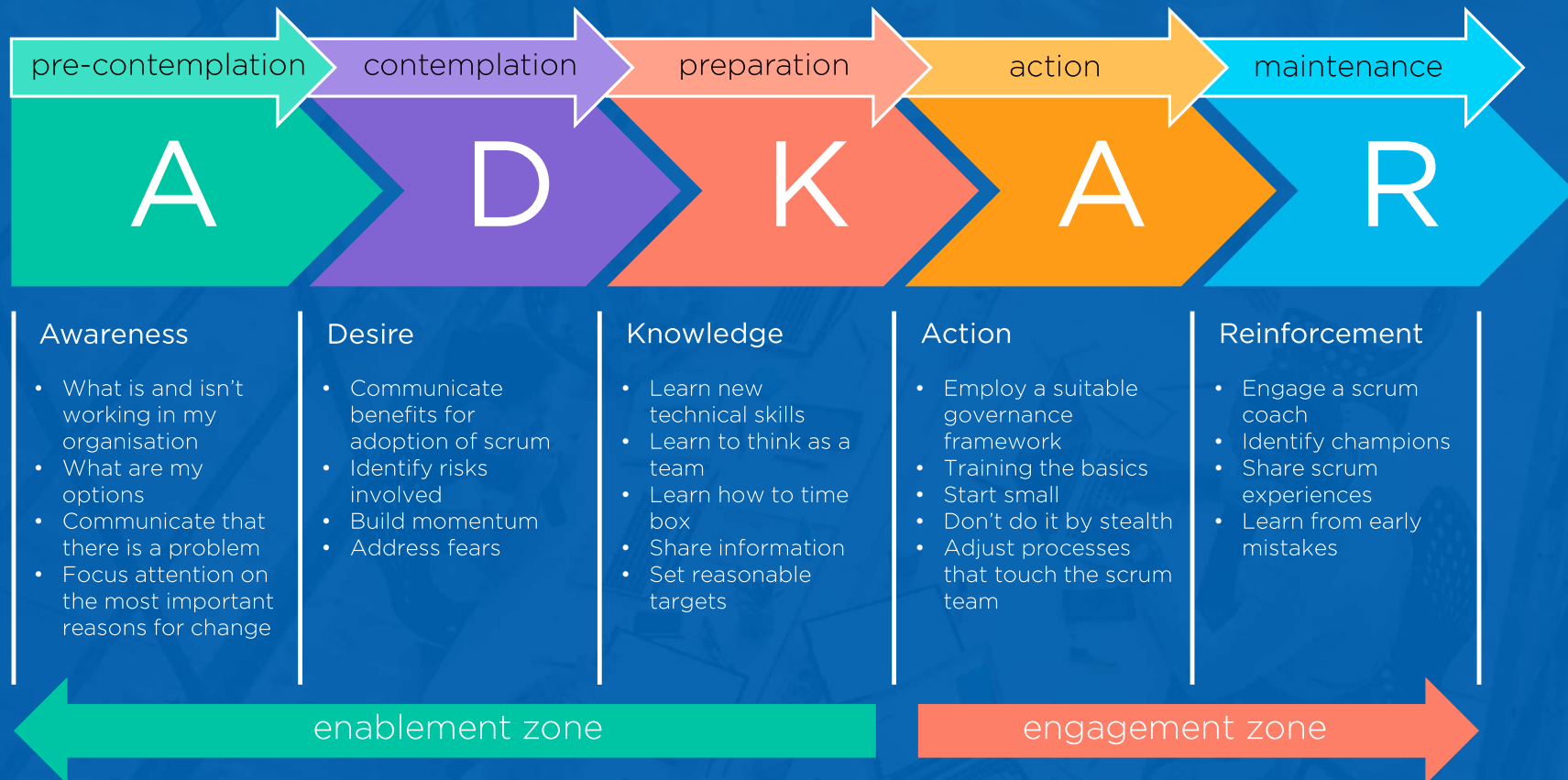
Commitment

Employees will commit to change if they feel involved and when the benefits and rewards for making the change are known or seen

Diffusion of Innovation

ADKAR Change Management Model

pre-contemplation	contemplation	preparation	action	maintenance
A	**D**	**K**	**A**	**R**

Awareness

- What is and isn't working in my organisation
- What are my options
- Communicate that there is a problem
- Focus attention on the most important reasons for change

Desire

- Communicate benefits for adoption of scrum
- Identify risks involved
- Build momentum
- Address fears

Knowledge

- Learn new technical skills
- Learn to think as a team
- Learn how to time box
- Share information
- Set reasonable targets

Action

- Employ a suitable governance framework
- Training the basics
- Start small
- Don't do it by stealth
- Adjust processes that touch the scrum team

Reinforcement

- Engage a scrum coach
- Identify champions
- Share scrum experiences
- Learn from early mistakes

enablement zone

engagement zone

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Name: Northeast Aged Care   **Industry:** Aged Care Services

700 dispersed employees - **3** offices in Australia and **1** office in New Zealand

44% Baby Boomers

27% Gen X

24% Gen Y (Millennials)

5% Gen Z
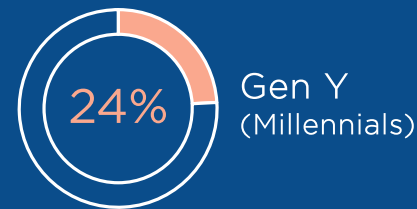
Challenges: No digital strategy; low usage of digital devices; poor digital communication

Goals {
- Digitalise the organisation by 2023
- Improve productivity by streamlining manual processes
- Enhance worker health & safety
- Improve client outcomes by providing better care
- Create a more collaborative workplace

Best practice change management tips

Leverage digital channels

Use strategic communication scheduling

Best practice tips

Approach with an agile mindset

Conduct regular health checks

Key take-aways

➢ COVID-19 has accelerated the need for change – especially in relation to adopting new workplace technologies

➢ Change management is a complex area, and many change initiatives fail

➢ To successfully implement change, organisations must be strategic when it comes to planning

➢ Organisation-wide communication is key for gaining stakeholder support

➢ Change management models – such as ADKAR – can be a good starting point when rolling out change

Questions?

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