



Change is Hard, Change Management Can Help: Perspectives from HR and Programs on Navigating the New Normal



Objectives & Agenda



Objectives: This training will focus on change management – processes, tools, and techniques you can use to manage the people side of changes. Please join our panel of expert consultants as they discuss different change management strategies and how you can apply these practices in your own program. We'll also hear from a child care program on how they've used change management techniques to support staff and families.

Agenda:

- **Welcome, Reminders, & Overview** (*5 minutes*) – Brenda Metzler; Community and Program Support Specialist, LGK
- **We will hear from** (*28 minutes*):
 - Erika Schramm; Leadership Coach & HR Consultant, Skylight Coaching & Consulting
 - Angela Earle Gray; HR Consultant, Adaptiva HR
 - Stephanie Carvey; Rekaroo's Childcare
 - Lawrence Miller; Consultant, Five Vine Consulting, LLC
- **Q & A** (*25 minutes*)
 - Facilitated by Brenda Metzler
- **Closing & Summary** (*2 minutes*) – Brenda Metzler

Professional Development Reminders



This online real-time training is eligible for one professional development hour through Northern Lights.

A reminder that in order to receive PD, you will need to:

- Remain in the training for the entire hour
- Submit your BFIS number OR full name and address exactly as it appears in the information system
 - There was a prompt to enter your number when you registered for this training, so you may have already done this
 - If you had any trouble, or don't know your BFIS number, please contact Ansley@letsgrowkids.org and she will help you out!



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Coronavirus (COVID-19) Resources



STAYING HEALTHY



STAYING INFORMED



RESOURCES FOR EARLY CHILDHOOD EDUCATION PROGRAMS



RESOURCES FOR FAMILIES

RESOURCES FOR EMPLOYERS

WHAT YOU CAN DO

WEBINARS



Name*

Email*

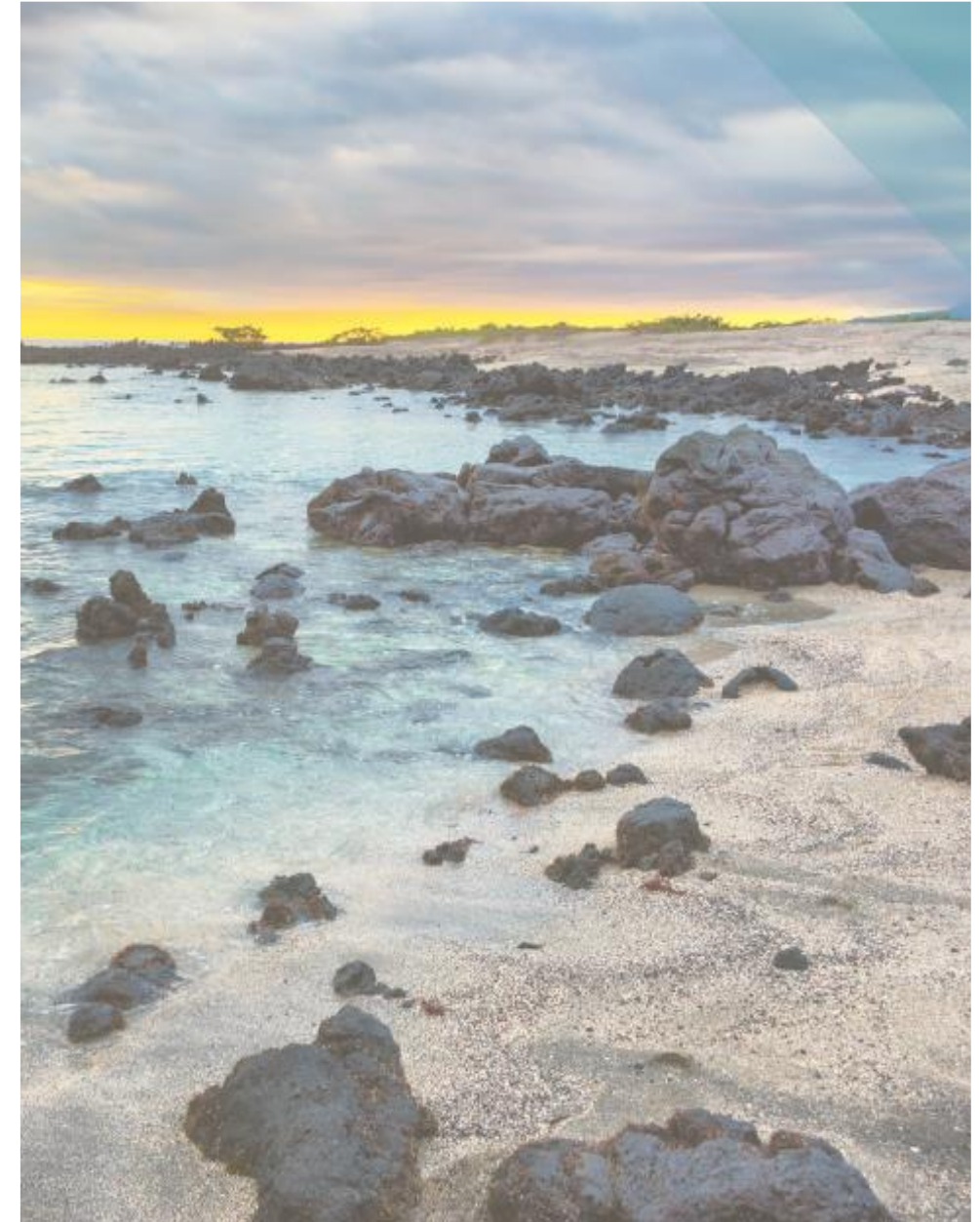
Phone*

Name of your child care program*

Change Management

“It is not the strongest species that survive, not the most intelligent, but the ones who are the most responsive to change.”

Charles Darwin



Perspective on Change



- Change is needed (what are the risks of not changing?)
- Change is a process (current → transition → future)
- Resistance and uncertainty are totally normal
- You can choose how you lead and respond during change

Questions to Help You Get Clear



- What is changing?
- Why is it changing?
- Why is it changing now?
- What is not changing?
- What are the benefits and risks of the change?
- What is the risk of not changing?

Assess your Risks



Key Audience	What is the impact on them?	How do you anticipate they will react?	What would success look like once you move through the change?
Families			
Kids			
Staff			
Regulators			
Other...			

Make Your Plans



Element	Outcomes	Help people understand
Awareness of the need for change	I understand why	What's changing Why it's changing The risks for not changing
Desire to make change happen	I choose to participate	What's in it for them What choices they have How they can engage and participate
Knowledge about how to change	I know how to do it	How to change The training/resources they need to learn new skills
Ability to change behavior	I did it	They have the ability to change They can do it!
Reinforcement to sustain change	I will continue to do it	They can continue doing it Celebrate, recognize and reward

Components of Change

- Cognitive
- Behavioral
- Emotional



Top Stressors at Work

- Too much too soon all at once
- Random interruptions
- Change
- Mistrust, unfairness and office politics
- Unclear policies and no sense of direction
- Career and job ambiguity
- No feedback, good or bad
- No appreciation
- Lack of/poor communication



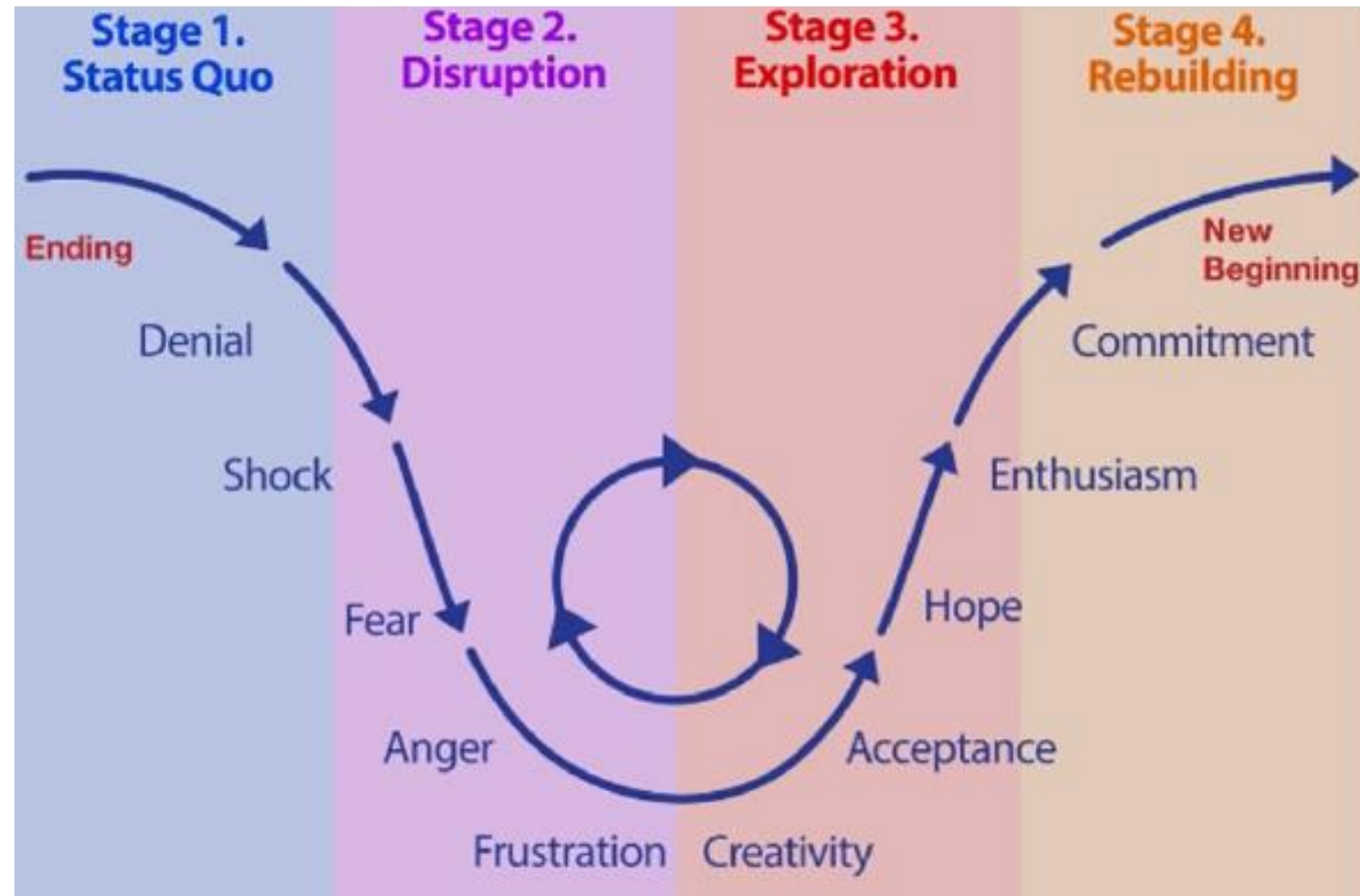
Emotional Impact of Change

- Excitement
 - Opportunity
 - Anticipation
 - Uncertainty
 - Anger
 - Confusion
 - Worry
 - Stress
 - Disappointment
 - Grief
 - Fear
- Panic
 - Overwhelm
 - Anxiety
 - Depression
 - Ambiguity
 - Feelings of isolation
 - Lack of control
 - Loss of normalcy and security
 - Hopelessness
 - Paranoia



Change for Organization = Change for Many Individuals

Stages of Change



Communicate



“Communicate early, often, through multiple channels, and with as much transparency as possible, even if it makes you feel vulnerable.”

David

Strategic Tips



- Be flexible
- Adjust expectations
- Prioritize communication
- Lead and role model

You Drive Change: Consider Your Passengers



Case Study - Rekaroo's Childcare:

- Rekaroo's of Rutland made the decision to stay open for essential workers.
- Staff made a tough decision to stay.
- Staying well informed and current with what was happening was crucial.
- It's critical to make informed decisions.
- Now in a great position to re-open because of the time we had to practice.

As a Leader, Be the Person That Can Calm the Storm



- Be realistic, and honest, and remember that someone can still get sick.
- Worst case scenarios can happen.
- To be informed also means taking into consideration all consequences.
- By being real with everyone, there are realistic expectations.

YOUR QUESTIONS



Resources



- Let's Grow Kids [COVID-19 resource page](#), which includes the web form survey you can fill out to be connected with one of our consultants who can provide 1:1 support FREE of charge to you, *sponsored by LGK's Emergency Fund*

Northern Lights Approved Trainings:

- [Ownership Succession Options for Child Care Businesses](#) – June 18th from 1:00 – 2:30 PM

Action Team Meetings:

- [Lamoille County Action Team](#) (Virtual Meeting) – May 28th from 4:30 – 5:30 PM
- [Addison County Action Team](#) (Virtual Meeting) – May 28th from 6:00 – 7:00 PM
- [Chittenden County Action Team](#) (Virtual Meeting) – May 28th from 6:00 – 7:00 PM

THANK YOU!