“The Necessity of Change Management”

By: Rebecca Bevel – PM, Centerra Corp
My Background

About Rebecca:

Insert Your Pic Here
What is Change Management?

*Change management is the discipline that guides how we prepare, equip and support individuals to successfully adopt change in order to drive organizational success and outcomes.
Are you too busy to improve?

No thanks!

We are too busy
What is Changing?

• The Technology that we provide to our customers; *i.e.* VOIP, Fiber, Security, etc.
What is Changing?

• The Tools we have to provide the services; ie. Software, Equipment in the field, Switches, etc.
What is Changing?

• *Our Customers*; ie. *The way they want to be communicated with, instant gratification, etc.*
What is Changing?

• Our Staff/Employees; ie. The way they learn, communicate and prioritize
Change Management Discussion
How to Implement Change in 4 Simple Steps:

Step 1: Introduce it

“Change is better received from the bottom up. This approach gives provides vital buy-in and support from the front line employees”
How to Implement Change in 4 Simple Steps:

Step 2: Involvement & Implementation

“To get the best results, involve employees from ALL departments. Create a cross-sectional group to pull ideas from and implement in accordance to what is best for the entire company, not just a single department”
How to Implement Change in 4 Simple Steps:

Step 3: Improve It

“Once change has been set in motion and it’s become part of the culture, don’t stop. Continue to look back and improve on the new changes.”
How to Implement Change in 4 Simple Steps:

**Step 4: Celebrate your Successes**

“Always Celebrate your Successes!! Keep up the morale in your company and ensure that everyone knows that their hard work and acceptance to the new change was recognized and of immense value”
HELLO
I AM...
LEAVING MY COMFORT ZONE
Questions/Comments????

Thank you,

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