



Transforming Together

Change Management for the Remote Era



Copyright © Culture Timing - All Rights Reserved.

Michelle Morrison

Lead Consultant and
Facilitator

16 November 2024 ; 2-3 pm
PMI Southwest OH
UC's Carl H Lindner School of
Business, Room 1410





Michelle Morrison
MBA, PMP
she/her

- I have nearly 25 years of experience in Big Four Professional Services.

Professional passions: global people, culture and change

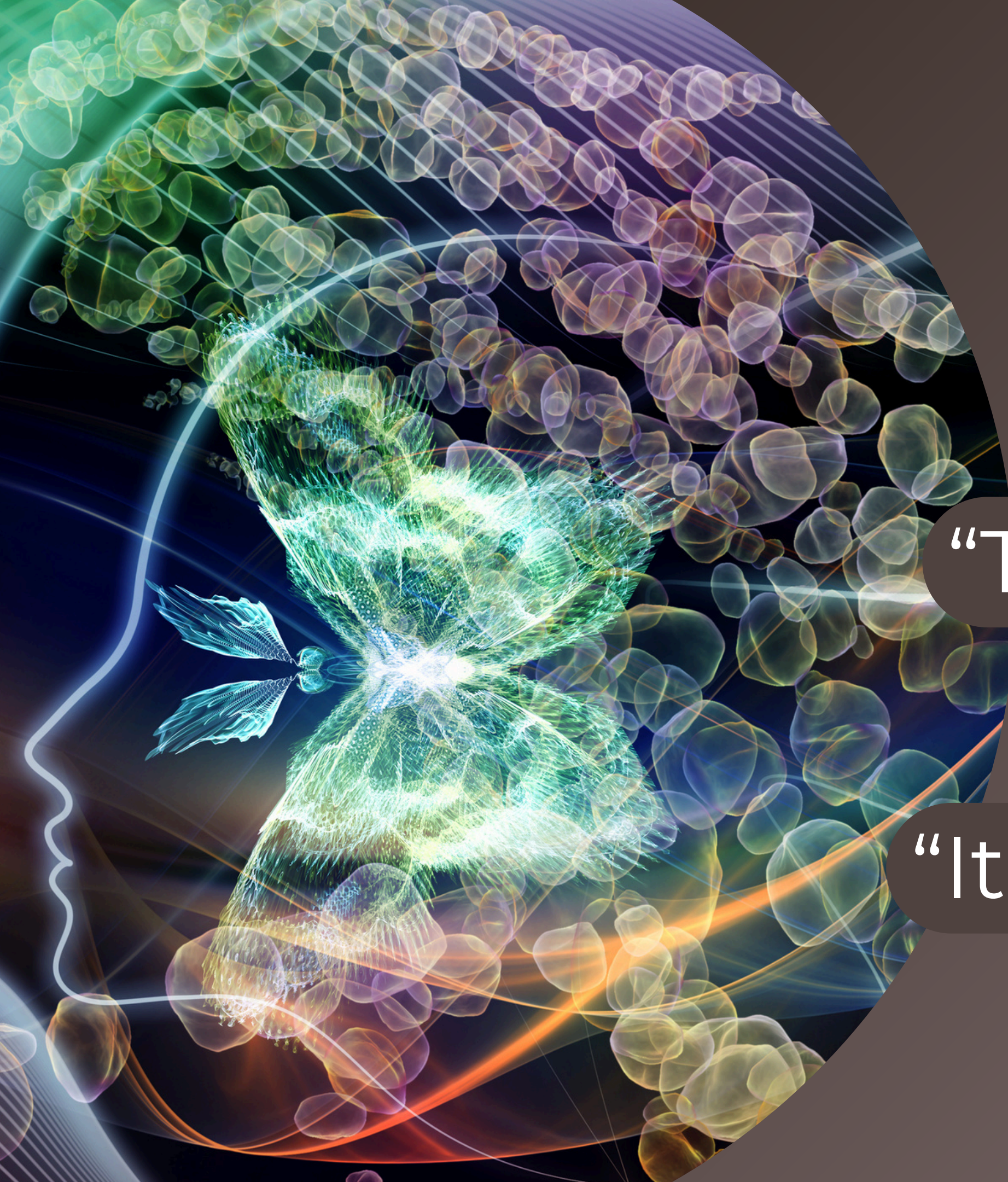
- I am a mom of 4, continuous learner and life-long diversity & inclusion ally.

Personal passions: Listening to podcasts while hiking or gardening

Objectives

Leaders will gain the insights and tools necessary to:

- 01 Identify four key actions for driving successful change
- 02 Recognize common challenges unique to the virtual workforce
- 03 Identify strategies designed to effectively manage change within a remote workforce



Heraclitus, Greek
philosopher

“The only constant is
change”

“It is in changing that
we find purpose”

Scan code > choose 'skip for now' > enter your name

1. Change management model
2. Company size
3. Employee locations





Steps to manage change

- Create change strategy
- Prepare for change
- Initiate change
- Monitor and sustain

Managing change in a remote work environment requires approaches that foster **communication, trust, and flexibility**



Create change strategy

- Why change?
- From>To and Scope
- Compelling change story: WIIFM
- People, process and technology
- Key roles
- Measures of success

Prepare for change

Assess change readiness

Identify, equip & empower Authentic Informal Leaders (AIL) as change agents

Determine change KPIs:

- What does good look like?
- How do you measure?
- How will you incentivize and reward?



Initiate change

- Integrate into HR processes
- Communicate the *why* and *WIIFM*
- Share tools
- Provide just in time learning



Select yellow button to load other responses



1. Your tips to manage change virtually?
2. Your change example for us to discuss?
3. What are your questions?



Monitor and sustain

Measure > monitor > report > repeat

Sustain with:

- Success stories
 - Drip messaging
 - Leadership plugs
 - Process Integration
-





Change challenges in virtual work place

- Communication barriers
- Fewer casual and spontaneous chats
- People can feel isolated and disconnected
- Need structured flexibility and support systems
- Visibility into morale and engagement
- Digital competence and tech issues
- Trust and transparency

Managing change in a remote work environment requires approaches that foster **communication, trust, and flexibility**



Create strategy

Have clear and structured goals

Considerations to plan as part of communications and training:

- Conflicting priorities / Day job + + +
- Information overload / too much change
- Technology and AI implications
- Human nature to resist change with underlining fears



Prepare for change

Engage and empower employees

- Select people-focused, respected and an influencer
- Allow change agents autonomy
- Offer flexible work arrangements
- Prepare training, job aides and tools
- Establish communities to facilitate dialog



Initiate change

Transparent and frequent communications!

- Leverage virtual meetings and Town Halls
- Provide frequent and regular communications on purpose for the change, alignment with company's values, impact to employees, and benefits they can expect
- Share examples and successes
- Offer virtual team building workshops and virtual meet ups



Monitor and sustain

Provide on-going feedback loops:

- Create tech-enabled dashboards for quick leadership reporting
- Use polls, surveys and virtual Q&A sessions to gather and address feedback

Provide continuous learning, development and support

Reward and recognize desired behaviors



Activity - identifying and overcoming resistance

How did the resistance manifest?

How does a virtual work setting affect or hide these signs of resistance?

Summary

- Create change strategy
- Prepare for change
- Initiate change
- Monitor and sustain

Questions?



Scan code for job aide



call to
ACTION