



# Managing Change Covid-19 Pandemic What me, worry?



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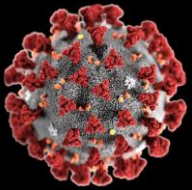


# Trends

- Global competition
- Population
- Pandemics
- Migration
- Demographic changes
- Equity issues and disparities
- Budget challenges
- Conflict
- Innovations
- Big Data
- Technology and smart systems
- Automation, Robotics
- Health and mental health
- Ecological footprint
- Climate change
- Sustainability
- Gig economy
- Value proposition
- Fake news, alternative facts
- Hyperpartisanship
- Anti-intellectual
- Anti-science, science denialism



# Trends

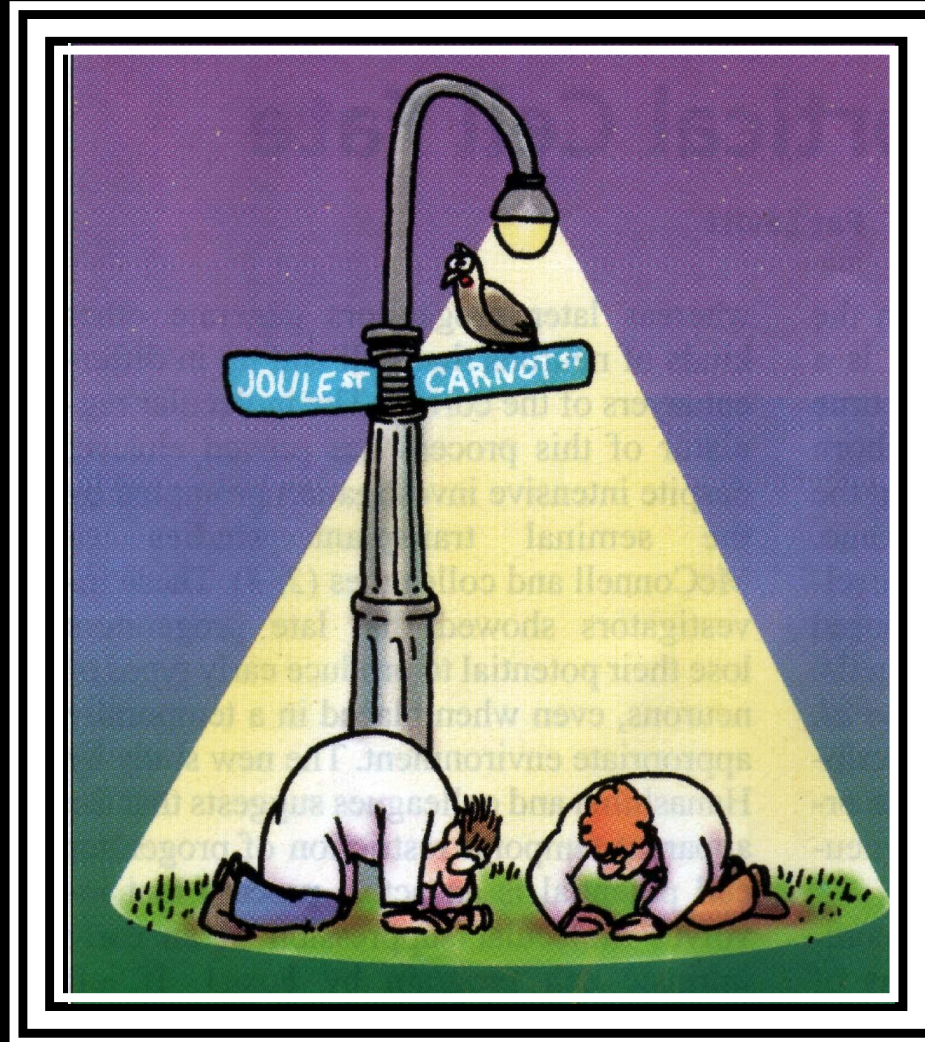


- COVID-19 pandemic
- Systemic racism, social justice





# Comfort Zone



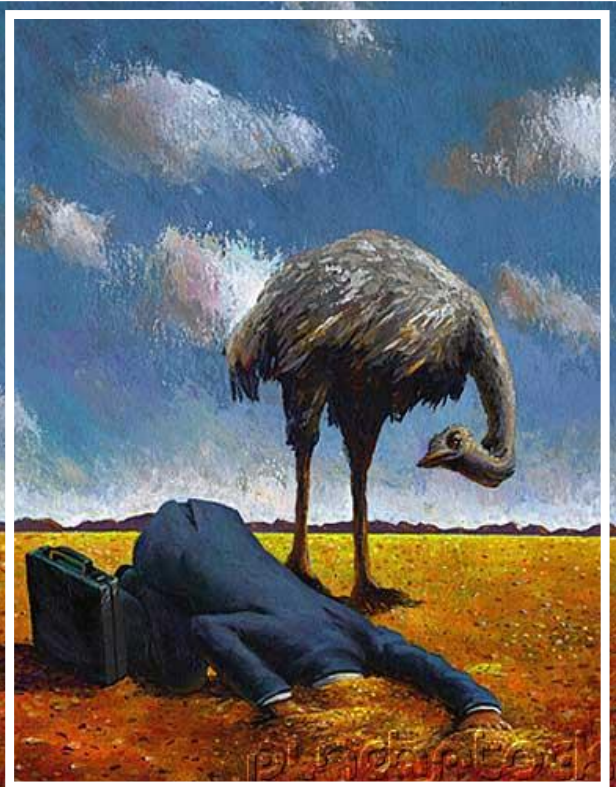
Science 303:47-48 (2 January 2004)



# Managing Change

Change is inevitable, except for a vending machine

— Click & Clack, The Car Talk Guys





# Managing Change

- Relationships
- Ecosystem
- Culture and language
- Policies and structures
- Leadership and management
- Risk and crisis communication
- Cross-cultural issues
- Connecting the dots
- Continuous process improvement
  - Six Sigma, Kaizen, Agile, Scrum, etc.





# Leadership = Change

## PEARLS BEFORE SWINE





# Traits

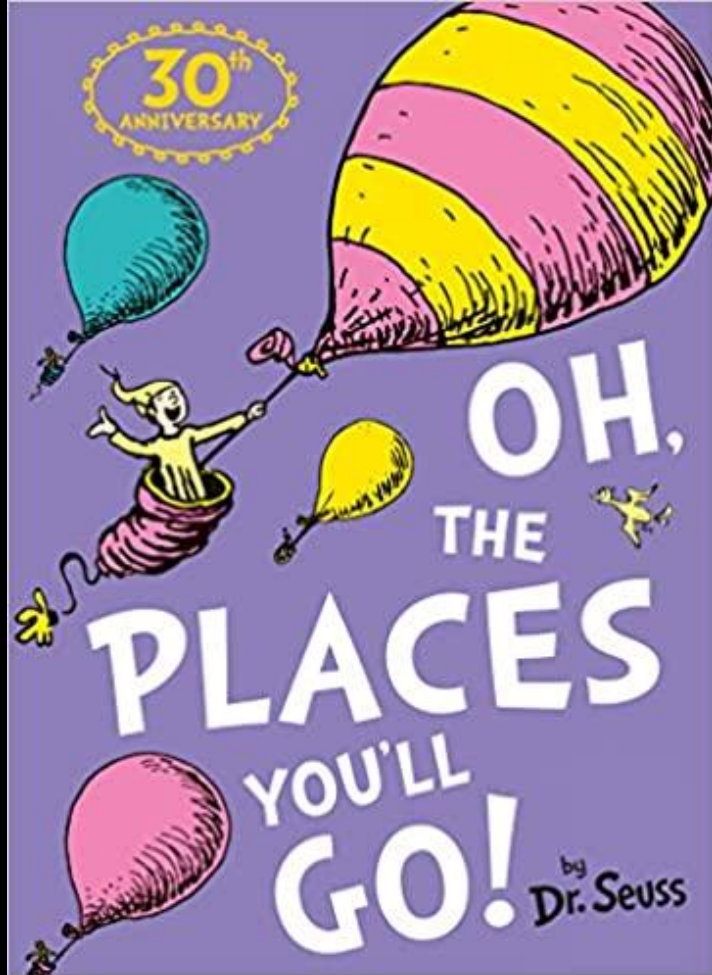
- **Open/Participatory:** accessible/takes part in
- **Delegate:** assign and entrust
- **Cheerleader:** one who initiates and directs
- **Pride:** satisfaction from achievements of others
- **Communication:** interchange of information/opinions
- **Cooperation:** collaboration/team effort
- **Integrity:** unimpaired moral principles
- **Courage:** encounter difficulties with firmness
- **Charisma:** inspire enthusiasm and support
- **Empathy:** perception and understanding
- **Vision:** ability to imagine and prepare for future
- **Entrepreneur:** deal with or initiate





# Managing change is ...

- Shared effort
  - Value proposition
  - Community of purpose
  - Strategic alliances
  - Shared vision
  - Shared values
- Mission-based
  - Proactive versus reactive
- Convening and collaborating
- Doing by example
- Facilitating/Delegating
- Getting buy-in
- Doing more than the minimum
- Disruptive innovator
- Cheerleading
- Articulating value proposition
- One size does not fit all
- Being optimistic
- Making a difference
- Managing time
- Being efficient
- Being thick skinned
- Advocating
- Enjoying
- Being unafraid
- Taking Risks



You have brains in your head,  
You have feet in your shoes,  
You can steer yourself any direction  
you choose.

– Dr. Seuss