

WEBINAR



CHANGE MANAGEMENT BEST PRACTICES FOR PDGM SUCCESS



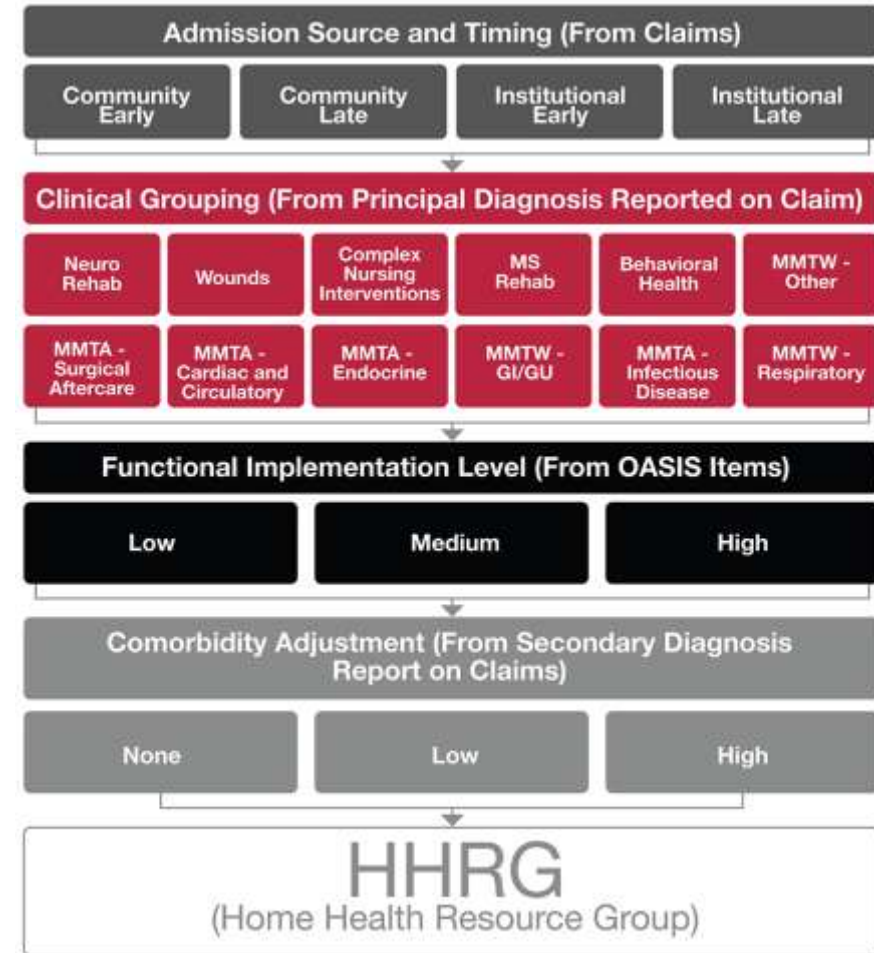
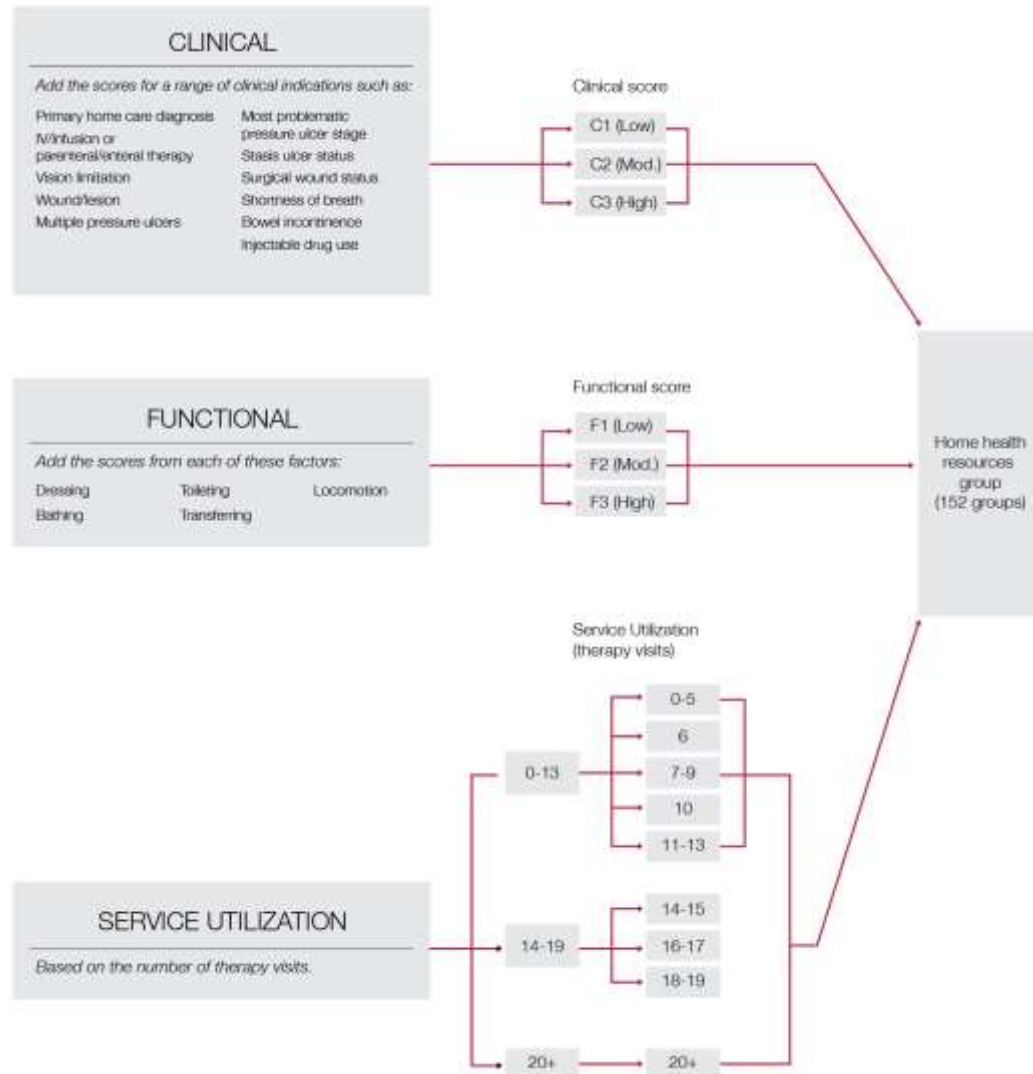
Speaker

Carrie Jo Howard
Vice President, Client Experience
Axxess

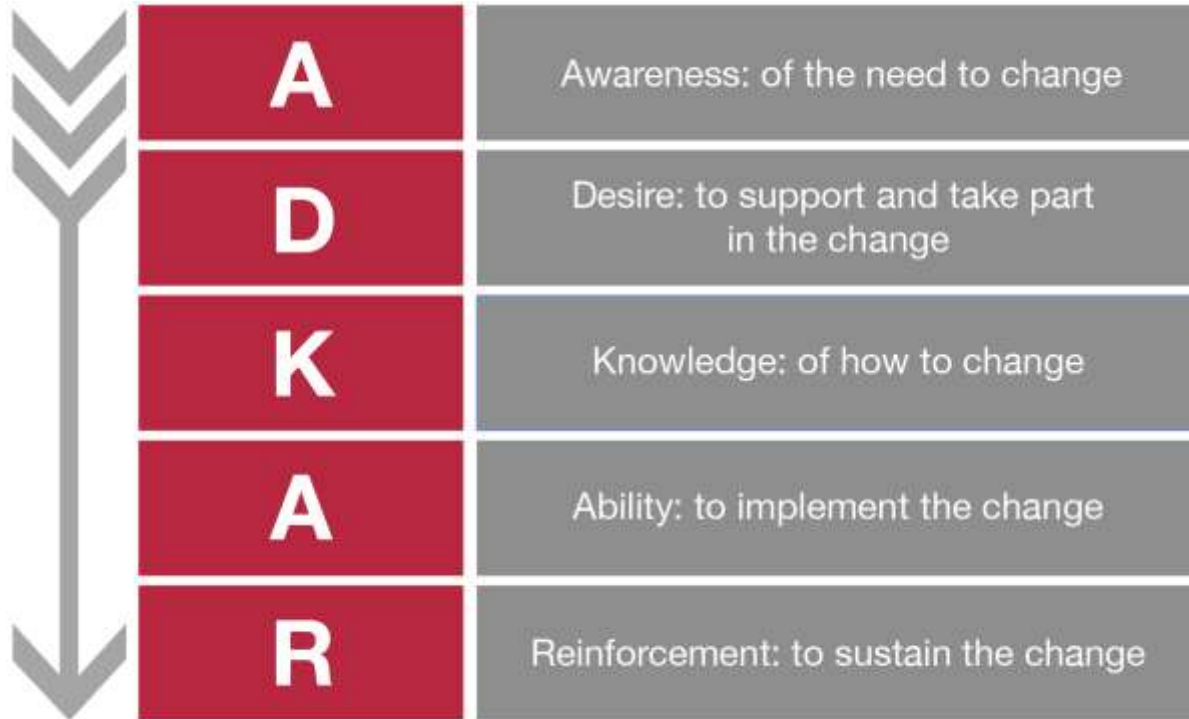
- PDGM Basics
- What is Change Management?
- Why is it Important?
 - Risks of ignoring PDGM
- The Eight Constants of Change
 - Specific opportunities with PDGM that these constants can provide



PDGM Basics



» What is Change Management?



Change Management is any approach taken to drive business results by getting individuals and groups ready, willing, and able to implement and sustain new ways of working.

» What is Your Version of Change?



TODAY

How do we define our approach now?



TOMORROW

What is the vision?

» Cost of Ignoring Change Management



	Short Term	Long Term
Direct	<ul style="list-style-type: none">• Resources wasted• Business objectives not met	<ul style="list-style-type: none">• Strategies not accomplished
Indirect	<ul style="list-style-type: none">• Morale suffers• Job security threatened	<ul style="list-style-type: none">• Lower confidence• Resistance increases• Next change initiative is more likely to fail



The Eight Constants of Change



Constant #1



It Takes a Village

Organizations change when the people within them change

» It Takes a Village...



- The entire village must be included
- Organizations change when the people within them change
- Change shouldn't be defined as a specific event or date
- It's a journey





An Object at Rest Tends
to Stay at Rest
Resistance is inevitable

» An Object at Rest...



- Structural reasons
- Personal reasons
- Physiological reasons



Older Trees Have Deeper Roots

Commitment to the past hinders change in the future



» Commitment to the Past





Get to the Heart of It

Connecting to the head and the heart builds commitment

» Get to the Heart...



- Connecting emotionally
- What's In It For Me? (WIIFM)
- Communicate, communicate, communicate



Beware the Paparazzi
A leader's actions speak louder than words



Walk the Walk



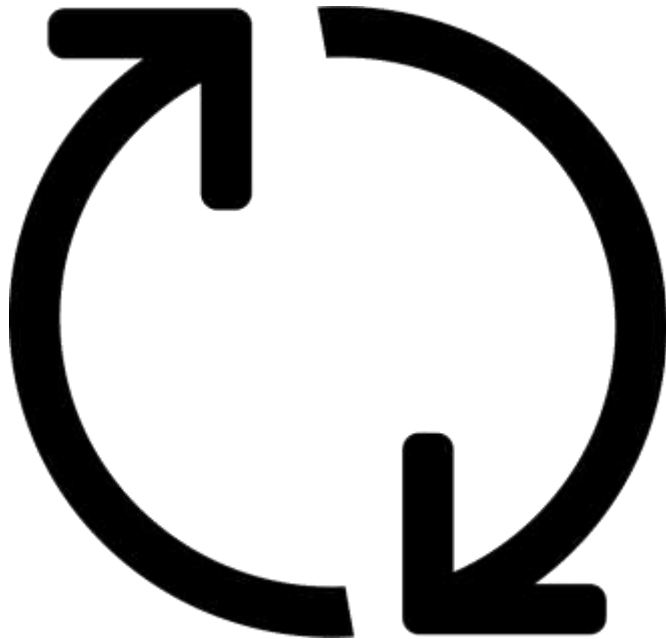
- Two critical elements of Leadership:
 - Alignment and Visible Sponsorship
- It's the little things...
- Leader Dos:
 - Communicate about the change
 - Reward people
 - Walk the talk
 - Keep a positive attitude





You Can Say That Again
Effective communication
demands quality and quantity

» You Can Say That Again...



- It's not easy...
- The Communication Plan
- REPEAT



Constant #7



If They Build It, They Will Come

People support what they help create

» If They Build It...



- Pay me now or pay me later...
- Slow down to speed up
- Transferring ownership





You're Not in Kansas Anymore
Sustaining change takes support and reinforcement

» You're Not in Kansas...



- The right infrastructure
- People pay attention to what is evaluated and rewarded
- Getting good at change

» Where Do We Start?



- Change is a constant
- We've been here before
- Use the tools available to you





Questions?

More resources and information at:

axxess.com/pdgm