

Managing The Roller Coaster:

Change in Your Specialized Docket
Christine Raffaele, Esq., C.C.M.



www.free-power-point-templates.com

Learning Objectives

- Identify the benefits of change and describe the positive effects of change in a specialized docket.
- Describe and apply managing organizational change models:
 - Team Change Communication Models:
 - Roller Coaster of Change
 - Diffusion of Innovation
 - SCARF
 - The Iceberg
- Utilize and implement systems change models within their own organizations in order to move their missions forward including the ability to process a specific change.



www.free-power-point-templates.com

Change: What Does It Mean to You?



www.free-power-point-templates.com

Change



Positive

- Improved performance
- Better Outcomes
- Fresh approaches
- New faces
- Increased opportunity
- Updated Policies and Procedures
- Innovation

Negative

- Fear
- Resistance
- Increased costs
- Funding
- Resources-doing more with less
- Training
- Political Fallout

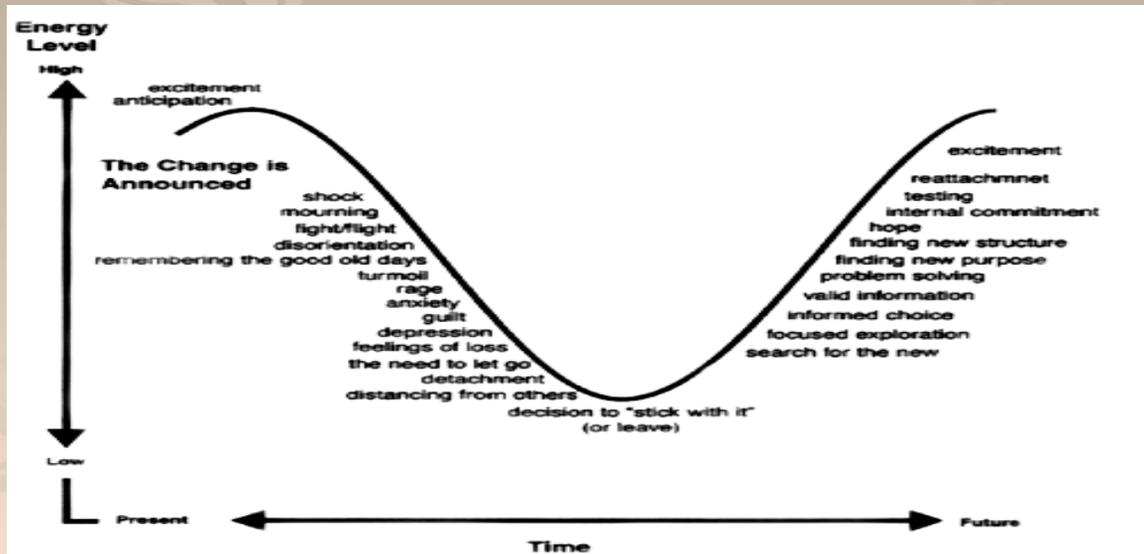
www.free-power-point-templates.com

Roller Coaster of Change



www.free-power-point-templates.com

Roller Coaster of Change

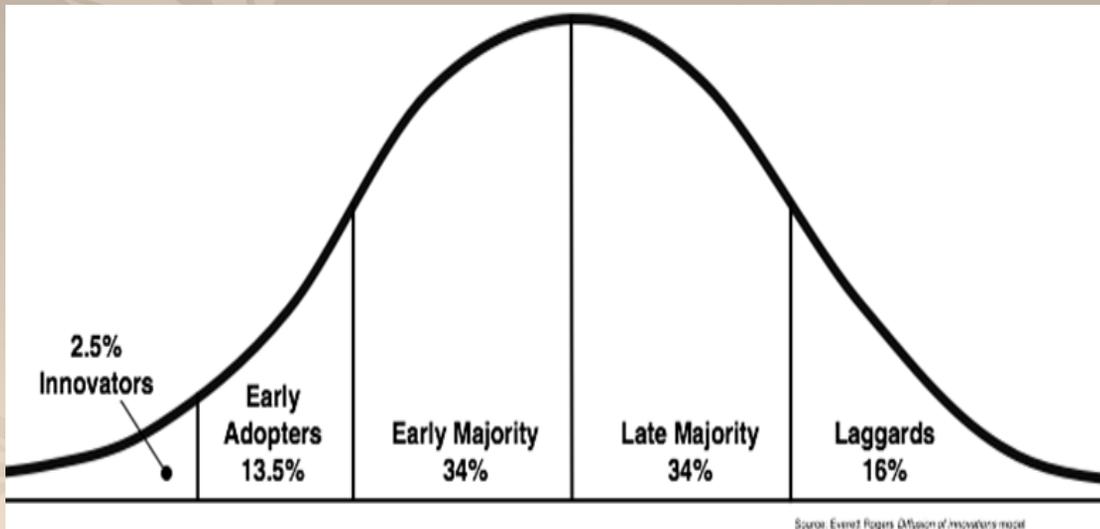


Alban Institute, Duke Divinity School

www.free-power-point-templates.com



Diffusion of Innovation Theory



SPH-Boston University

www.free-power-point-templates.com

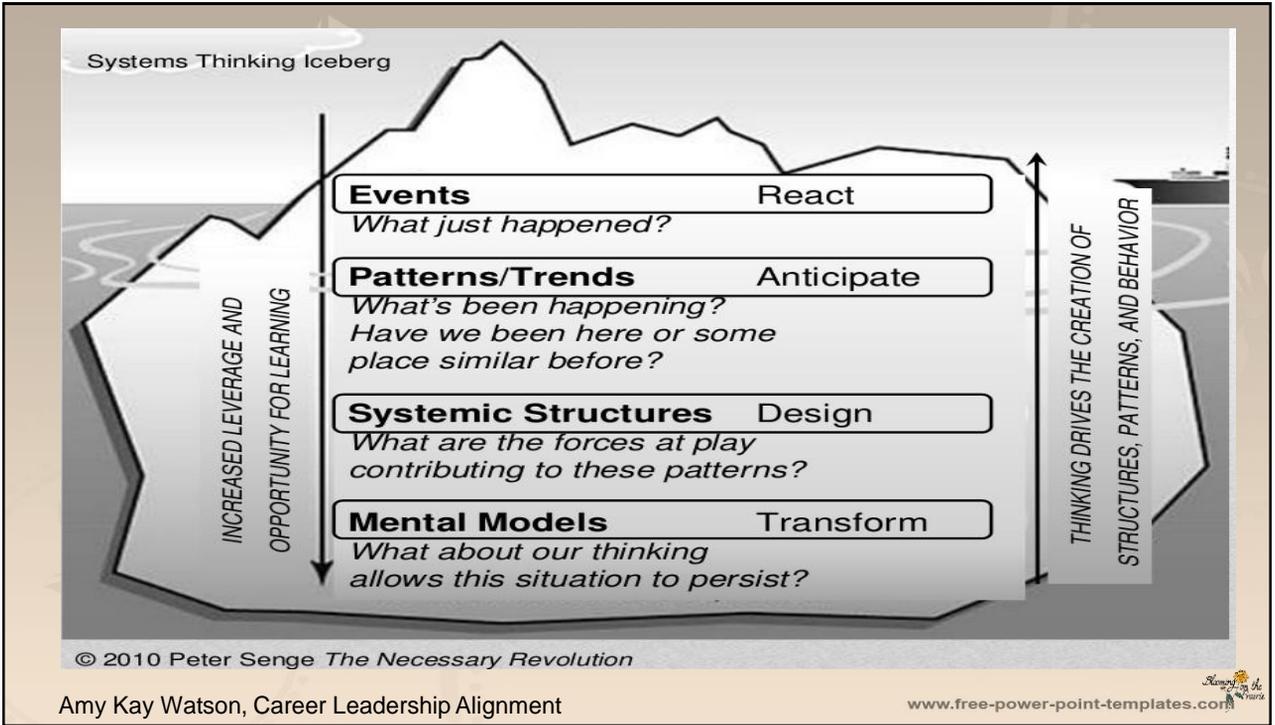
SCARF Model of Social Threats and Rewards



Ed Batista, Executive Coaching

©Blooming on the Prairie, LLC

www.free-power-point-templates.com



Worksheet

Blooming on the Prairie

www.free-power-point-templates.com

Questions

- Christine Raffaele, Esq., C.C.M.
Blooming on the Prairie, LLC
614-822-5139
Christine.Raffaele40@gmail.com

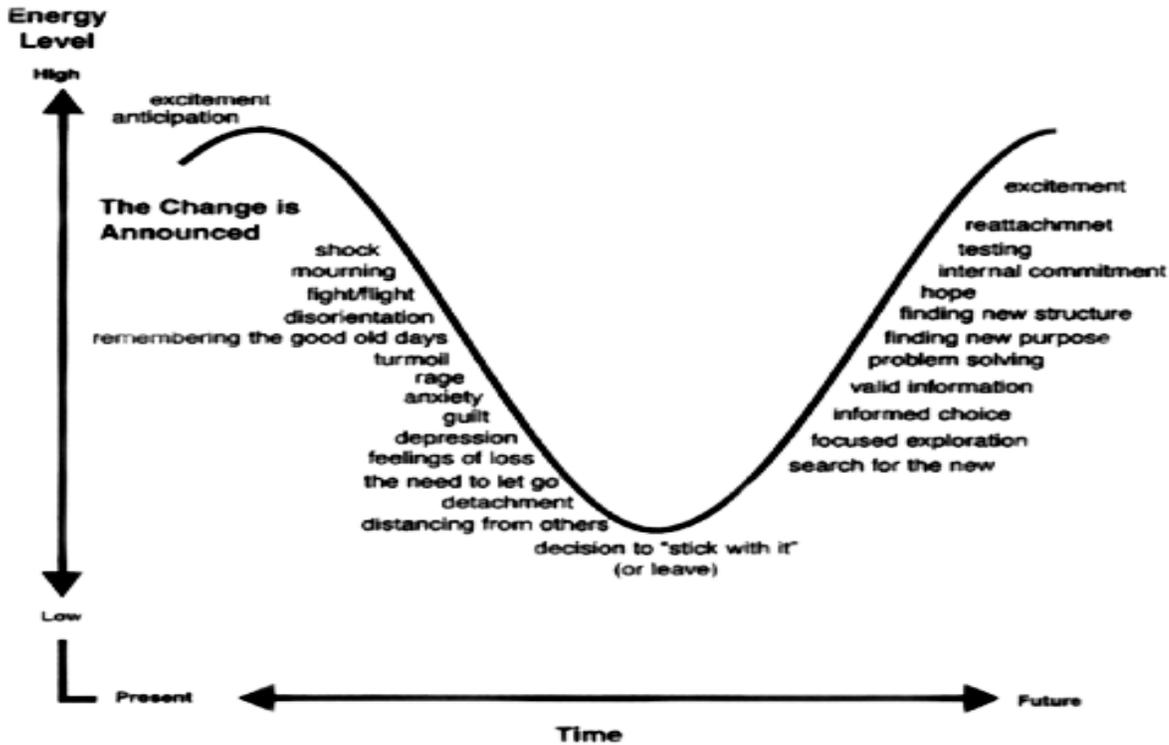




Managing the Roller Coaster: Change in Your Specialized Docket.

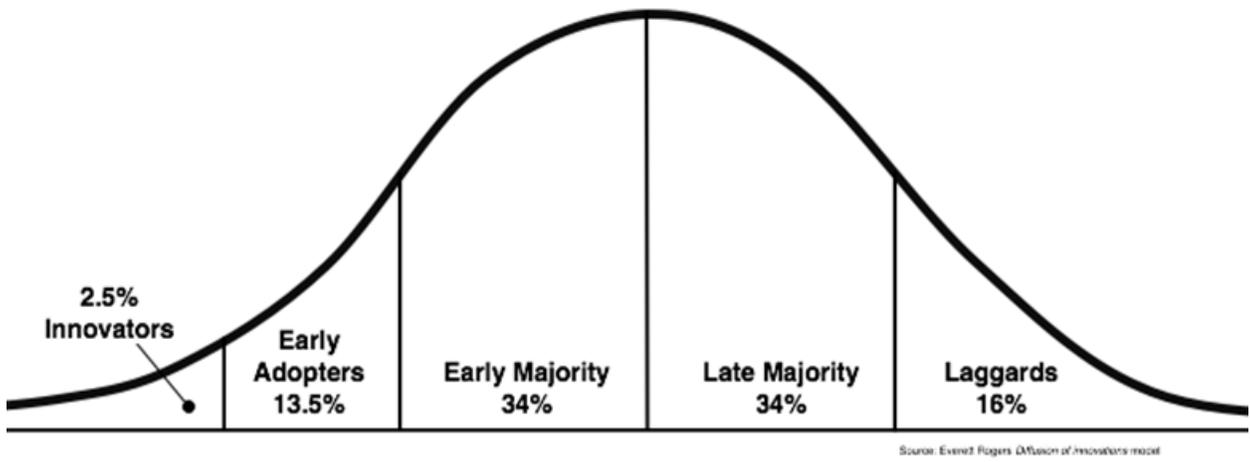
Individuals who go through an organizational change:

Roller Coaster of Change



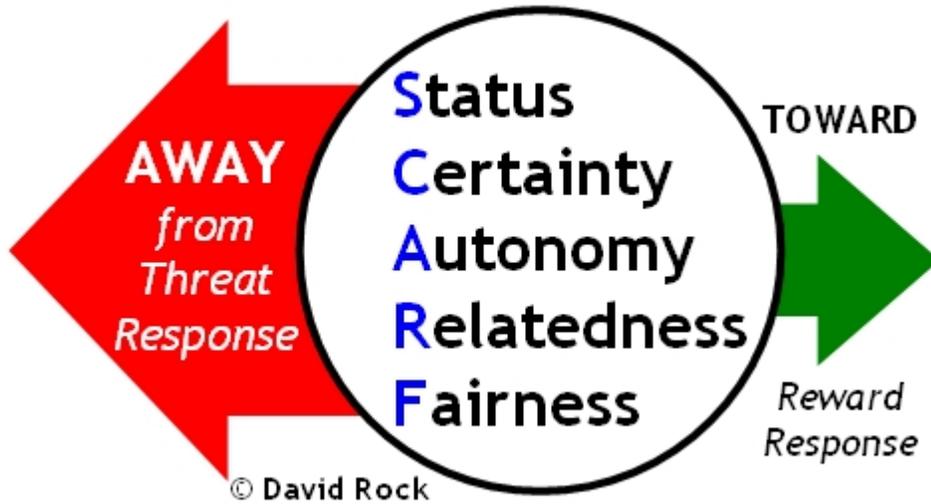
Credit: Alban Institute, Duke Divinity School

Diffusion of Innovation Theory:



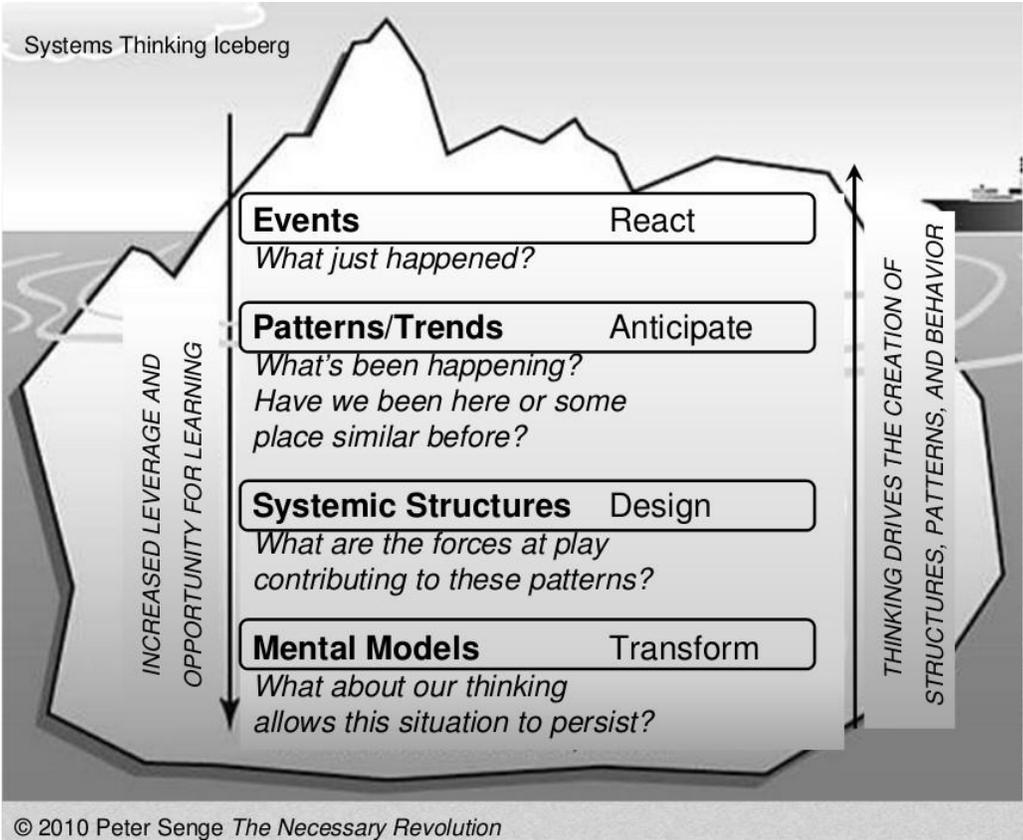
Credit: SPH-Boston University

SCARF Model of Social Threats and Rewards



Credit: Ed Batista, Executive Coaching

Iceberg Model:



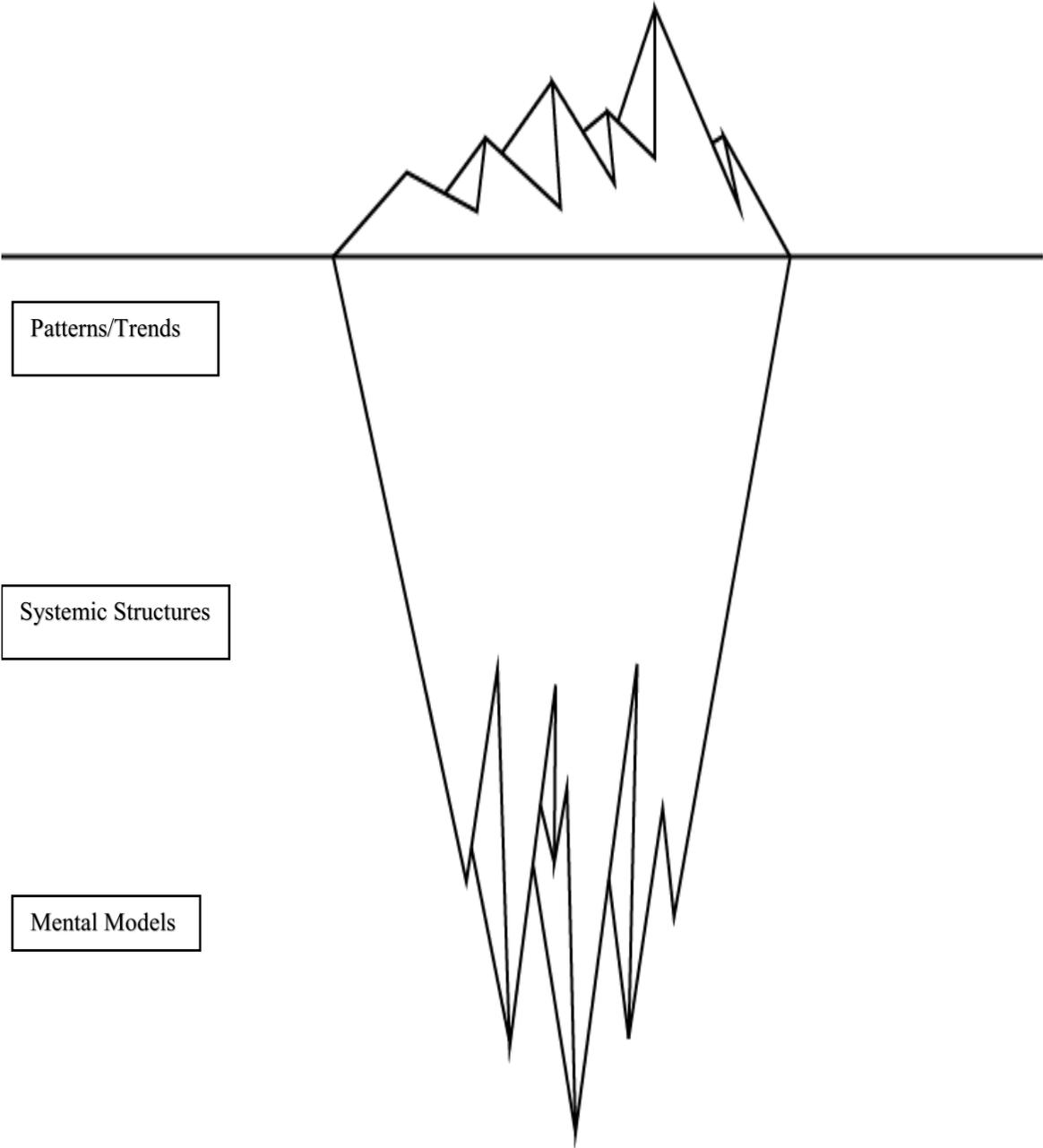
Credit: Amy Kay Watson, Career Leadership Alignment

Event

Patterns/Trends

Systemic Structures

Mental Models



Key Questions for Team Change:

1. Purpose for the Change (Increase capacity, improve services, improve outcomes). Define each one. For each change or innovation go through this process.

2. Is the team ready for this change? (Diffusion of Innovation)

2. Who is on board with this change? (Diffusion of Innovation)

3. Who will resist the change? (Diffusion of Innovation)

4. Steps to prepare the team for the change?

a. Are members pulling away from the change or leaning into the change-SCARF

b. What are the mental models that will prevent the change? (Iceberg)

c. Take temperature of the team going through the change-people will hit roller coaster at different times.

Resources:

Roller Coaster of Change

Kubler-Ross website, www.strategies-for-managing-change.com/kubler-ross.html

Mindtools, The Change Curve, www.mindtools.com/pages/article/newPPM_96.htm

Diffusion of Innovation

Simon Sinek, Diffusion of Innovation, <https://www.youtube.com/watch?v=VVXuN2drSpg>

Boston University School of Public Health, Behavioral Change Models, Diffusion of Innovation
<http://sphweb.bumc.bu.edu/otlt/MPH-Modules/SB/BehavioralChangeTheories/BehavioralChangeTheories4.html>

Rogers, Everett M. (1983). *Diffusion of innovations* (3rd ed.). New York: Free Press of Glencoe

SCARF

<https://davidrock.net/>

<https://davidrock.net/publications/>

Rock, *Managing with the Brain in Mind*, Strategy + Business, Issue 56, Autumn, 2009 (reprint),
<https://www.psychologytoday.com/sites/default/files/attachments/31881/managingwbraininmind.pdf>

David Rock *The Neuroscience of Engagement: Deeper Science of Learning, Engagement and Peak Performance*, Human Capital Institute
<http://www.hci.org/lib/neuroscience-engagement-deeper-science-learning-change-and-peak-performance>

Systems Thinking

Monat and Gannon, What is Systems Thinking? A Selected Review of Literature Plus Recommendations, *American Journal of Systems Science* 2015, 4(1): 11-26,
<http://article.sapub.org/10.5923.j.ajss.20150401.02.html>

Kim, *Introduction to Systems Thinking*, Pegasus Communications, Inc., 1999,
<https://thesystemsthinker.com/wp-content/uploads/2016/03/Introduction-to-Systems-Thinking-IMS013Epk.pdf>

Iceberg, *Systems Model-Systems Thinking*, Business Leadership, Education Series, Chancellor University,
<https://youtu.be/K8xNCySfwC0>