

Public Sector Change Practitioners

October 25, 2023



Welcome!

Thank you, Washington State Lean
Transformation Conference!

The Public Sector Change
Practitioners Group is very excited
to hold our bi-monthly webinar at
the conference.

We hope to provide everyone tools
and resources now and in the
future!

Thank you!



The Purpose and Direction

An agnostic
group of
change
management
professionals

Learn from
each other
and build
knowledge

Inspire and
lead change
throughout
the world

Ensuring that those impacted by
change are successful with that
change

Perks of the PSCP

❖ The PSCP provides you the following:

- Bi-monthly webinars
- Bi-monthly newsletters
- PSCP Book Club
- PDU Credits for PMI
- Library of resources

❖ The PSCP is currently working on:

- Strategic planning
- Webinars, newsletters, book club sessions
- Non-profit status



PMI PDUs



Do you need PMI PDUs? Make sure to fill out the survey at the end of today's session! That is how we will know to send your attendance to PMI. Thanks!

Link in the chat at the end.

Agenda | October, 2023

- ❖ Purpose and Welcome
- ❖ PSCP Board Introduction
- ❖ Announcements
- ❖ Scott Siler, Director, Training and Transition Services
 - Presenting *Change Leadership: Change Management Community of Practice, Impacting the way Notre Dame Manages Change*
- ❖ Closing



PSCP Board

- ❖ **Michelle Malloy | Executive Director**
Colorado Dept. of Transportation - Senior Program Manager | Process Improvement & Change Management Services
Michelle.Malloy@state.co.us
- ❖ **Elisabeth Solchik | Communications Lead**
Omaha Public Power District | Transition Manager
Formerly with the State of Indiana
esolchik@gmail.com
- ❖ **Corey Niemeyer | Technology and Analytics Lead**
Colorado Dept. of Public Safety | Operational Excellence Director
Corey.Niemeyer@state.co.us
- ❖ **Doug Oates | Director of Strategy & Organizational Development**
Colorado State Patrol | Manager, Office of Project Management
doug.oates@state.co.us
- ❖ **Patricia Nord | Program Support Lead**
Colorado Dept. Of Natural Resources | Budget Liaison
patricia.nord@state.co.us
- ❖ **Jamie Joy | Production Lead | Process Improvement and Innovation Specialist**
Colorado Dept. of Transportation | Process Improvement & Change Management Services
Jamie.Joy@state.co.us





Announcements



Announcements



PSCP BOARD OPENING!

Want to join the PSCP Board of Directors?

We have an open position for:

Director of Operations and
Learning Development

Apply Today! Send email to
info@pscpractitioners.org

*Why are you interested in joining the Board?

*Why are you suited for this position?

*What is your favorite thing about change management?

The Bottom Line

The more we engage, collaborate and encourage each other, the more we all will accomplish! Helping each other help others adjust to adopt to change is why the PSCP exists.

Take that leap - reach out and participate in the PSCP today! We promise it will be a lot of fun, will look great on your resume and you will be giving back to our community.

Can't beat that!



Your **VOICE** is very important
to the **SUCCESS** and **VALUE**
of our community!

Complete
the survey

Present

Share

Ask
questions

PUBLIC SECTOR CHANGE
PRACTITIONERS
BI-MONTHLY WEBINAR:
CHANGE LEADERSHIP

*Washington State Government
Lean Transformation Conference*

*October 25,
2023*

*Presented By
Scott Siler*



CHANGE MANAGEMENT COMMUNITY OF PRACTICE

Impacting the way Notre Dame manages change

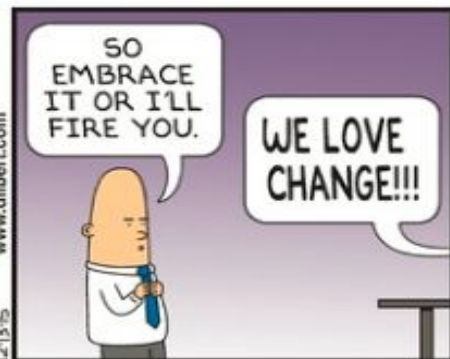
"OUR DILEMMA IS THAT WE
HATE CHANGE AND LOVE IT AT THE
SAME TIME; WHAT WE REALLY WANT IS
FOR THINGS TO REMAIN THE SAME
BUT GET BETTER."

Sydney J. Harris



DILBERT

BY SCOTT ADAMS



DilbertCartoonist@gmail.com

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www.dilbert.com 12-13-15

THE TROUBLE WITH CHANGE



[illegible]

CASE STUDY #1

THE RE-ORG

CASE STUDY #1



BACKGROUND

- *Lack of prioritization*
- *Unequal support*
- *Need to know someone*



CHANGE

- *Internal economy*
- *Serve entire campus*
- *Strategic consulting*



SPONSOR

- *Wrong level*
- *Not enough buy-in*
- *Resistance management*



IT STAFF

- *Involvement*
- *Passive resistance*
- *Transition to new role*



RESULTS

- *Bad to Worse*
- *New CIO*
- *Transition Back*



LESSONS LEARNED



- *Sponsor must be at right level*
- *Must get buy-in of key stakeholders*
- *Passive resistance is real*
- *Need Change Management*

CASE STUDY #2

THE NEW SYSTEM

BACKGROUND

2

- *Email storage limits*
- *Disparate calendar systems*
- *Students previously moved to Google*
- *Previous system changes moderately successful*

CHANGE

2

- *Move to Google for email, calendar, storage*
- *Faculty/staff on same system as students*
- *All users have same (positive) experience*
- *Support for mobile*
- *More storage*

SPONSOR

2

- *(Almost) right level*
- *Buy-in*
- *Yoda*



IT STAFF

- *Star Wars theme*
- *CM for project team*
- *Jedi challenge*
- *Help from campus*



2

RESULTS

2

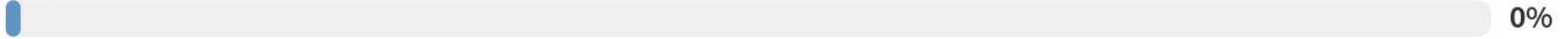
- *Technical transition went well*
- *Buy-in excellent*
- *Short ramp-up time*

LESSONS LEARNED

2

- *Right sponsor is vital*
- *Buy-in critical*
- *Resistance management helps*
- *Change Management makes a difference*

(A) I have an ADKAR tattoo.



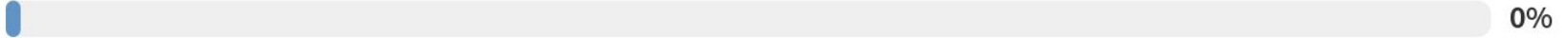
(B) I use ADKAR often.



(C) I have applied ADKAR a few times.



(D) I know what ADKAR is but have not applied it.



(E) AD what? I really don't know what it is.



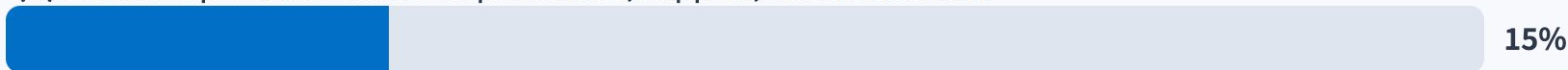


On projects, sponsors are most comfortable with:

(A) Leadership decisions related to Scope, Time, Budget



(B) Leadership actions related to promotion, support, communication



(C) Both leadership decisions AND leadership actions



(D) Neither leadership decisions NOR leadership actions



ADKAR[®] APPLIED

- AWARENESS
 - 4 goals of project
- DESIRE
 - Change Champions
 - Campus involvement in committees
 - Open Q&A sessions
 - Balloon arch at HR picnic



2

ADKAR[®] APPLIED

2

- KNOWLEDGE

- Extensive just-in-time training before go-live
- Google Guides
- Additional training after go live

- ABILITY

- Google Guides
- Help Desk+
- Rollout during slowest possible time



ADKAR[®] APPLIED

2

- REINFORCEMENT
 - *All in it together*
 - *Star Wars theme*
 - *No backsliding*
 - *Sponsor*
 - *Yoda*

PROSCI RESEARCH

#1 CONTRIBUTOR TO SUCCESS

SPONSORSHIP

#1 OBSTACLE TO SUCCESS



On projects, sponsors are most comfortable with:

(A) Leadership decisions related to Scope, Time, Budget



(B) Leadership actions related to promotion, support, communication



(C) Both leadership decisions AND leadership actions



(D) Neither leadership decisions NOR leadership actions



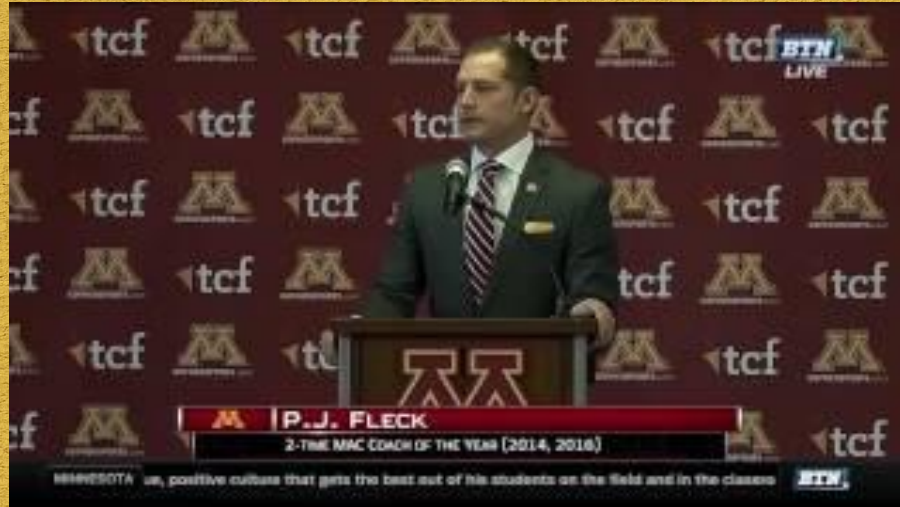
BE A GREAT SPONSOR OF CHANGE

PROMOTION

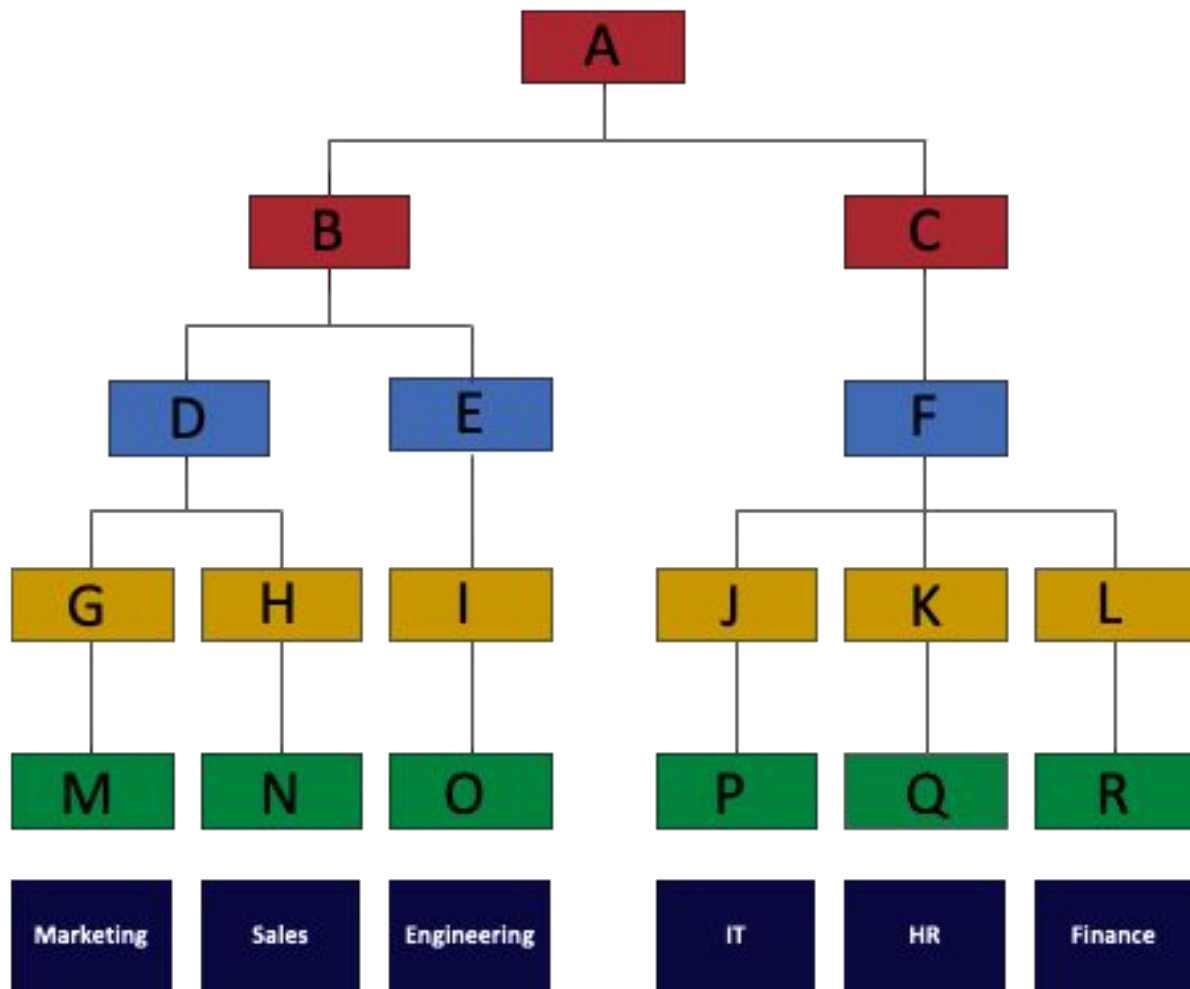
Develop Support

INITIATE COMMUNICATION

PROMOTION



DEVELOP



SUPPORT

INITIATE COMMUNICATION

- What is changing?
- When is it changing
- Why is it changing?
- Why is it changing now?
- What is not changing?
- What is the risk of not changing?

WHO DO WE WANT TO HEAR FROM?

Business reasons for change

High Level Executive

Personal reasons for change (WIIFM)

Direct Supervisor

Presented by
SCOTT SILER

SILER@ND.EDU

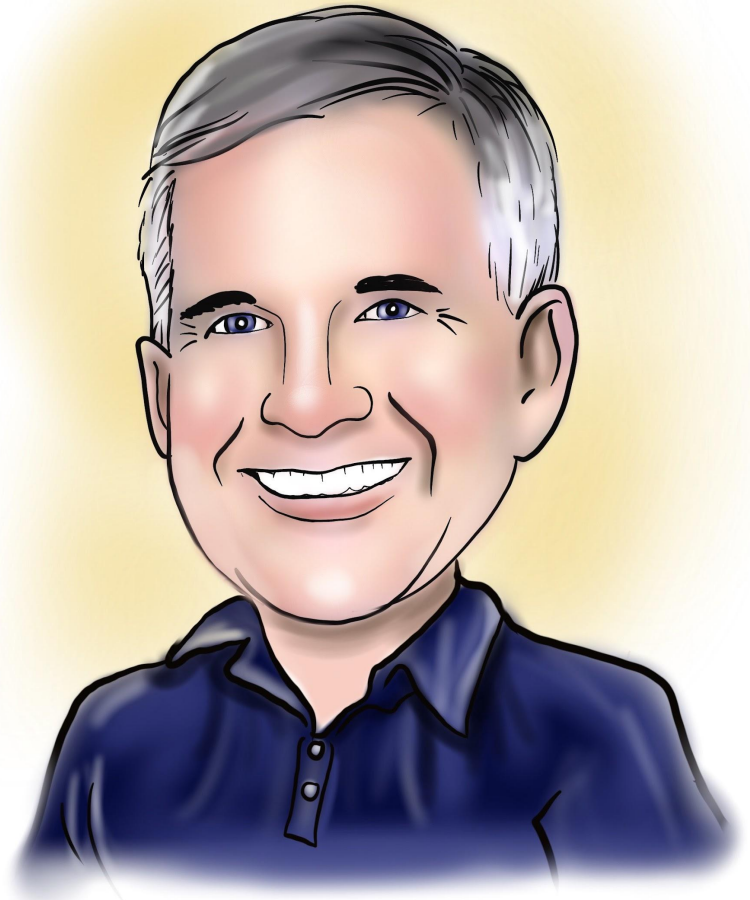
Director

Training & Transitions

IT Strategic Excellence & Engagement

The Trouble with Change video - Anthony Greenfield

P.J. Fleck Interview - BTN



Before You Go:

Take a Moment to Complete our
Survey

Remember to complete for PDUs!

PSCP Website

<https://sites.google.com/pscpractitioners.org/home>

Scan this QR
Code to Visit the
PSCP Website!



 PSCP Website

Home ▾ 🔍

PUBLIC SECTOR CHANGE PRACTITIONERS

Public Sector Change Practitioners is a Community of Practice founded to facilitate benchmarking between various public sector agencies using change management tools. This community of practice provides an semi-structured opportunity to learn, question, share, reproduce and evolve successful practices from change practitioners around the world. Designed to encourage an open exchange of challenges and successes.


LIVE CALENDAR

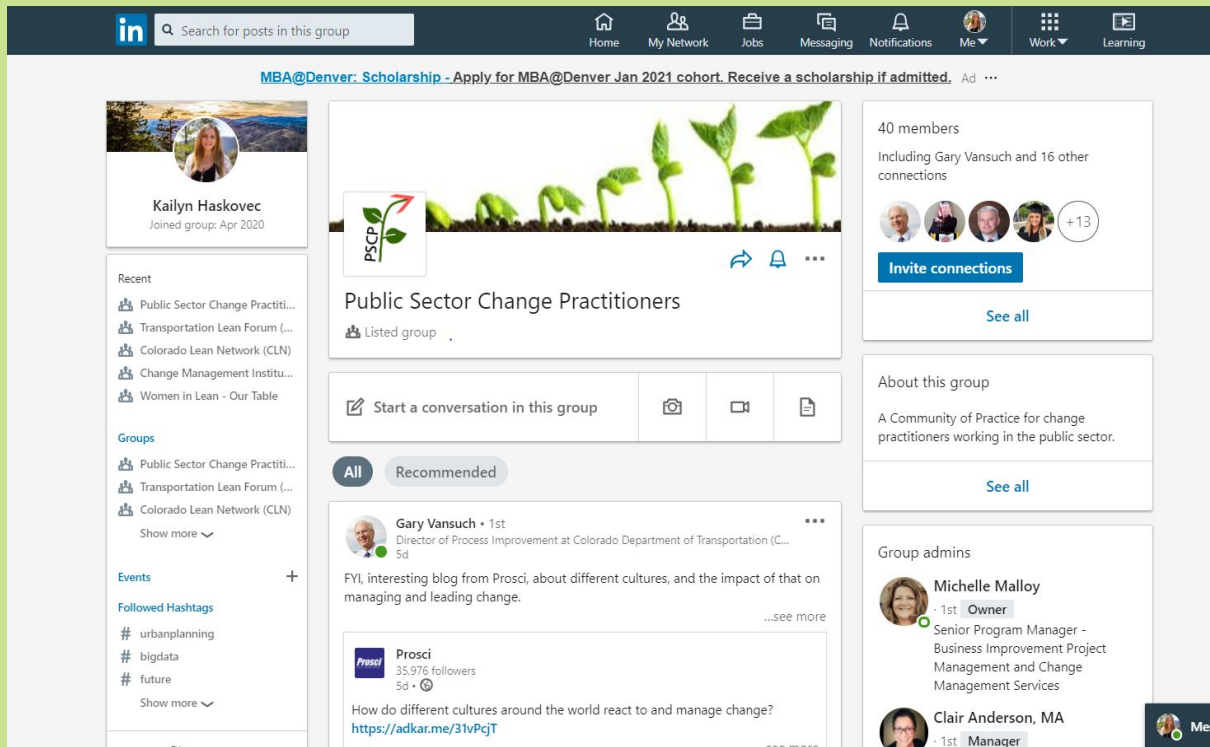

SLIDE DECKS


PRESENTATION RECORDINGS

PSCP LinkedIn Group

<https://www.linkedin.com/groups/8927223/>

Scan this QR
Code to Join the
PSCP LinkedIn
Group!



The screenshot displays the LinkedIn interface for the 'Public Sector Change Practitioners' group. At the top, a navigation bar includes the LinkedIn logo, a search bar, and icons for Home, My Network, Jobs, Messaging, Notifications, Me, Work, and Learning. Below this, a banner for an MBA@Denver scholarship is visible. The group's profile section on the left shows the group name, a cover image of growing seedlings, and a list of recent members and groups. The main content area features a post by Gary Vansuch, Director of Process Improvement at the Colorado Department of Transportation, discussing a Prosci blog. To the right, a sidebar shows the group has 40 members and lists the group admins: Michelle Malloy (Owner) and Clair Anderson, MA (Manager).

Public Sector Change Practitioners
Listed group

Start a conversation in this group

Recommended

Gary Vansuch • 1st
Director of Process Improvement at Colorado Department of Transportation (C...
5d

FYI, interesting blog from Prosci, about different cultures, and the impact of that on managing and leading change.

Prosci
35,976 followers
5d •

How do different cultures around the world react to and manage change?
<https://adkar.me/31vPgJT>

40 members
Including Gary Vansuch and 16 other connections

Invite connections

See all

About this group
A Community of Practice for change practitioners working in the public sector.

See all

Group admins

Michelle Malloy
1st Owner
Senior Program Manager - Business Improvement Project Management and Change Management Services

Clair Anderson, MA
1st Manager

PSCP YouTube Channel

<https://www.youtube.com/channel/>



Public Sector Change Practitioners Information

41 subscribers

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PLAY ALL



Until Next Time...

Thank you!

