



Leadership Talk #3

Become the Change Agent



[Empactivesolutions.com](https://empactivesolutions.com)

caroline@empactivesolutions.com

AGENDA

01

Introduction

02

Understanding
leadership in
change

03

People-Centric
Leadership

04

Managing
Change within
Teams

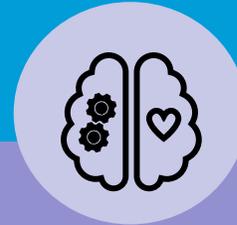
05

Navigating
Organizational
Systems

Disclaimer: We hope you'll understand why change is important to grow your business. We hope you'll like change. We have little hope you'll understand how to navigate change.

What are the major changes an organization can undergo?

CHANGE



- Merger & Acquisition (M&A) Transition
 - Leadership Change Transition
 - Restructuring
 - Funding / Massive Scale
 - Growth and Business development initiatives
 - Big technology implementation
-
- *What else?*
 - *Maybe smaller changes?*
 - *Your Department?*

Think about a negative reaction you had about change and write it down.



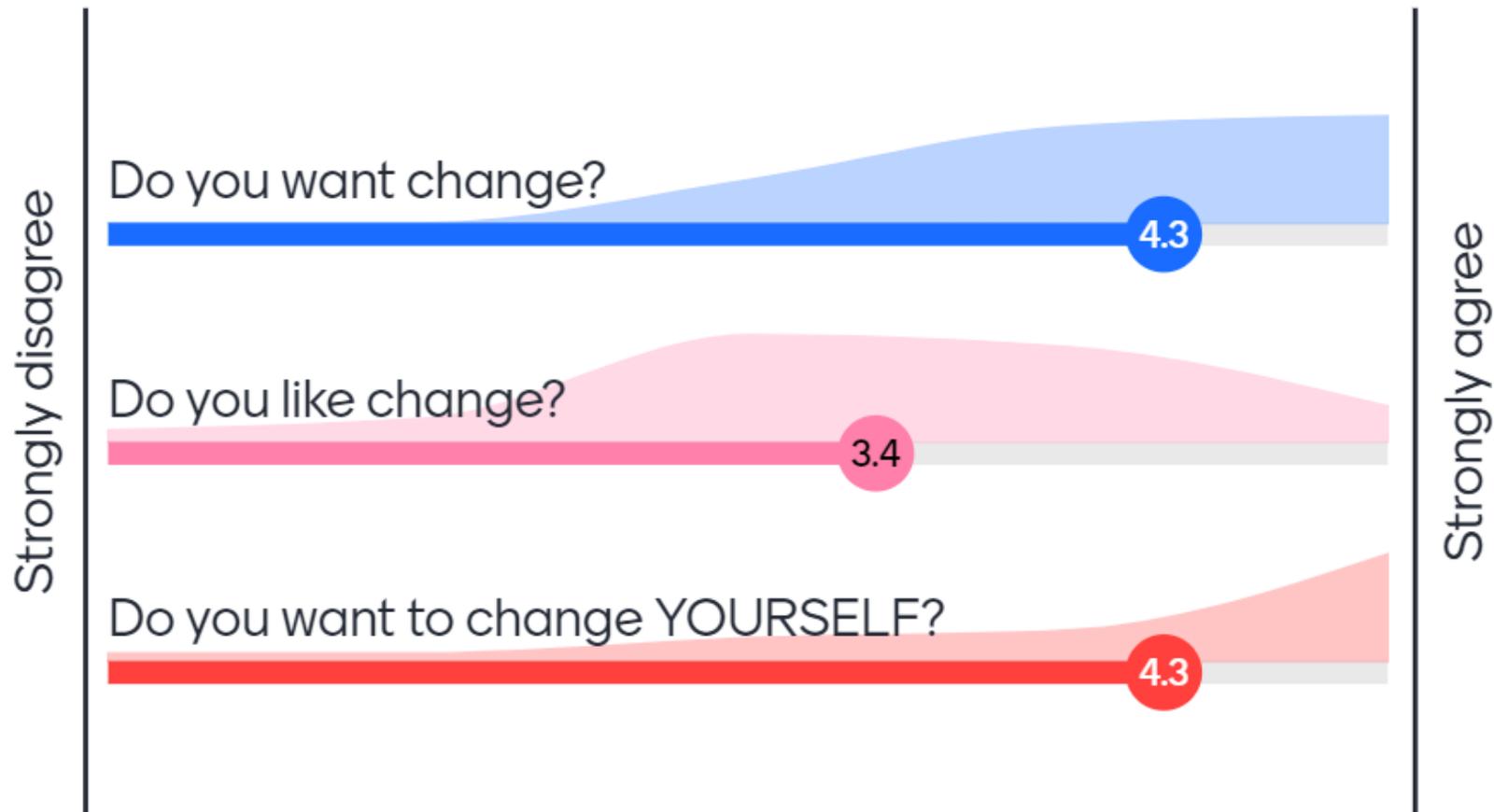
Change is the new constant

Word Cloud

After Reading
«Change is the new
constant»
How did you feel?



Poll: how do we feel about change?



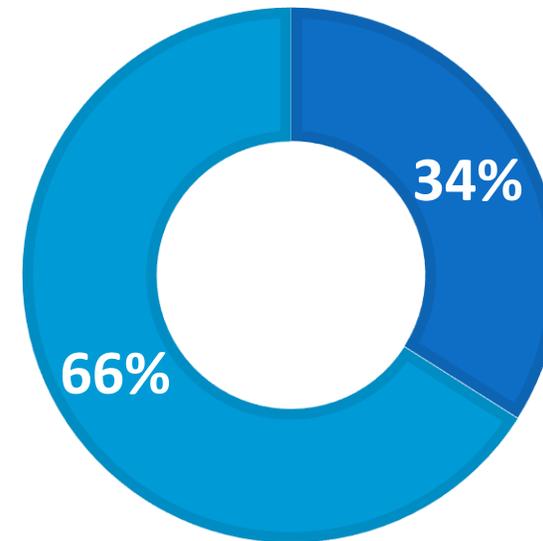
OBJECTIVE

Understanding effective leadership in driving change within an organization

The typical organization today has undertaken **five** major firmwide changes in the past three years — and nearly **75%** expect to multiply the types of major change initiatives they will undertake in the next three years.

INITIATIVE SUCCESS RATE

■ Success ■ Fail



Why do we need to manage CHANGE?

With Change Management



Without Change Management



*Source: prosci.com

- ✓ Changing People Mindset to accompany your new policies / processes
- ✓ Walking your people through change from a human (emotional) perspective
- ✓ Change is a process, and often takes time.

Understanding Leadership in change



Transformational leadership with CEO of Microsoft, Satya Nadella: Put People First

- ✓ He is a Visionary
- ✓ He influences and communicates
- ✓ Fosters collaboration & Partnerships
- ✓ He adapts, and learns

Leadership in change

What else should leaders do / have to succeed in navigating change?



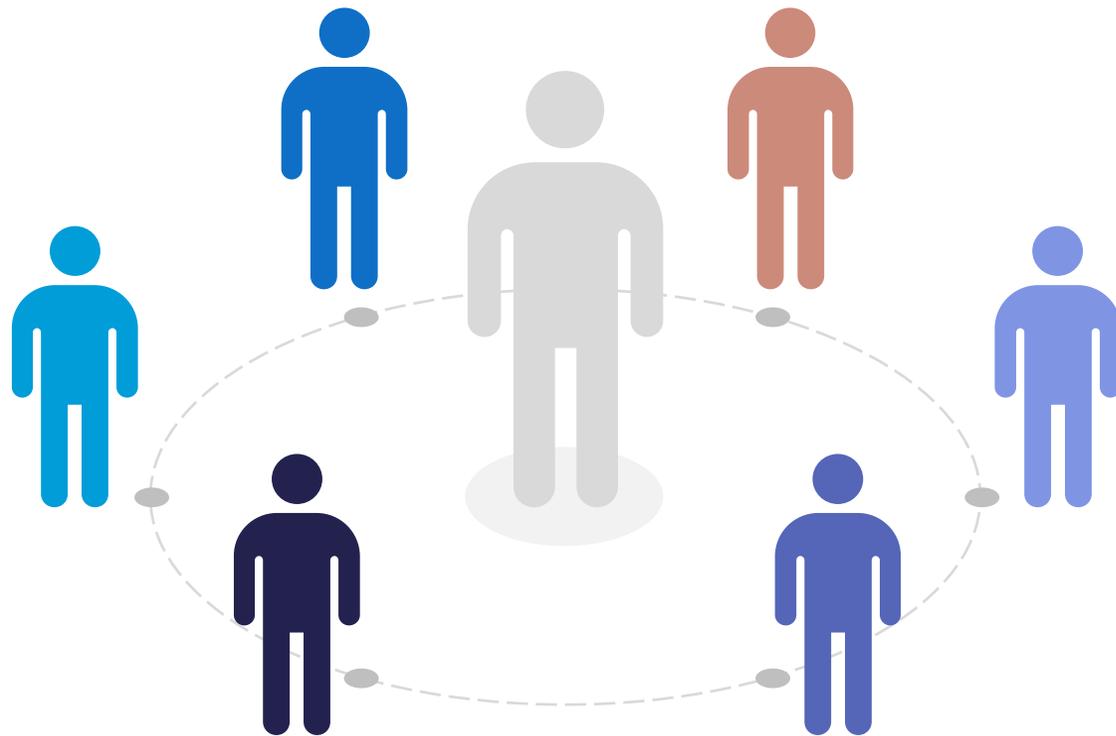
Various Leaders Story to get inspire or not!

Mary Barra (General Motors), illustrating effective team management during a major change initiative.



Sundar Pichai (Google), demonstrating successful navigation of organizational systems during a transformative change.

People-Centric Leadership



People's emotions, concerns and perspectives

"not everyone can be content but everyone can be heard"

Emotional Intelligence

Active listening, Foster Empathy, clear communication, asking the right questions. Don't forget yourself.

In action

Train your managers

Create Safe Space

Clarity - Communicate transparently

Managing the People-Side of change

Influence (positively)

Inform

Involve

Managing Change within Team: Set the tone!

MAIN PAIN POINTS

Old Beliefs
Resistance
Fatigue

Tips & Tricks : motivating and leading teams through change

- Gain Trust
- Understand and Break Old Beliefs
- Empower & Involve
- Get Feedback
- No Empty Promises
- Clarity
- Provide Support, ask for help!
- Be Patient
- And.....

Can you think about how different
you could have react to change?
What created this negative impact?

Step by Step

Inform: Current state is not working

- A Why?
- Are People Convinced?
- How do we make people see/feel the need for change?

1

A Team of Change Champions

- Who are the influencers & believers?
- Are they working well as a team?
- Are they aligned

2

Develop the Change Vision & Strategy

- What does the future state look like?
 - Is it inspiring?
 - What's in it for the people experimenting the change?

3

Communicate: Clarity & Empathy

- Variety of people helping us communicating?
- Communication Tactics?

4



Produce Short-Term Wins



5

Empower Others to Act

- Remove Barriers
- Encourage others to remove barriers
- Foster Innovation
- Involve People

6

7

Keep Going

- Be Relentless
- Keep Motivation high, pivot
- Take Breaks
- Ensure Continuity

8

Create a new culture

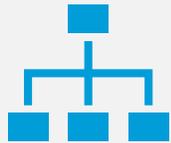


- Make it stick
- Add change course in your onboarding
- Put change leader in leadership roles

9

Have Fun and enjoy the process!

Navigating Organizational Systems



Why do we need to Navigate organizational structures, policies, and procedures to facilitate smooth change implementation?



Why should we emphasize the importance of collaboration, influence, and aligning change initiatives with the organization's mission and values.

It is all about the people. Involve them. Empathize with them. Empower Them. Listen to them. Give them ownership and clarity. Change together.



TOOLS: You Cannot Do It Alone

Visonnary

- Tactical Communication
- Focus Group
- Safe Space
-

Empathy

- Focus Group
- Workshops
- Trainings
-

Clarity

- New Policy
- New Processes
- New Initiatives
-

Patience & Collaboration

- Feedback Loop
- Ensure continuous Culture & Strategy alignment
-

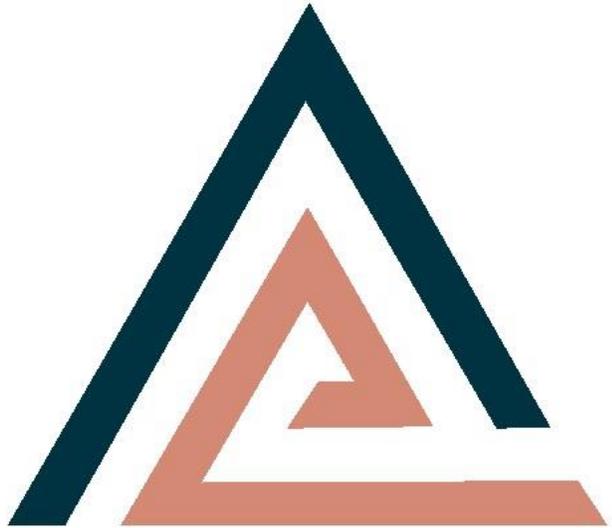
Change becomes reality

- Why the change
- Transparent Communication
- Clarity
- Empathy
- Work Together

Questions / Comments?

Well, I hope not, because we probaly out of time...

Inspire your people, Drive your business!



EMPACTIVE
SOLUTIONS

BRIDGING CORPORATE CULTURE & STRATEGY

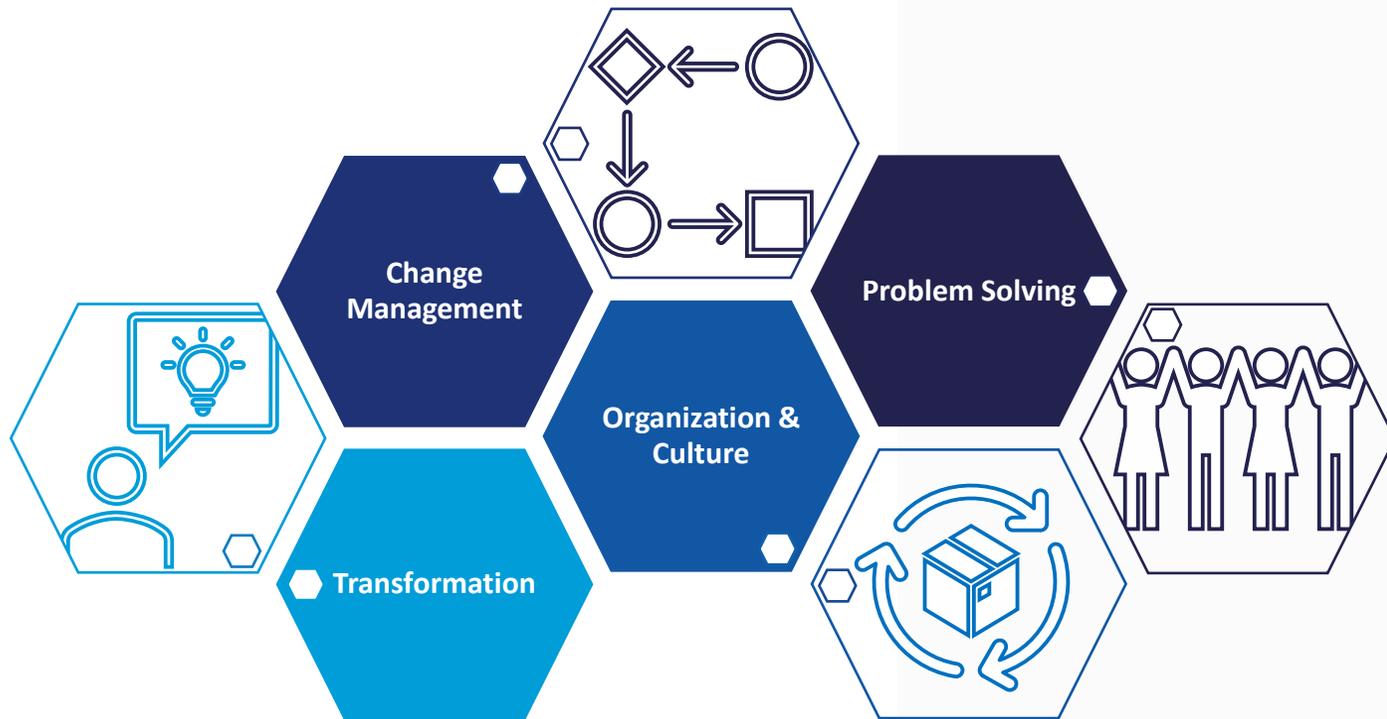
Inspire your people, Drive change!

We guide businesses to implement sustainable practices by creating a **people-centric environment**. Alongside this, we transform their **operating systems and processes**, fostering and shaping this new environment.



Why? To ensure growth and financial prosperity but also to make our life a little more fun!

How can we help?



1. Need Assessment: Understand together what are your company's and employees' needs.

2. Initiatives Design & Implementation: Solution dedicated to you and your employees which are based on strategic consulting, coaching, workshops and trainings.

3. Ad hoc workshops, coaching and training sessions implemented upon clients' needs.

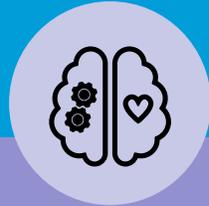
Let's talk!

Email us: info@empactivesolutions.com
or visit us: [www. Empactivesolutions.com](http://www.Empactivesolutions.com)

Our Services

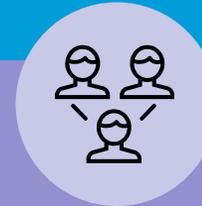
- What's the change you want to see?
- What's the change your people want to see?
- What type of organizational models and behaviors need to change?
- What type of operational models & processes need to improve?
- Are your values and culture aligned?

CHANGE



- Leadership Change Transition
- Growth and Business development initiatives
- Restructuring
- Management of technology implementation
- Tailored needed Change

Workplace Transformation



- Corporate culture assessment & Change
- Organizational design & Behavioral Change
- Foster Growth / Scale
- Creating a new culture
- Solving your problem

Business Transformation

M&A INTEGRATION



- Culture Integration
- Process Integration
- Transformation
- Navigating Change

Our Most Popular Workshops & Trainings



Change & Processes

- Change: Understanding & Succeeding
- North Star: Vision, Mission and Company's Values
- Managing People Performance
- Getting the grip of a new process
- A Task / Project? Deadlines & Ownership



People Behaviors

- Emotional Intelligence
- Transformational Leadership
- Team Cohesion & Building Teamwork
- Effective Communication, Feedback & Accountability
- Building a growth mindset
- Navigating change

This is only a glimpse of all the workshops, trainings and courses we offer. Most of them are tailor-made and available virtually as well.

They trust us



WORLD BANK GROUP



And some more!



Why us?

Our Methodology has been proven successful. From the United States to Kenya, through Switzerland. From International Company to SMEs.

We understand the crucial need for **skills retention** and **long-lasting change**. So most of our programs are paired with a change strategy.

As long as you are committed to the change, we are confident to be able to **guarantee change throughout your organization**.

We put an extra focus on data and on the **measures for success** will be monitor throughout and we will adapt the strategy when deemed necessary.

Get in touch with us to learn more!

Let's Start the Conversation

EMPACTIVESOLUTIONS.COM

*We are revamping
our website!*

CAROLINE ENGLUND
Managing Director

+254 768 516 539

empactivesolutions.com

Muthangari Drive, Nairobi Kenya

caroline@empactivesolutions.com



**EMPACTIVE
SOLUTIONS**

Workplace Transformation
Change Management
M&A Integration

INSPIRE your people, DRIVE your Business