Change: Identifying and Addressing Barrier Points

HR Community Circle
January 17, 2017
Pre-read: Employee’s Survival Guide to Change

Employee’s Survival Guide to change

The complete guide to surviving and thriving during organizational change

Jeffrey M. Hiatt

“The best Change Management guide a business can provide to its employees.”
Change Facts

- Change is constant

- Change can be interesting, worrisome and uncomfortable

- You play an important role in the success of the change

- The more informed you are, the more likely you will survive the change and advance professionally in a constantly changing environment
The Change

The way UVA delivers Human Resources is transforming and thereby impacting how I perform my role and meet my responsibilities now and in the future.

What does this change mean to you?
The good news is...

- You are not a victim of change
- You are in control of how you respond to change
- In the face of change, we all take actions which impact desired outcomes:
  - Negative - decisions and choices you make that may be bad for you or the organization
  - Positive - decisions and choices you make that will benefit you and enhance your ability to thrive in a changing organization
People need to move through five stages of change

**A**wareness → “I understand why...”

**D**esire → “I have decided to...”

**K**nowledge → “I know how to...”

**A**bility → “I am able to...”

**R**einforcement → “I will continue to...”

**ADKAR**
Not everyone changes at the same pace

Person A

Person B

Person C

Person D

Person E

Today
Identifying barrier points

Assessment to help you diagnose why you may be struggling and help to focus your energy and conversation to achieve success

The way UVA delivers Human Resources is transforming and thereby impacting how I perform my role and meet my responsibilities now and in the future.

1. Complete page 1 of the worksheet
2. Retrieve your smart phone
3. Participate in anonymous interactive activity
The Activity

- Retrieve your smartphone or mobile device
- Go to the internet browser and enter
  - respond.cc
- Enter session key
  - xxxxxx
- Enter the answers to the 6 questions from your worksheet
- Submit!
Addressing barrier points

Focus your energy and conversation on the area that will most likely produce progress and ultimately success

1. Review strategies related to barriers unique to you

2. Take action
Desire

Assess which group you are in when it comes to desire to make the change.

- **Group 1**
  - You are motivated to change simply by understanding what is happening.
  - You need very little, if any incentive beyond the basic knowledge.
  - You are a willing participant and active supporter of the change.

- **Group 2**
  - You are neutral or cautious about the change.
  - You may need incentives, personal attention or definitive consequences for supporting or not supporting the change.
  - You need to understand how it impacts you personally.
  - You will need to understand the risk of a change is not made.

- **Group 3**
  - You will not support the change no matter what is done.
  - You will either openly obstruct the effort or leave the company.
  - You may be a passive observer but behind the scenes you actively campaign against the change.
Next Steps

- Seek clarification – talk to your supervisor
- Provide clarification – talk to your team members
- Get curious – learn about ways to cope with change
- Use resources – reach out to FEAP
- Lean in – participate in development opportunities
- Reassess – watch for movement or progress