

A Journey of Change

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A Journey of Change

- **Integrated Model of Change:**
 - Assessing readiness for the Change**
 - Implementing the Change**
 - Sustaining the Change**
- **Conclusion**

Assessing Readiness

A good hockey player plays where the puck is. A great hockey player plays where the puck is going to be

“Wayne Gretzky”

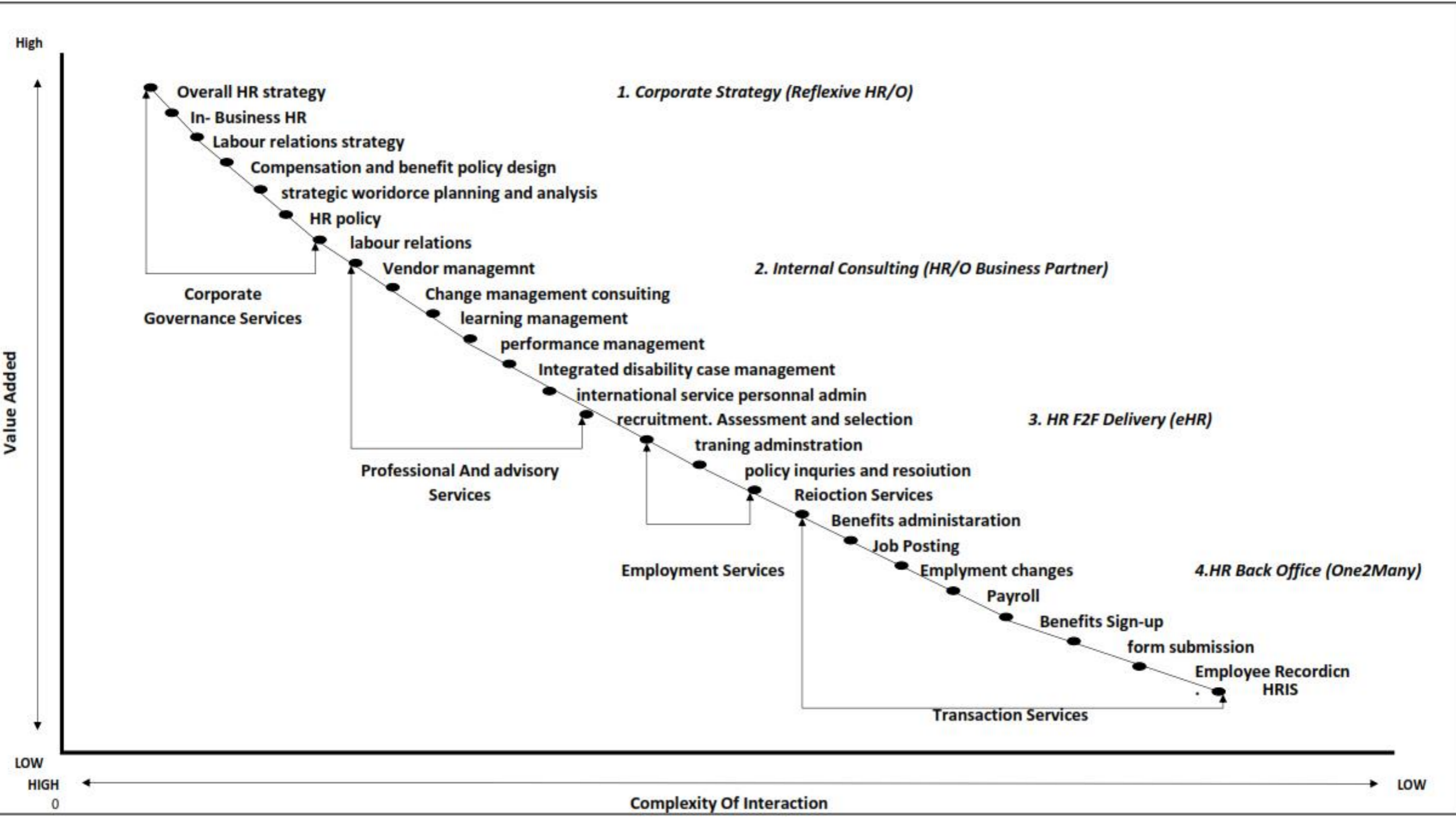
Assessing Readiness

Talent Map

Is it Objective or Subjective?

How are you utilizing your Talent?

Succession Planning?



Assessing Readiness

- **Vision & Mission**
- **Participation of affected parties**
- **75% Management Buy-In**
- **Resources**
- **The organization Pulse**

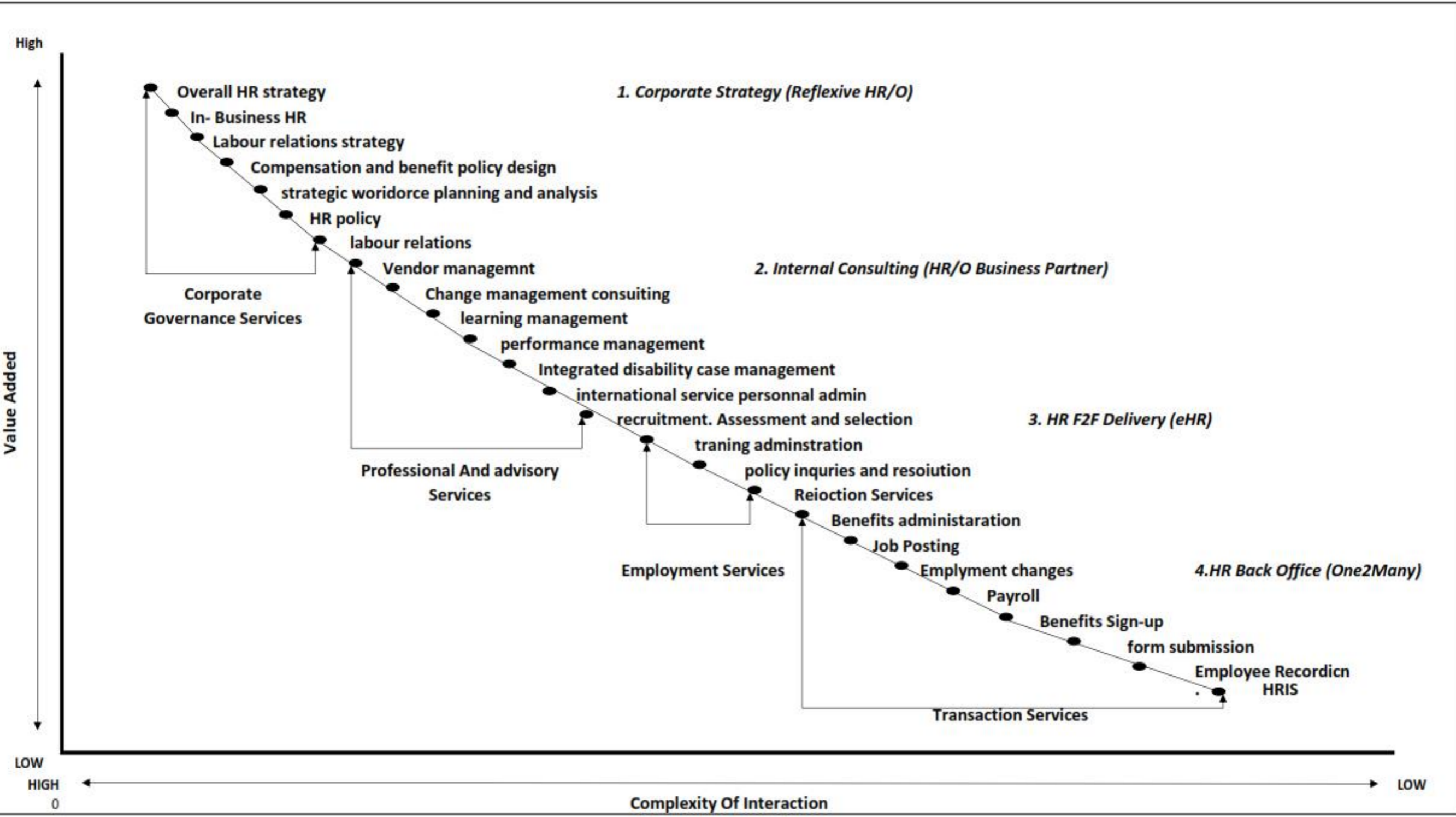
Implementation

- **Communication**
- **Assurance**
- **Vision and Mission**
- **Momentum**
- **Enablers**

Sustaining the Change

Sustaining the Change

- **Institutionalization**
- Performance Management
- Building on the Change
- Success Stories



Sustaining the Change

- Institutionalization
- **Performance Management**
- Building on the Change
- Success Stories

Statement Versus Job Family	Customer Service	Secretary	Teller
Delighted Customer	<p>Provide accurate information</p> <p>Comprehensive requirement and solutions</p> <p>Errors in closing documents</p> <p>Mistry Shopper</p>	<p>Returned calls cycle time</p> <p>Number of telephone rings prior to answering</p> <p>Do it right the 1st time</p>	<p>Efficiency and hence less waiting time for customers</p> <p>Errors Rate</p> <p>Image (dress and attitude)</p>

Sustaining the Change

- Institutionalization
- Performance Management
- **Building on the Change**
- **Success Stories**

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Recommendations

- **Prosci's ADKAR 3 phase model**
- **Kurt Lewin's – Lewin's Change Model – 3 steps**
- **Kotter's 8 Steps Change Model**
- **Certification**

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