### CHANGING WORKPLACE

People, Flexibility, Innovation and Technology

### THE INAUGURAL YOUNG LEADERS CONFERENCE

Presentation by:

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# HEART OF THE MATTER

o The change factor: What - How - Why - When

o Repositioning for change: People -Flexibility -Innovation -Technology

0 Q & A





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



- ☐ 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 1



### 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

### FORCES OF CHANGE CPAK



### **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

### DISCUSSION...





# PORTANT

# OT IMPORTAN

#### **URGENT**

### **NOT URGENT**

Q1: Urgent & Important: CRISES / DO

Q2: Not Urgent but Important: PLAN /GOALS

Q3: Urgent but not Important: Interruptions = Delay / Delegate Q4: Not Urgent & Not Important:
Distractions =
Eliminate

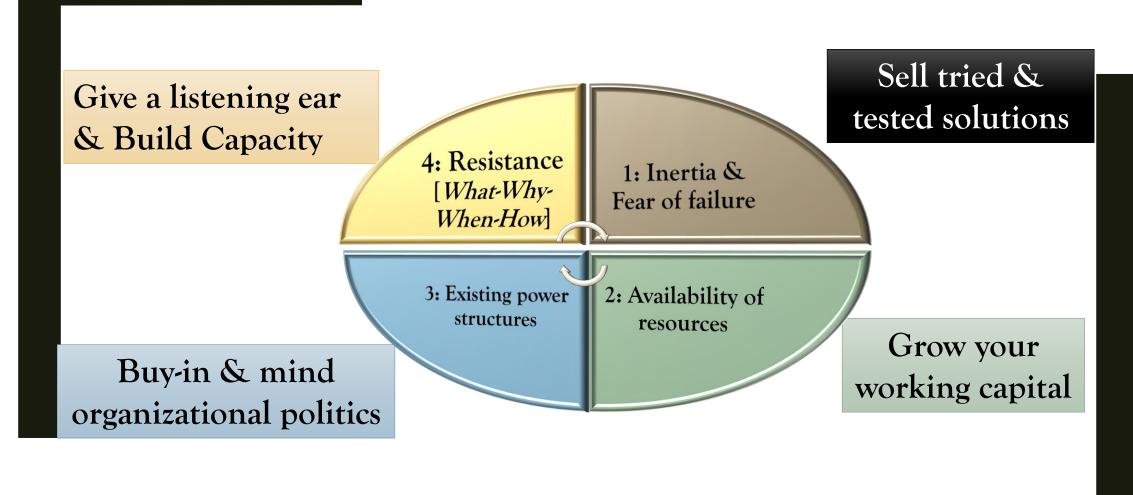
### CHANGE CYCLE CPAK





### BARRIERS TO 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



### 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

### **LEAD 360**



**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



### 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 attitude."

can't change it, change your attitude.

Maya Angelou

Maya Angelou



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