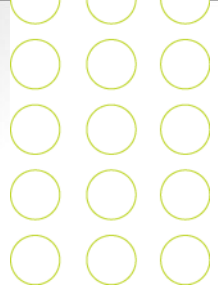




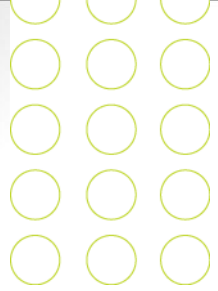
# Navigating Change on the Highway of Life

Presented by Hollie Patterson  
and Jeremy Wines



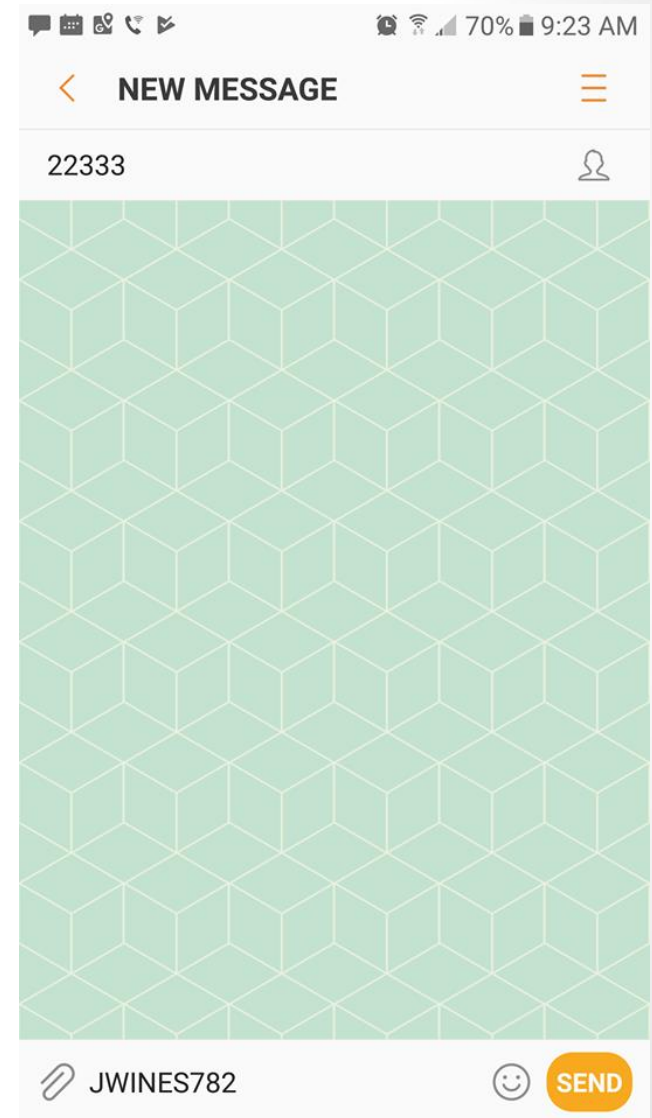
# Educational Objectives

- ❖ Participants will be able to identify why change causes anxiety and stress.
- ❖ Participants will be knowledgeable in tools to move from anxiety and fear into action.
- ❖ Participants will gain understanding of change management models available.



# Interactive Polling

- Text JWINES782 to 22333 to begin



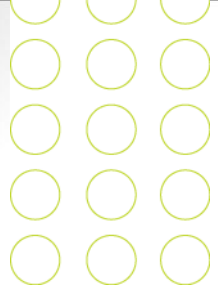
# Poll Question

When informed of changes, my initial reaction is:

- A. Enthusiasm
- B. Optimism
- C. Neutral
- D. Skeptical
- E. Resistant

Survey Says.....

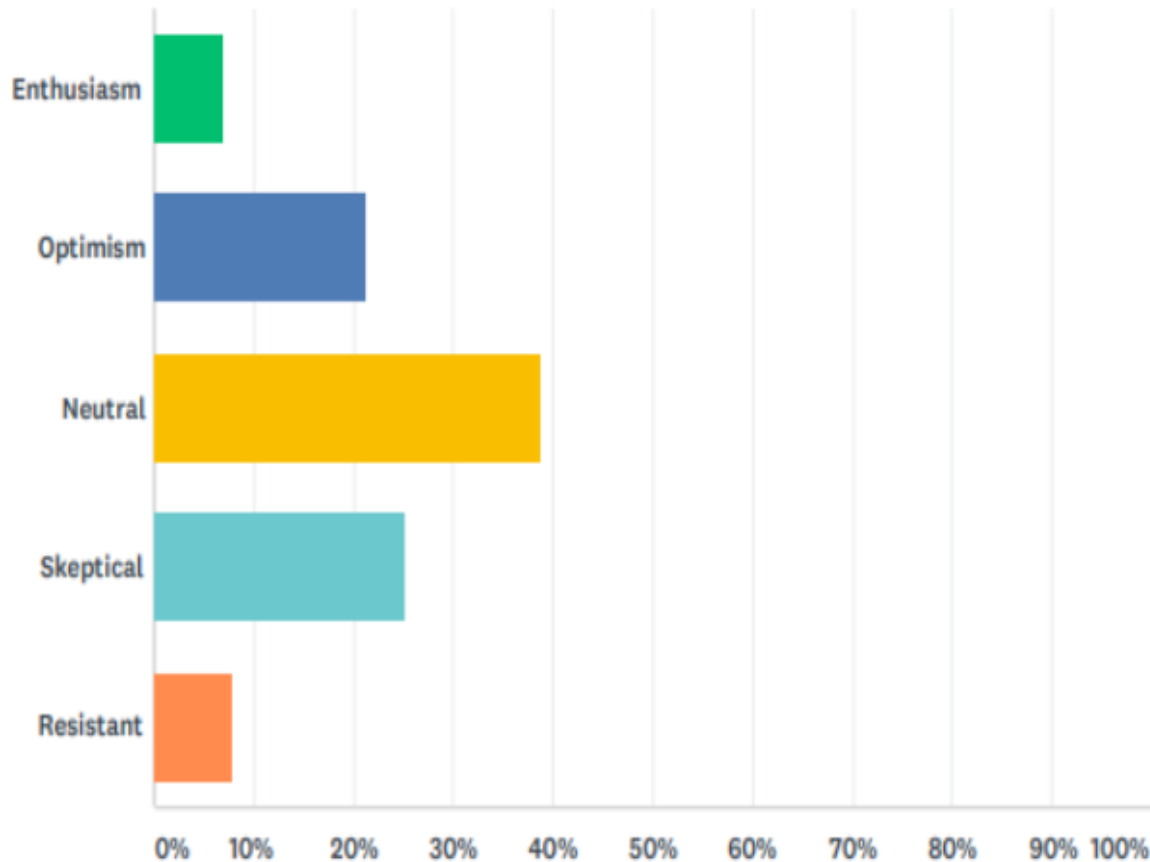


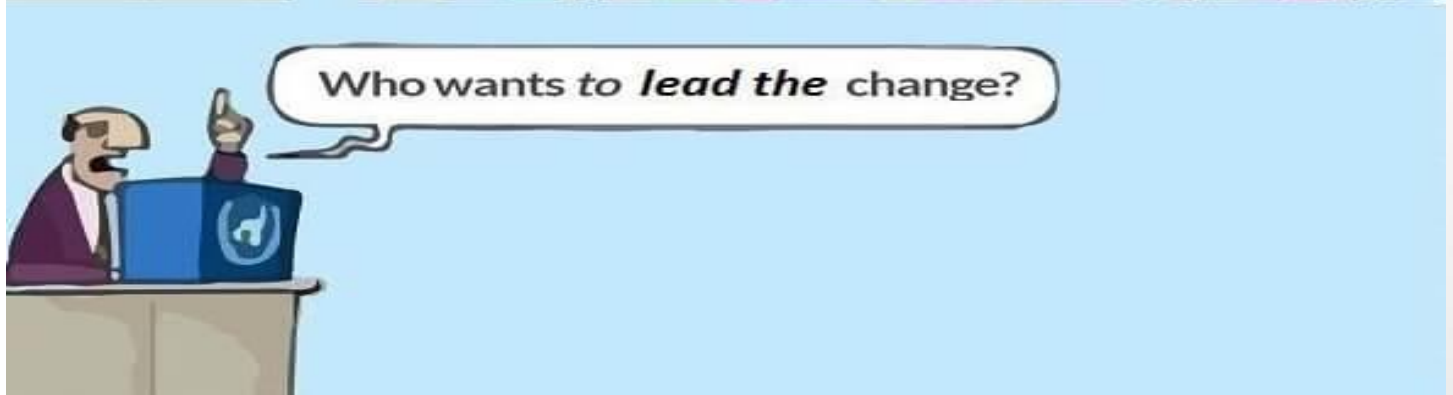
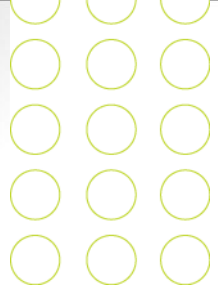


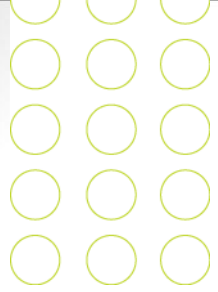
# IPMG Survey Responses

When informed of changes, my initial reaction is:

Answered: 258 Skipped: 2







# C.H.A.N.G.E



# Negative Responses to CHANGE

**C**omplex

**H**ard

**A**pprehensive

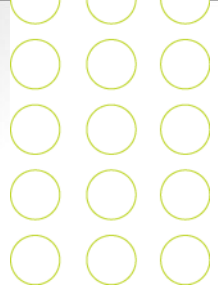
**N**egativity

**G**uarded

**E**mootional







# Negative Responses result in Barriers to Change

## Negative Response:

- ❖ Fear
- ❖ Stress/anxiety
- ❖ Frustration
- ❖ Overwhelmed

## Resulting barrier:

- ❖ Procrastination
- ❖ Avoidance

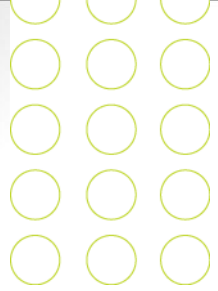


# Poll Question

Resistance to change is caused by:

- A. The fear of the unknown
- B. Not having a clear understanding of the reason for change
- C. Lack of information or understanding about the new method
- D. Not knowing where to begin or get started
- E. Technology changes

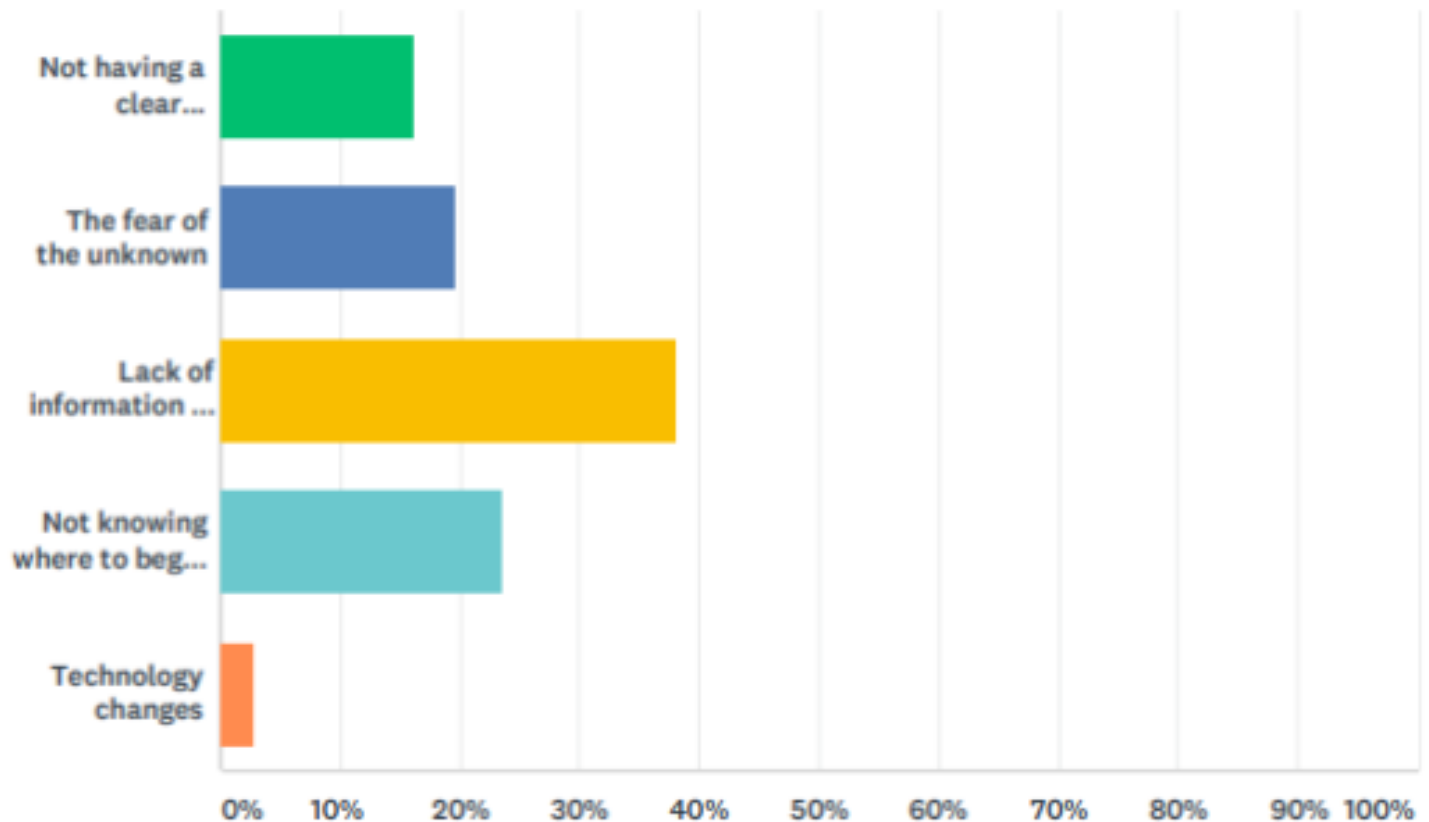


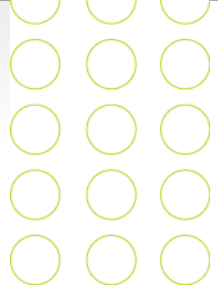


# IPMG Survey Responses

Resistance to change is caused by:

Answered: 255 Skipped: 5





# Positive Responses to CHANGE

**C**ollaboration

**H**opeful

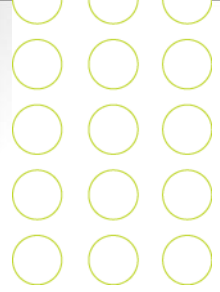
**A**ccomplishment

**N**ecessary

**G**rowth

**E**mpowered





# Typical Responses to Change

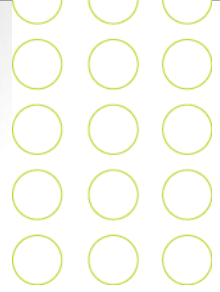
## Positive Responses

- ❖ Jumping in feet first or diving in
- ❖ Excitement about a new challenge
- ❖ Hopefulness

## Possible outcomes to change

- ❖ Growth
- ❖ Sense of relief
- ❖ Sense of accomplishment and/or purpose

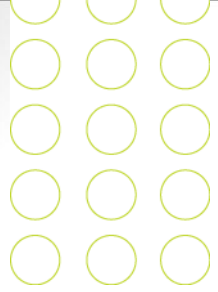




# Embracing Change

- Is embracing it necessary to effectively implement the change?
- Timing: At what point is it important to embrace the change?
  - Is it easier after you are comfortable with the implementation?
- What is the cost to you if you do not change?





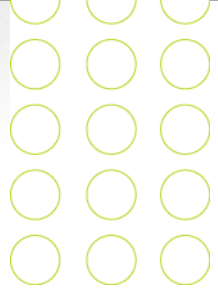
# Poll Question

What I like most about change is:

- A. Trying something new
- B. The opportunity for leadership
- C. An opportunity for growth
- D. Improvements to a current process

Survey Says.....

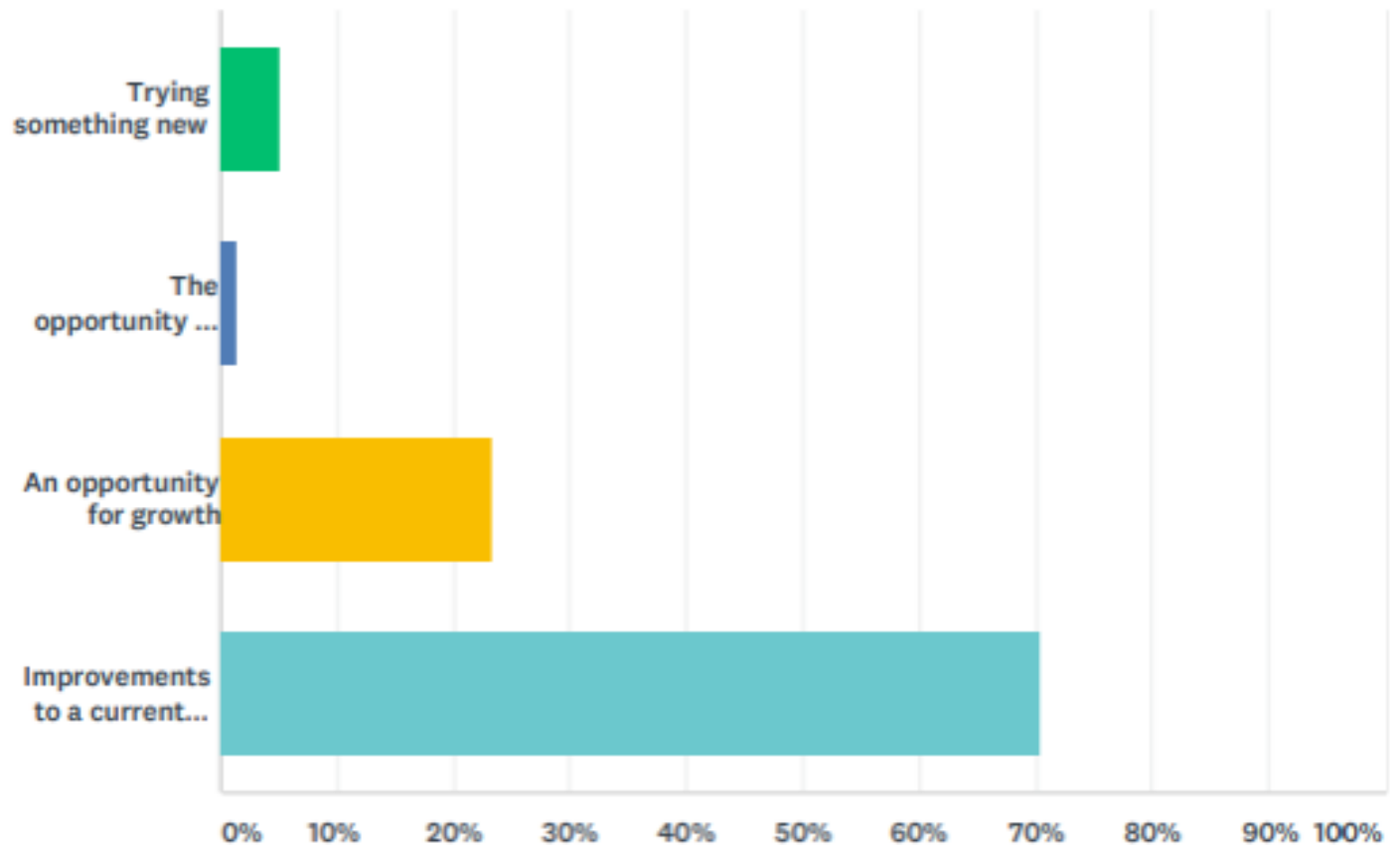




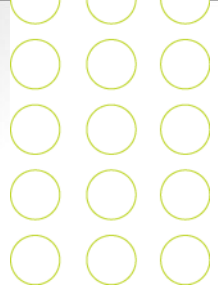
# IPMG Survey Responses

What I like most about change is:

Answered: 259 Skipped: 1

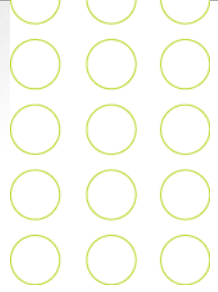






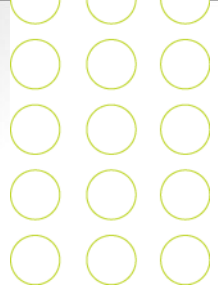
# A Systematic approach to change





# Organizational based change management models

- ❖ Lewin's Change Management Model
- ❖ Kotter's 8-Step Change Model



# Lewin's change management model

## ❖ Three Stages:

- Unfreeze
- Make changes
- Refreeze

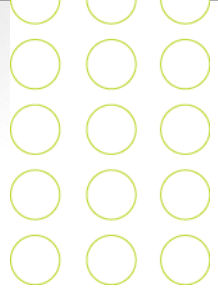
## ❖ Model focuses on

- Communication
- Support
- Education



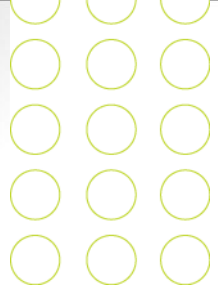
# Kotter's 8-Step Change Model

- Step 1: Create Urgency
- Step 2: Form a Powerful Coalition
- Step 3: Create a Vision for Change
- Step 4: Communicate the Vision
- Step 5: Remove Obstacles
- Step 6: Create Short-Term Wins
- Step 7: Build on the Change
- Step 8: Anchor the Changes in Corporate Culture



# Individual based Change Management Models

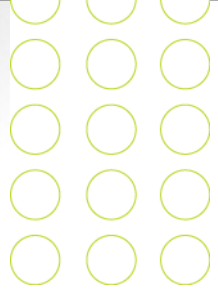
- ❖ Using a SMART format
- ❖ The Kubler Ross Change Curve
- ❖ The ADKAR model
- ❖ A Timeline Approach



# SMART

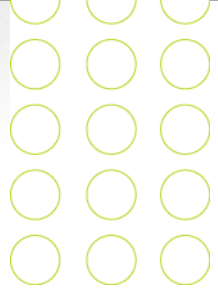
## ❖ Using a SMART format

- Specific
- Measurable
- Achievable
- Relevant
- Time-Framed



# The Change Curve

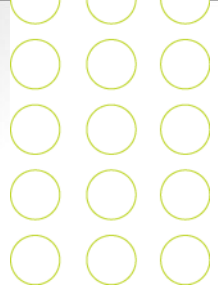
- ❖ Stage 1: Status Quo
- ❖ Stage 2: Disruption
- ❖ Stage 3: Exploration
- ❖ Stage 4: Rebuilding



# The ADKAR model

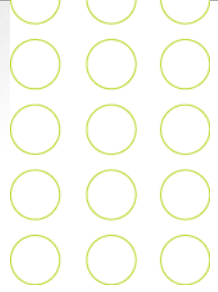
- ❖ Awareness (of the need to change)
- ❖ Desire (to participate and support the change)
- ❖ Knowledge (on how to change)
- ❖ Ability (to implement required skills and behaviors)
- ❖ Reinforcement (to sustain the change)





# A Timeline Approach

- ❖ Have a plan
- ❖ Use a visual time-line
- ❖ Prepare for unexpected events
- ❖ Implement while monitoring metrics
  - ❖ Time-line and quality
  - ❖ Provide feedback

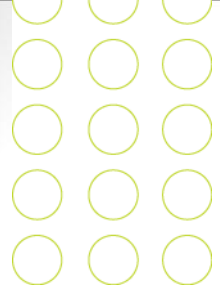


# Now what?

How do we develop our emotions into action?

- ❖ Realize that you aren't alone in your fear.
- ❖ Take 5: Identify your feelings and why you are having them.
- ❖ Review processes can they be modified to fit you?
- ❖ Start small when possible.





# Using Knowledge to Change your Mindset

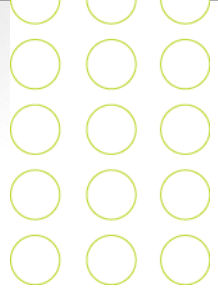
- ❖ Educate yourself on what the changes entail
- ❖ Why were the changes implemented?
- ❖ What are the time-frames for implementation?
- ❖ What resources are available to you?
- ❖ What resources do you need?
- ❖ Be prepared to change your mindset and thinking.



# Change your thinking/mindset

- ❖ If you have a negative attitude then you are going to find the faults
- ❖ Acceptance that we are not alone in our fears and that change is bound to happen
- ❖ Identify ways to address and overcome the negatives
- ❖ Look for and list the positives





# Identify Supports

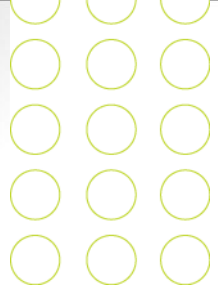
- ❖ Peer Support

- ❖ Work/Life Balance

- ❖ Wellness Management

  - Yoga

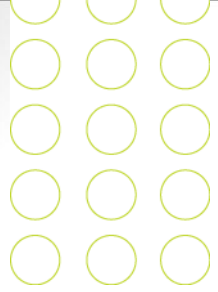




# Implementation

- ❖ Allow yourself time to focus
- ❖ Organize the information
- ❖ Use technology

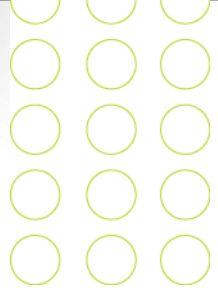




# What you should do.....

- ❖ Learn to adapt
- ❖ Resilience is the ability to recover from misfortune or adjust to change.
- ❖ A resilient person can not only endure a new circumstance but also look at a seeming obstacle and see an opportunity in it.



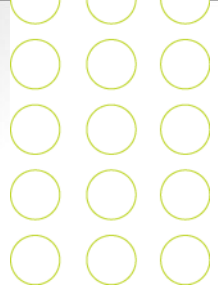


# What you CAN do.....

- ❖ Accept Reality- It's better to accept reality than to let negative thoughts overwhelm you.
- ❖ Look ahead- Focusing on the past is like driving on a highway with your eyes fixed on the rearview mirror. Taking your eyes off the road to look back will cause difficulty.
- ❖ Focus on the positive- Find the positive in every circumstance you're in.







# Evaluation

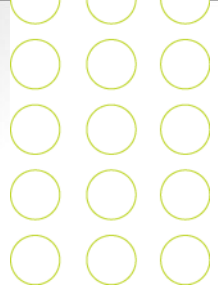
## Review

- ❖ What did you learn?
- ❖ Talk to others.
- ❖ What worked?
- ❖ What didn't work?



## Regroup

- ❖ Modify your approach based off of the review
- ❖ Plan for Implementation of the modifications



# Food for Thought

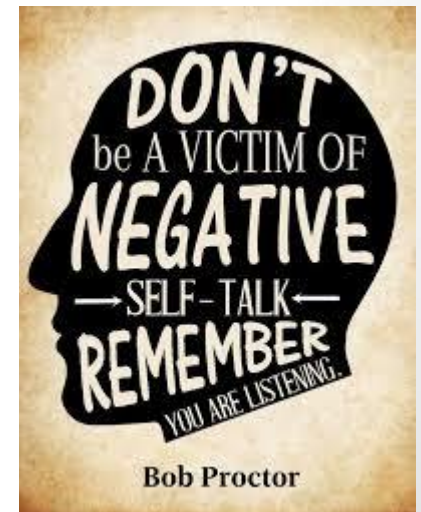
We ask the individuals we serve to change all the time....

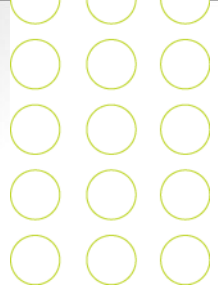
Changes in case managers

Changes in providers

Changes in staff

Changes in services





# Challenge Yourself to CHANGE

**C**ollaboration

**H**opeful

**A**ccomplishment

**N**ecessary

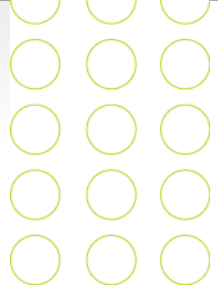
**G**rowth

**E**mpowered



Every problem is an  
opportunity to invent  
new possibility.





# Questions



**The mission of IPMG is to create an exceptional organization that supports Case Managers to become expert navigators, guiding individuals and families to access quality, integrated services and supports that result in the betterment of their lives.**



# Navigating Change on the highway of Life: Road Map



*100% Employee-Owned Since 2017*

**Interactive Poll Instructions: Text JWINES782 to 22333 to begin, then wait for instructions.**

## Identifying Your Personal Beliefs about Change

My personal barriers to change are:

---

---

Why do I feel I have these negative responses or resistance to change?

---

---

## Now let's look at the Positive side of Change!

My positive responses to change are:

---

---

What I like most about change is:

---

---

## Change Management Models and Support

### Organizational Change Model:

Lewis Change Management Model:

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Kotter's 8-Step Change Model:

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### Individual Change Model:

Using a SMART format:

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The Kubler Ross Change Curve:

---

The ADKAR Model:

---

Timeline approach:

---

## Getting closer to your destination:

Which model can you see yourself utilizing?

---

---

What supports might you need?

---

---

When you notice that you are having a negative reaction to change, what approach can you use to overcome that barrier to change?

---

---

## You're here: Implementation

Are there specific tools from the model you plan to utilize?

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## Resources:

- Kotter's 8-Step Change Model: [https://www.mindtools.com/pages/article/newPPM\\_82.htm](https://www.mindtools.com/pages/article/newPPM_82.htm)
- Change Management Model Review: <https://www.process.st/change-management-models/>
- <https://teamweek.com/blog/2017/04/5-best-practices-successful-project-implementation/>
- SMART: <http://www.livingadeterminedlife.com/7-key-success-factors-for-implementing-personal-change/>
- Indiana Professional Management Group: [www.gotoipmg.com](http://www.gotoipmg.com)

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