The Human Side of Organizational Change

Incorporating the Human Element to the Bottom Line

Software Process Improvement Conference
September 11, 2008

Le’Angela Ingram
Facilitator
Learning Objectives

- Identify elements of the human side of change
- Explore phases of organizational transitions
- Examine principles for managing change
- Review strategies for transitioning from old to the new
- Examine common assumptions about change in organizations.
Spectrum of Reactions to Change

- Denial/Disbelief
- Anger/Attack
- Bargain/Strike a Deal
- Depression/Sadness
- Acceptance/Resolution
- Problem Solving/Adaptive Behavior
Factors to Consider in the Change Process

- Product
- Process
- People
THINKING OF A TIME YOU HAVE EXPERIENCED A CHANGE IN YOUR LIFE:
The Human Side of Change

- People can view the prospect of Change as providing Opportunities and/or Threats.
- For people to support change, they must perceive more Incentives than Disincentives.
Transition Phases in Organizations

- Phase
- Signs/Symptoms
- Management Ideas
Principles for Managing Organizational Change

- Commitment
- Impacted
- Planned and Managed
- Interdependencies
- Feedback
- Management Support
- Perseverance
Strategies for Transitioning From The Old To The New
Things to Avoid:
Change Imposed is Change Opposed

Spencer Johnson
Some Assumptions About Change in Organizations

- About Individuals
- About Organizational System
- About Change Efforts
A Change Checklist
A Transition Communication Checklist
The C.U.S.P. of Change
Eight Steps to Transforming Your Organization

- Establishing a Sense of Urgency
- Forming a Powerful Guiding Coalition
- Creating a Vision
- Communicating the Vision
- Empowering Others to Act on the Vision
- Planning for and Creating Short-Term Wins
- Consolidating Improvements and Producing Still More Change
- Institutionalizing New Approaches

Source: Leading Change: John P. Kotter
About Le’Angela Ingram

- Le’Angela Ingram brings more than two decades of experience in a variety of private, public and academic organizations in the areas of Change Management, Staff Training and Development, organization Development, Human Resource Assessment, workforce Diversity, Selection and Management. Her work efforts focus on improved organization effectiveness, staff skills and employee commitment, and increased employee sensitivity to individual and cultural differences: reduction in cycle time and cost; and increased effectiveness and efficiency of workflow.

- As a trainer and organization development consultant, Ms. Ingram conducts change management design and interventions for corporations, provides leadership training, process consulting, organizational assessment and diagnosis, coaching, management development and instruction aimed at achieving increased productivity and quality improvement in change management programs. She designs, develops and launches customized seminars and conferences in diversity, leadership skills, change management and team building yielding high ratings in content and quality.
About Le’Angela Ingram
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- **Selected clients include**: US Census Bureau, US Attorney’s Office, USDA Graduate School, US Department of Urban Development, US Department of Health and Human Services, DC Superior Courts, Anne Arundel Community college, Montgomery Community College, Howard University, Johns Hopkins University, and the Washington Hospital Center.

- Ms. Ingram earned a Bachelor of Business Administration-Marketing from Howard University. She also holds a Master of Science in Applied Behavioral Science/OD-HRD from Johns Hopkins University where she also completed Fellowships in Change Management and women, Leadership and Change. She holds certificates in Transition Management by William Bridges, Myers Briggs Type Indicator and The Leadership Process from Harvard University.

**Contact Le’Angela at The Ingram Consulting Group**

301-476-9088  
Email: leangela@consultingram.com  
Web: www.consultingram.com