



Presented for Oklahoma Society of Association Executives

Presented by: Randy Anderson | E3 Professional Trainers

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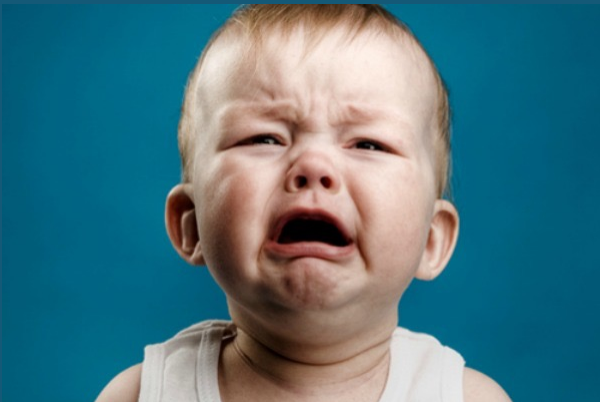
Any change (even change for the better)



is always accompanied by drawbacks and discomforts.

Arnold Bennett

Randy (me) in 1968



My response when I first had to deal with change.

Change is hard to accept because it forces us to admit we were temporarily incompetent.

The Pointer Institute





**Your goal as a leader shouldn't be to change people, but to move people.**

John Maxwell



**Change is often more difficult than it has to be because we wait so long to initiate it.**



**Change isn't always bad!**



**Improvement can't happen without change.**

**KiwiLive.com - E3Extras**



People are anxious to improve their circumstances,  
but unwilling to improve themselves.

James Allen



People don't change when you tell them there  
is a better option. They change when they  
realize/conclude they have no other option.

Michael Mandelbaum



Things that make change harder



Trying to do the "new" the old way

Things that make change harder



Trying to make the OLD fit the NEW





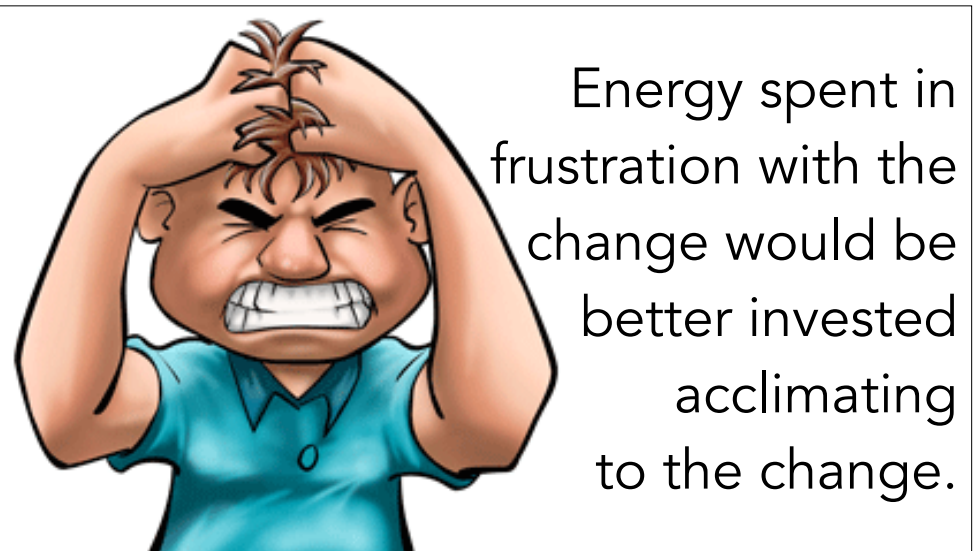
# Planning - Assess and Strategize



Will the change require improvement or innovation?



Leave the old and embrace the new.



Energy spent in frustration with the change would be better invested acclimating to the change.

Steps to successful change



Get a full (correct) perspective of what's going to change.

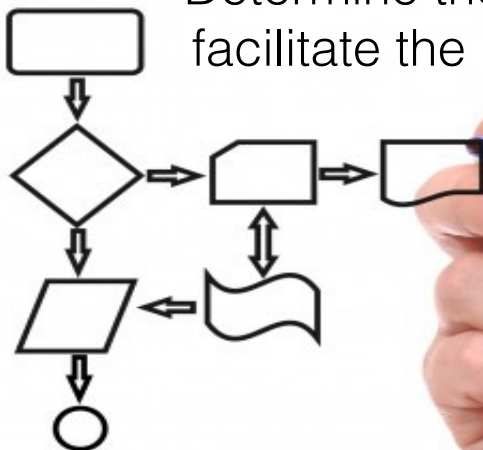
People don't change when you tell them they should. They change when they see for themselves they must.

Thomas Friedman



Steps to successful change

Determine the best way to facilitate the new process



Steps to successful change

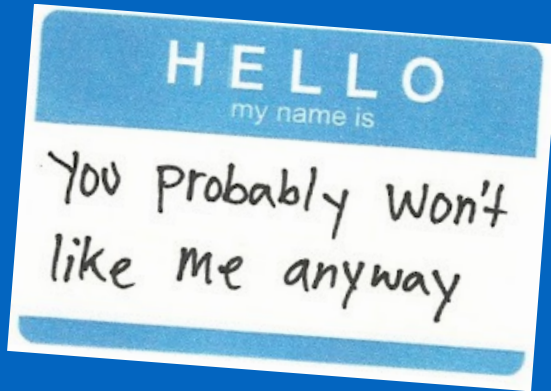
Look for ways to utilize new technology





Steps to successful change

Look for the best way to work with new people



Steps to successful change

Provide or acquire necessary training.



Steps to successful change

The faster you acclimate to what's "new," the better prepared you will be to deal with the next change.



Short-term sacrifice is often necessary in order to achieve long-term payoff.





How can you lessen the pain of change?



Prepare for and accept that change will be constant.

How can you lessen the pain of change?



Realize that there is a reason for the change.

How can you lessen the pain of change?



Look for the likely improvements that the change will cause/bring.

How can you lessen the pain of change?



Separate the people/personalities from the process/task.



If you're going to complain, complain the right direction.



Model the change you want your team to make.



Different people respond to change in different ways.

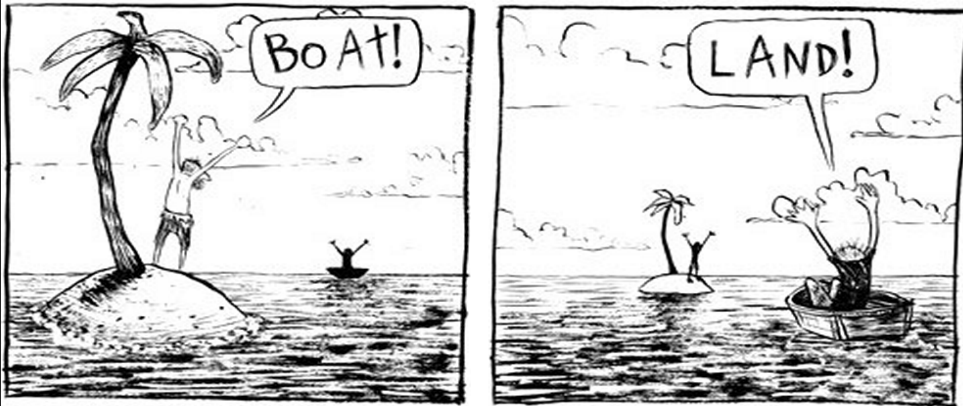


You should expect reluctance from many people.



Don't take it personally

Consider their perception of the change.

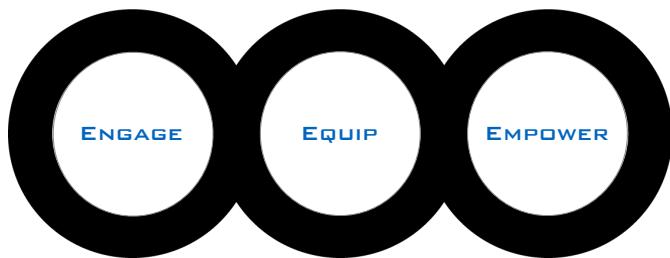


They care most about what it means for them.



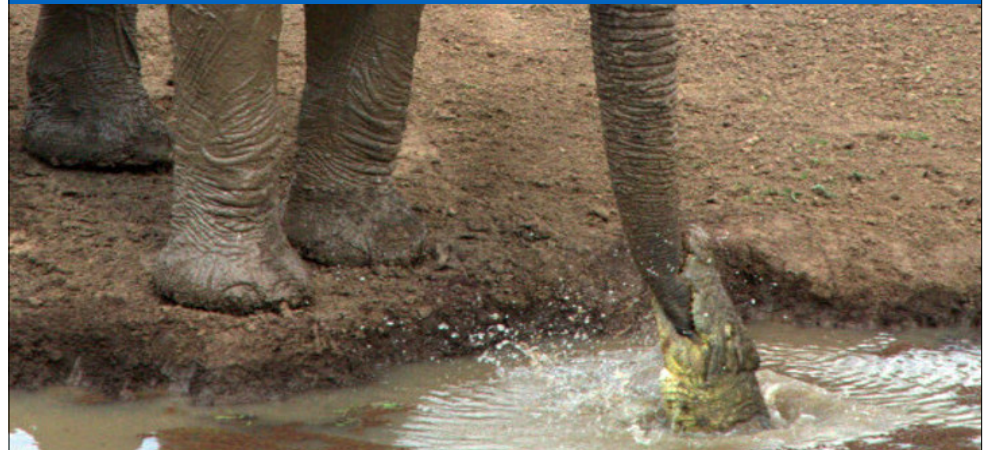
The heart and the mind can contradict each other.

## The e3 Model



for improving human performance

Avoid bundling multiple changes together.





**“Sell the Why’s!”**



**Allow frontline team members to:**

**Ask  
questions**



**Allow frontline team members to:**

**Give  
input**



**Allow frontline team members to:**

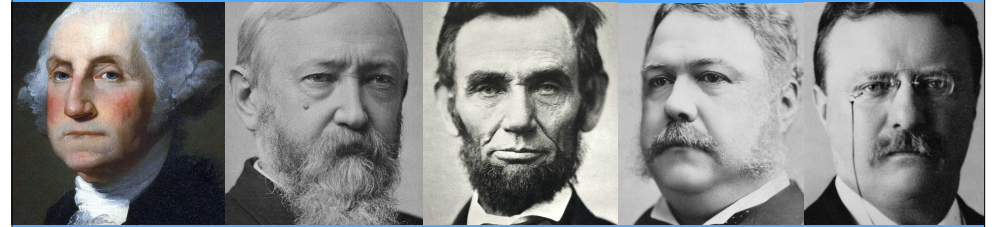
**Voice their concerns  
(constructively)**



Don't insinuate that "the worst is over."



Helping people cope with and adapt to change is a test of your leadership.



When there is no change, you are only managing.

If you establish and cultivate a commitment to the team and its goals, then it will be easier for them to let go of the tools and processes.



Let's Connect

@E3ProfTrainers 



E3 Professional Trainers

(806) 787-3474

randy@e3professionaltrainers.com



In order too get what we've never had,  
we must do what we've never done.



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