

CHANGING WORKPLACE

[People, Flexibility, Innovation and Technology]

THE INAUGURAL YOUNG LEADERS CONFERENCE

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Uphold public interest



- The change factor: What - How - Why - When
- Repositioning for change: People - Flexibility - Innovation - Technology
- Q & A



CHANGE

is hard at first,
messy in the middle
and gorgeous at
the end.

– Robin Sharma

- ☐ Shift from a current state to a desired state
- ☐ Process that ensures a business responds to the environment in which it operates
- ☐ Change is inevitable
- ☐ *Management is about coping with complexity. Leadership, by contrast is about coping with change – Prof. John Kotter*

REFLECTION...

Have you found
yourself here.... ?



TYPES OF CHANGE



STEP / EMERGENT CHANGE

- ☐ Occurs rapidly
- ☐ May trigger a crisis
- ☐ Radical: Catastrophe, Demise, Disease (Covid-19)
- ☐ Change = Necessity

INCREMENTAL / PLANNED CHANGE

- ☐ Occurs over a period of time
- ☐ Calls for forward planning & inclusivity
- ☐ Retirement, Change in technology /Strategy
- ☐ Change = Not a Necessity in Short Run

INTERNAL

- ☐ Business continuity plan
- ☐ Need to increase profitability
- ☐ Reorganization for efficiency
- ☐ Change in organizational culture

EXTERNAL

- ☐ Technological change
- ☐ Regulations e.g. IPSAS / IFRS
- ☐ Competition & Customer demands
- ☐ Economic & Political Environment

Why do people
naturally resist change?



URGENT - IMPORTANT CHANGE ...



	URGENT	NOT URGENT
IMPORTANT	<p>Q1: Urgent & Important: <i>CRISES / DO</i></p>	<p>Q2: Not Urgent but Important: <i>PLAN / GOALS</i></p>
NOT IMPORTANT	<p>Q3: Urgent but not Important: <i>Interruptions = Delay / Delegate</i></p>	<p>Q4: Not Urgent & Not Important: <i>Distractions = Eliminate</i></p>

CHANGE CYCLE



BARRIERS TO CHANGE



Give a listening ear
& Build Capacity



Sell tried &
tested solutions

Buy-in & mind
organizational politics

Grow your
working capital

PREPARE FOR THE CHANGE



Start with End in
Mind!

- ☐ *Situational Analysis(Data Collection): SWOT & PESTEL Analysis*
- ☐ *Data Analysis: List all change areas in order of priority*
- ☐ *Identify & Involve key stakeholders & allow their buy-in*
- ☐ *Identify possible Solutions, Obstacles, Cost and risks*
- ☐ *Identify change agents and Go...·*

MANAGE THE CHANGE



Planning and
Implementation!

- ☐ *State goals, specific objectives and allocated time*
- ☐ *Establish What - Who - When - How of the change*
- ☐ *Allocate Budget / resources and keep evaluating the same*
- ☐ *Plan for resistance management and inculcate right attitude*
- ☐ *Be available to offer support after each evaluation stage*

REINFORCE THE CHANGE



Evaluation!

- ☐ *Build a culture around the change - The 5Rs model*
- ☐ *Determine the effectiveness of the change*
- ☐ *Stabilize the change by taking measures to reinforce & maintain it e.g. through the reward system of the organization*

Communicate - Explain the need for change

Provide adequate & timely information

Involve people in the process

Build trust & sense of security

Consult, negotiate and offer support / training

KURT LEWIN'S CHANGE MANAGEMENT PROCESS



Stage 1: Unfreezing

- #Motivate the team to increase their willingness to change
- #Build trust and recognition for the need of change
- #Identify problems & generate alternative solutions

Stage 2: Moving

- #Design and implement the actual change
- #Define goals and objectives and how to accomplish them

Stage 3: Refreezing

- #Reinforce & stabilize the new methods, procedures and behaviors



PARTING SHOT



***“If you don’t like something, change it. If you
can’t change it, change your attitude.”***
— *Maya Angelou*





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