Leading Change FWRNCC

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Leading Change

Objectives:

- To increase each leader's understanding of change.

- To provide leaders a model for change.

- To gain an understanding of the critical components of the change process.

- To use exercises to provide leaders the opportunity to experience & leverage the change process.

MERIT
A CESO AND WUSC PROGRAM

FWRNCC Mission

- To support the implementation of the measures aimed at ***effective use and protection*** of Mongolian natural resources based on the ***Mongolian People*** and ***international cooperation***.

What general factors are driving Change Today?

- Environment Changing Rapidly:

- Globalization and global competitiveness

- New technologies and information

- Ageing population and demographic shifts

- Citizens more informed, more engaged, more demanding

- Loss of trust in professions, politicians and institutions

- Increased focus on governance, accountability and innovation within the public sector

What additional factors are driving change at the Center?
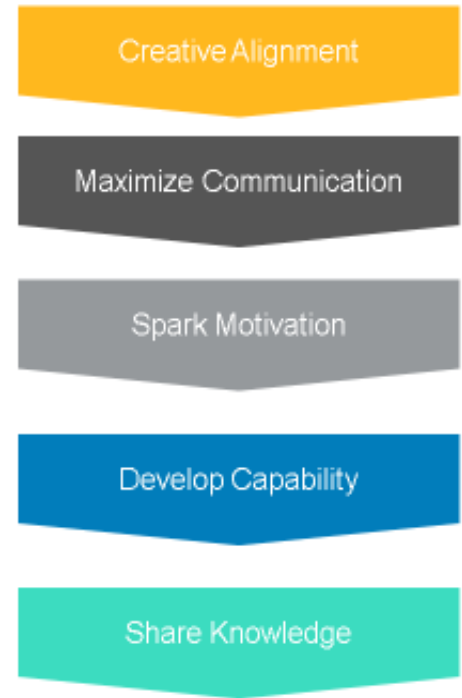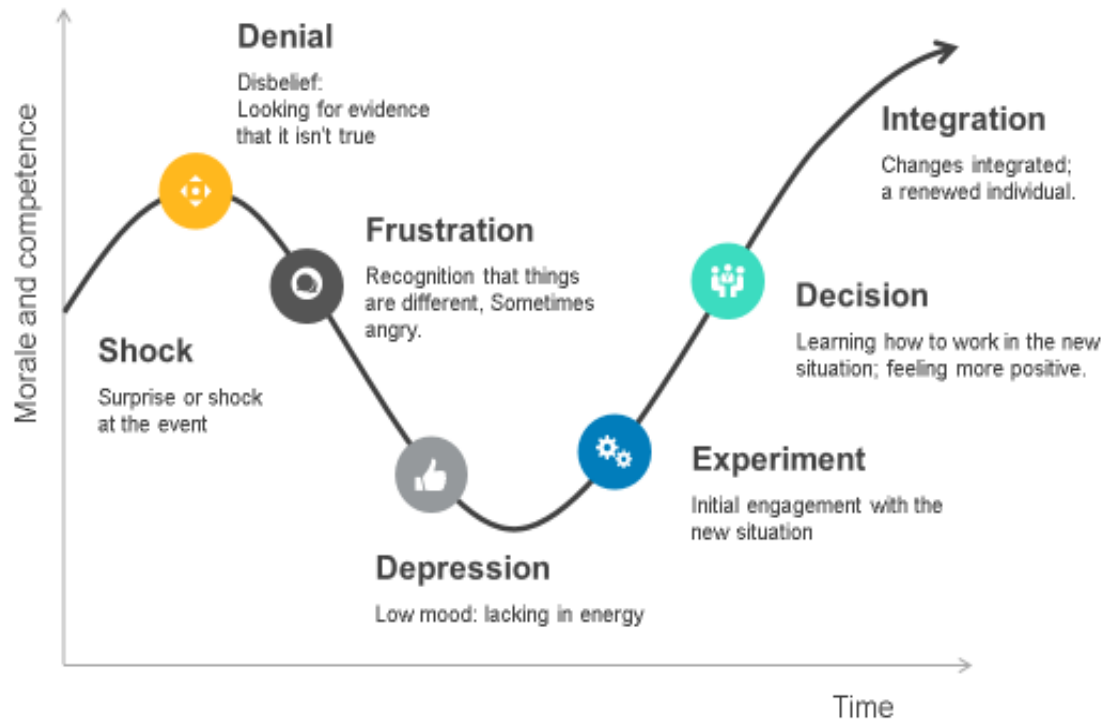
Exercise # 1

Tell us about a change at the Center that resulted in important progress for FWRNCC.

Why was that change successful?

Change Curve

Emotional Response to Change

Denial
Disbelief:
Looking for evidence
that it isn't true

Integration
Changes integrated;
a renewed individual.

Frustration
Recognition that things
are different, Sometimes
angry.

Decision
Learning how to work in the new
situation; feeling more positive.

Shock
Surprise or shock
at the event

Experiment
Initial engagement with the
new situation

Depression
Low mood: lacking in energy

Morale and competence

Time

Creative Alignment

Maximize Communication

Spark Motivation

Develop Capability

Share Knowledge

Reactions | **Growth Mindset** | **Resilience**

Exercise # 2

FWRNCC introduced a more professional management model in 2016 including a new management team.

What two or three major changes did this new management team introduce?

Thinking about these changes:

- Identify reasons that staff members could have been concerned about these changes.

- What actions did you take as new leaders to address these concerns and ensure these changes were successful?

The ADKAR Model: Because change is a complex and difficult process.

- ADKAR is an acronym that represents the five milestones an individual must achieve for change to be successful: awareness, desire, knowledge, ability and reinforcement.

- A framework for understanding and managing individual change, providing structure and tangibility to enable success.

Reinforcement

Ability

Knowledge

Desire

Awareness
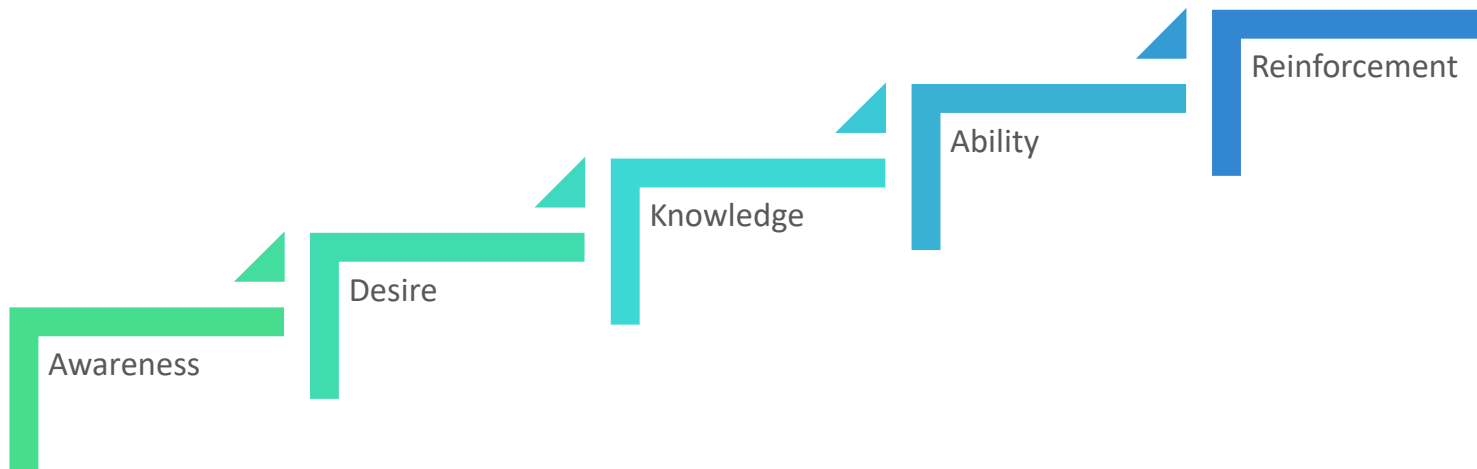
Why a model? Why the ADKAR Model?

- Diagnosing employee resistance to change

- Helping employees' transition through the change process

- Creating a successful action plan for personal and professional progress during a change initiative

- Developing a change management plan for your employees

- Increasing the probability you will achieve your major objective.

Awareness of the need for change
Exercise # 3

Thinking about the changes identified in Exercise # 2:

- What were the internal & external drivers that were creating the need for these changes?

- What are the two most important things you included or should have included in your staff communications?

Desire the personal decision to support the change.
Exercise # 4

- What factors did you think about to create employee support for these changes? Hint: change is a personal choice.

- Identify three reasons that you used or should have used as a leader to persuade employees to support one of these changes.

- Who did you engage on your team to support these changes? Were there early adopters of for these changes?

- How did you demonstrate a commitment to the changes required?

Knowledge & Ability
Exercise # 5

- Identify two methods you used to ensure staff had the knowledge & ability they needed to support one of these changes.

Reinforcement
Exercise # 6

- What actions did you use to re-enforce the changes needed and ensure FWRNCC experienced success?

Change:

- Is researched based.

- Is a process.

- Is a Leadership Accountability.

- Is necessary for progress.

- Is critical to become an effective organization with productive international partners.

The future is a collective effort. You can't decide on the future alone, and you especially can't create it alone.

As Leaders all of us need to play our role to lead change and ensure FWRNCC becomes a world class organization.

Thank you!

Q&A