

Coleman & Associates
"Creating a better world since 1995"
colemanassociates.net
linktr.ee/baldgeekinmd

The Mistake About Mistakes -
Mistakes are learning opportunities.

Your Brain -
Known paths are the best paths.
Creating new ones are difficult.

panhandle library
access network

**Leading Transformative
Change with
Maurice Coleman**

DIVISION OF INFORMATION SERVICES

This project was funded under the provisions of the Library Cooperation Agreement between the State of Florida and the State of Utah, administered by the Department of State's Division of Library and Information Services.

panhandle library
access network

**Leading Transformative
Change with
Maurice Coleman**

Information Services Division
Department of State
Tallahassee, Florida

**Enemies
of
change/
growth**

Nope - The Doubting Thomas –
Turn them into supporters by
tapping into their knowledge

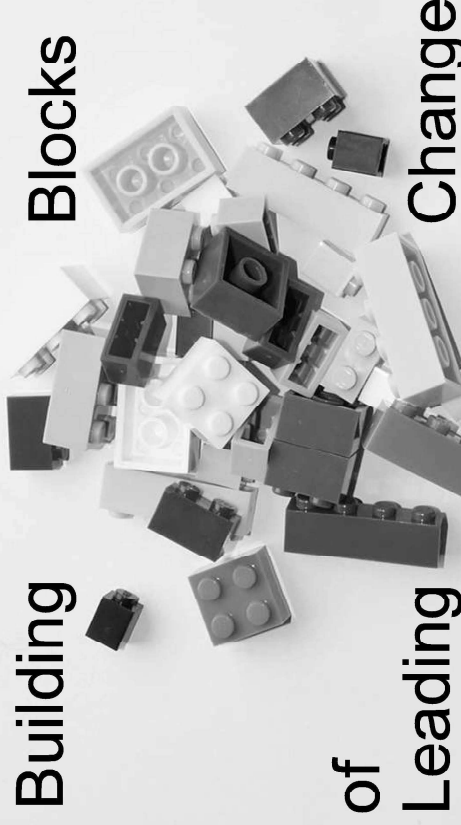
Impatience - (Stuff Takes Time)
Expected change takes time to
plan and implement.

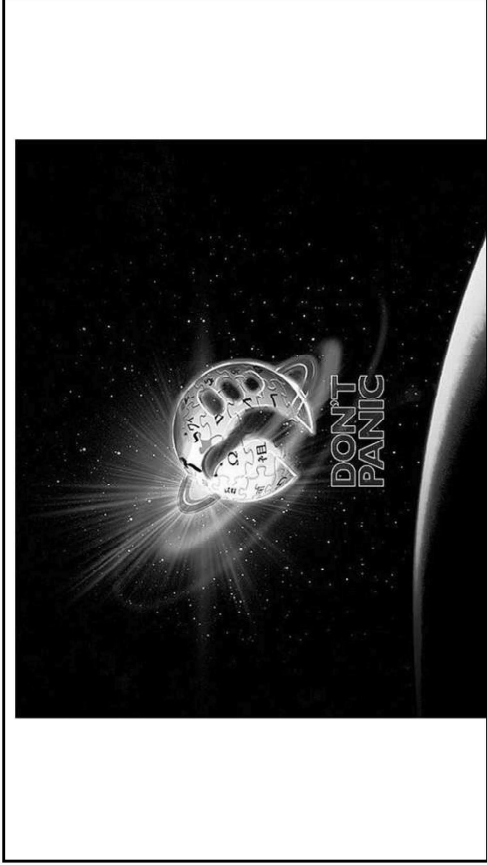
Tribalism - Us vs **Them**.
If everyone is involved in the
process, there is no them, only
we.

**Lack of Focus –
Keep Your Eye On Your Why**

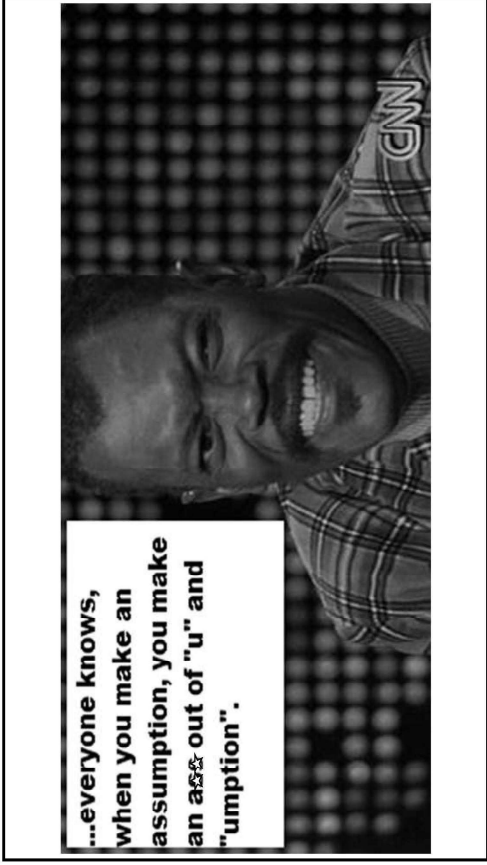
TTWWHADI –
That's The Way We Have Always Done It

This is an easy crutch to use
to resist change. "Things"
change, so you must change.





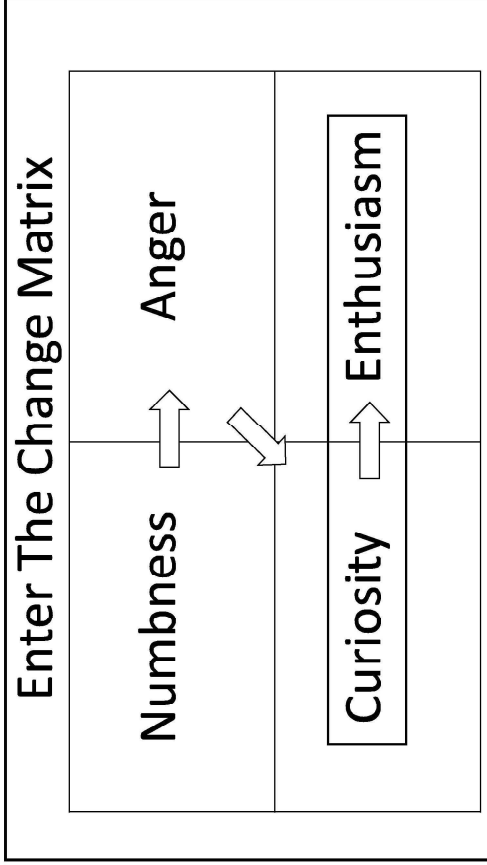
plan
Leading Transformative
Change with
Maurice Coleman



Coleman & Associates
"Creating a better world since 1995"
colemansassociates.net
linktr.ee/baldgeekinmd

Introducing Three Orders Of Change

- First Order Change: (Little Things)
Developmental/Gradual Change
- Second Order Change: (Big Things)
Reforms Existing Practices
- Third Order Change: (Changes Most Everything)
Transformative Change

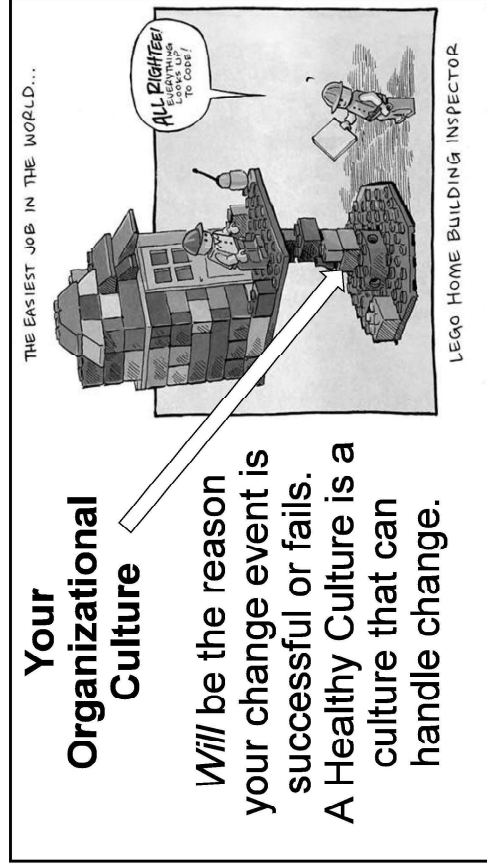




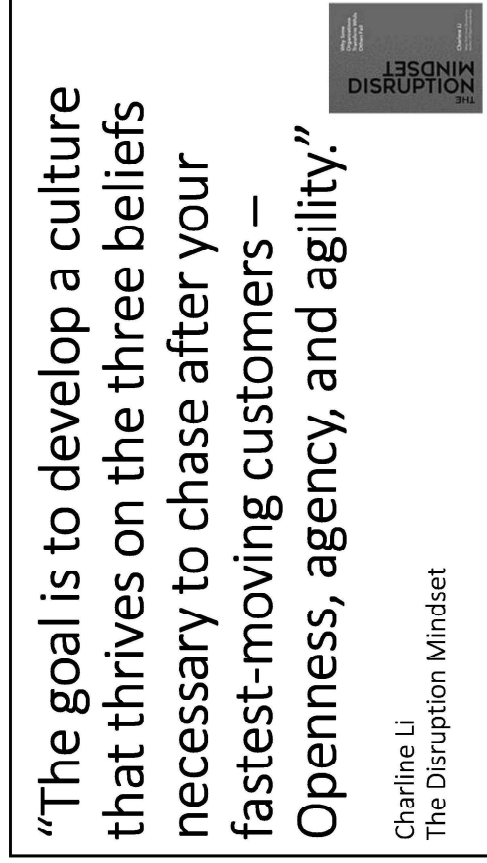
plan
Leading Transformative
Change with
Maurice Coleman



Coleman & Associates
"Creating a better world since 1995"
colemansassociates.net
linktr.ee/baldgeekinmd



Your Organizational Culture
Will be the reason your change event is successful or fails. A Healthy Culture is a culture that can handle change.




Charline Li
The Disruption Mindset



Learning from Mistakes




plan
Leading Transformative
Change with
Maurice Coleman



Failure
=
Learning

oleman & Associates
"Creating a better world since 1995"
colemanassociates.net
linktr.ee/baldgeekinmd



When people feel safe
enough to raise their hands
and say, "I made a mistake"
or "I need some help." The
leader has created an
environment where people
feel safe to be themselves.

Simon Sinek

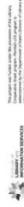
"It is better to lead from
behind and to put
others in front."

Nelson Mandela

Communication



Leading Transformative
Change with
Maurice Coleman



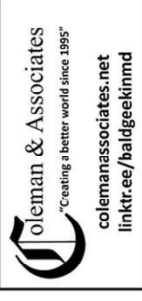
I got a dig bick!

You that read wrong.
You read that wrong too.

Your “message” has two parts.
The giver and the receiver.
Your message has to be clear enough
to pass through the filters of your receiver.

“If you can’t communicate the
vision in 5 minutes and they
understand,
you are not done.”

John Kotter
Change



Clarity Of Purpose



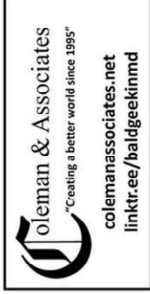
Know Thy Why

Everyone should know why you are changing. You get buy-in with information, not secrecy.




“Set the stage for change. The first step is buy-in.”

John Kotter,
Our Iceberg is Melting





Accountability




“Do what you say you will do and sustain an environment of trust.”

Connors and Smith
Change the Culture Change the Game



Trust



**If they trust you,
they will trust the change (at first.)**


 Leading Transformative Change with Maurice Coleman

“Trust brings out the best in people. Don’t Require...Inspire.”


Stephen Covey
Trust & Inspire



STEPHEN N. R. COVEY

 Coleman & Associates
“Creating a better world since 1995”
colemanassociates.net
linktr.ee/baldgeekinmd

It’s Ok to Learn Again

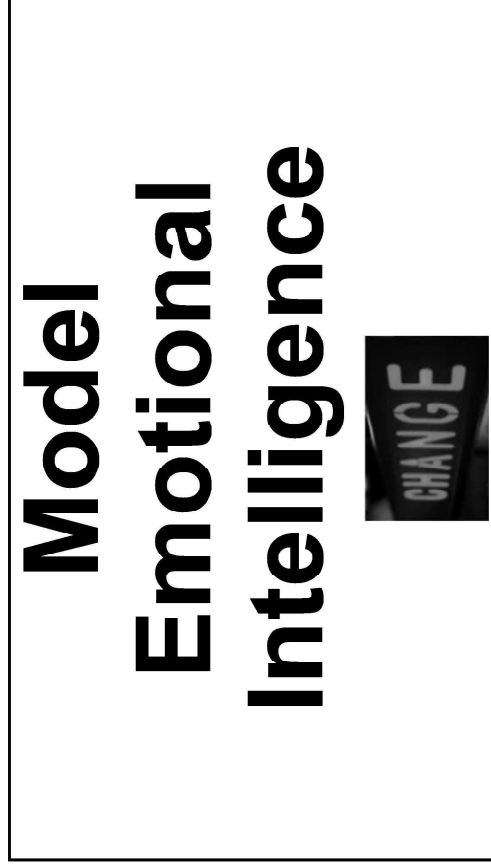
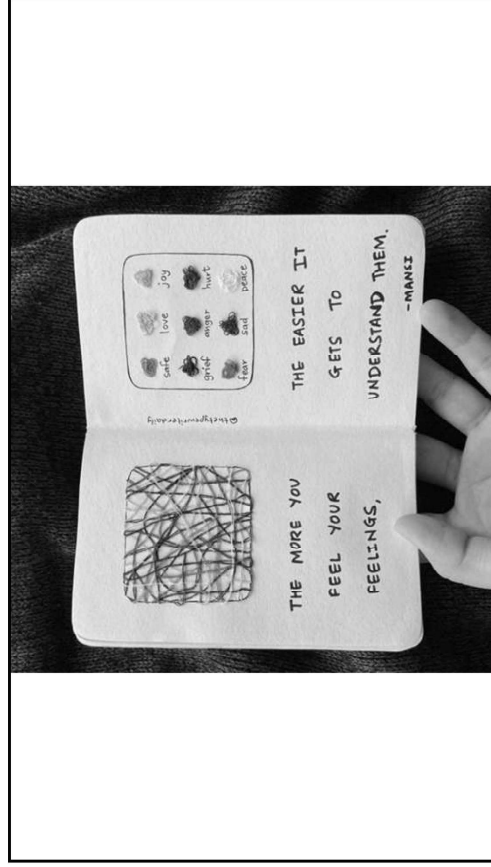
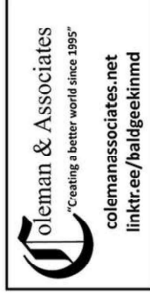
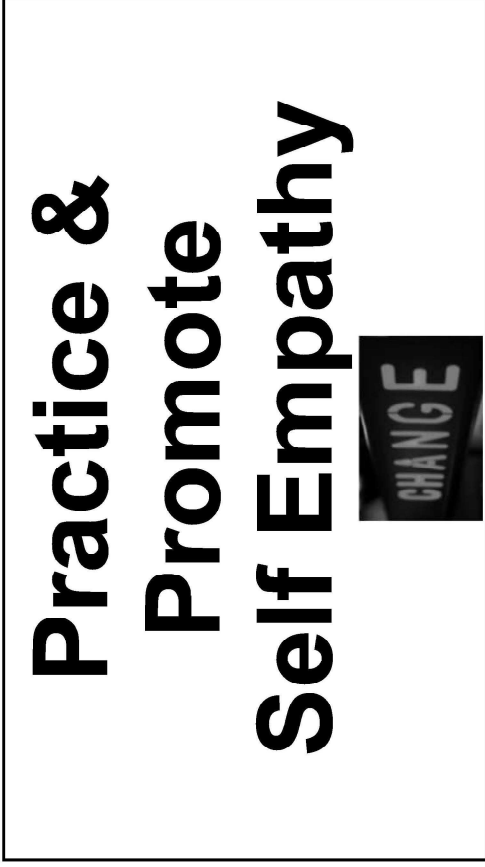



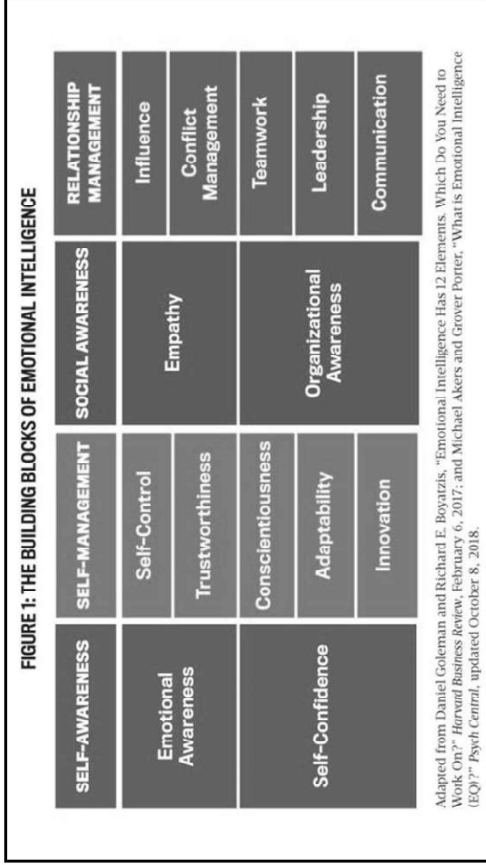
“The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn”

Alvin Toffler



Leading Transformative
Change with
Maurice Coleman



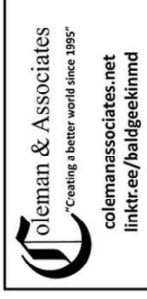



Leading Transformative Change with Maurice Coleman

“Part of change is rewiring your reptile brain.”




Daniel Goleman
Emotional Intelligence



oleman & Associates
"Creating a better world since 1995"
colemansassociates.net
linktr.ee/baldgeekinmd

“Why are you uncomfortable with some things?”

Bradberry & Greaves
Emotional Intelligence 2.0



Champion Mindfulness of Others

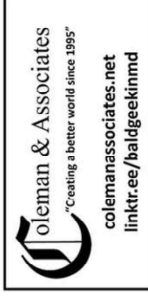
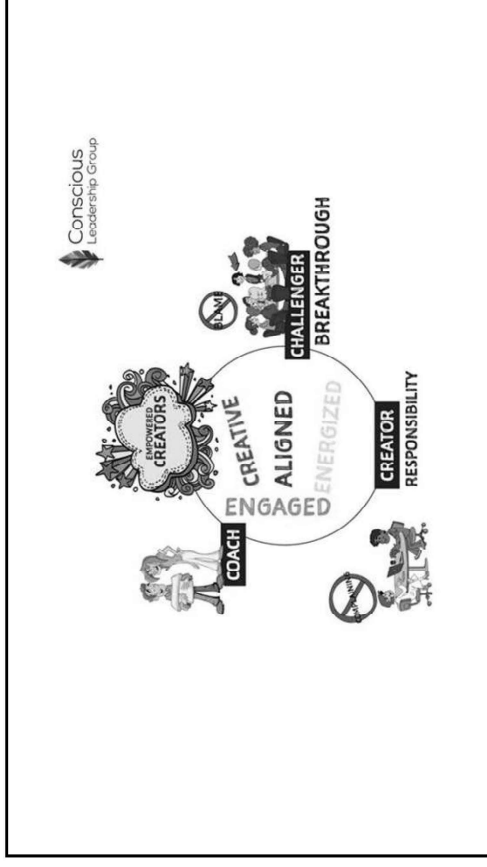


Right Person, Right Role

Put people in roles where their talents can shine, they can grow, and they best serve your goals.



Leading Transformative
Change with
Maurice Coleman



Every Role Has A Voice

Every employee group in your library should have a voice in your change plan. Their expertise is necessary to help prevent morale-killing workarounds.

"The role of a leaders is to create an environment where great ideas happen"

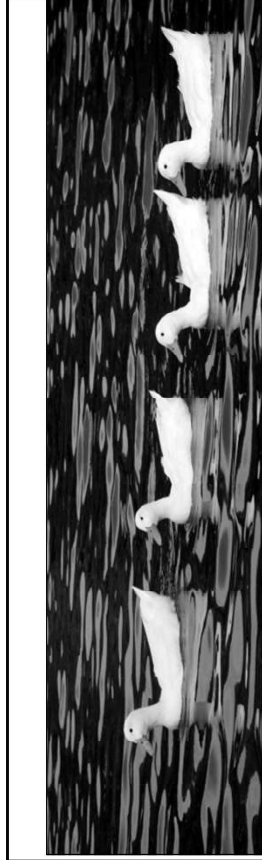


Start With Why
Simon Sinek

Promote Self Care & Wellness



Leading Transformative
Change with
Maurice Coleman

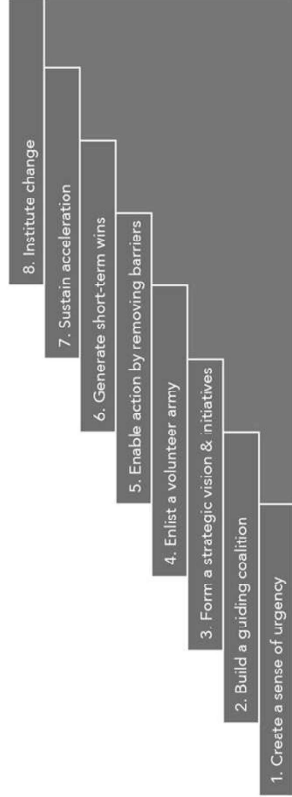


Have your plan ready to go!

As the Leader You Must



Keep them on the right path.



Source: <https://www.kotterinc.com/8-steps-process-for-leading-change/>

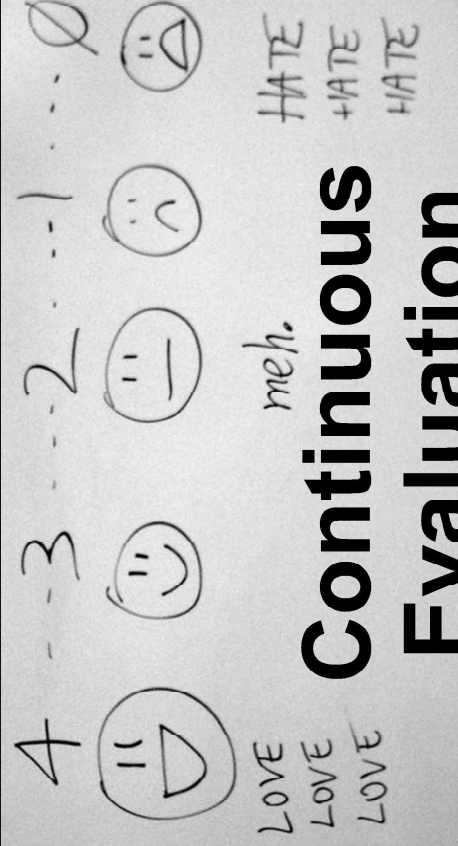
Cultivate Meaningful Culture



- ◆ **SERVE YOUR TEAM**
Set the tone for a culture of service within the organization. Let your team know that leaders are there to serve them; they aren't there to serve leaders.

THE FUTURE ORGANIZATION.COM
INSPIRED BY JACOB MOORE

plan
Leading Transformative Change with Maurice Coleman



4 - 3 - 2 - 1 - 0

LOVE
LOVE
LOVE

meh.

HATE
+HATE
HATE

Continuous Evaluation



- ◆ **KEEP EMPLOYEES ENGAGED**
Engaged employees care about their work and the people around them, which drives a culture of caring and connection.



- ◆ **GET REGULAR FEEDBACK**
What worked once won't work forever. A strong culture is developed when people feel welcomed, seen, and heard.

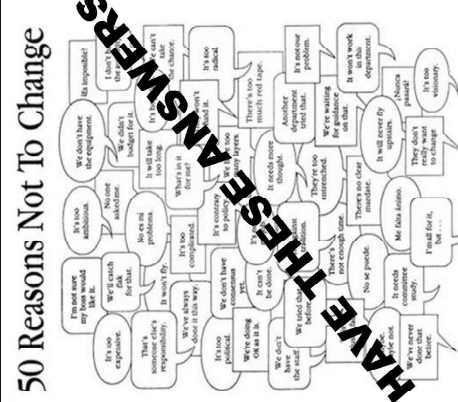


- ◆ **RECOGNIZE EMPLOYEES**
The desire to be recognized for doing something great is part of human nature. Companies with strong cultures find unique ways to celebrate the success of teams and individuals.

Coleman & Associates
"Creating a better world since 1995"
colemanassociates.net
linktr.ee/baldgeekinmd

50 Reasons Not To Change

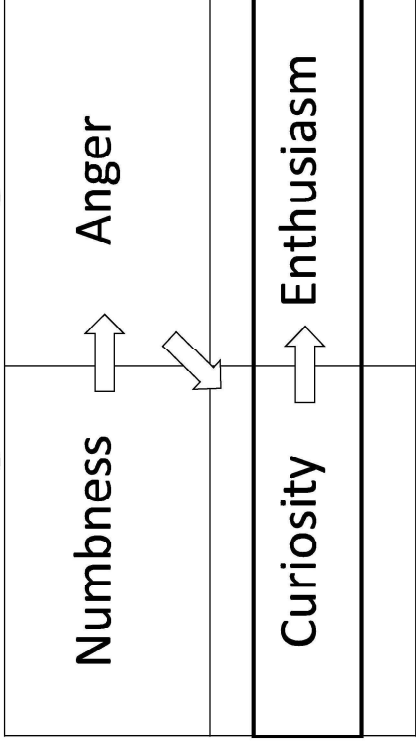
HAVE THESE ANSWERS



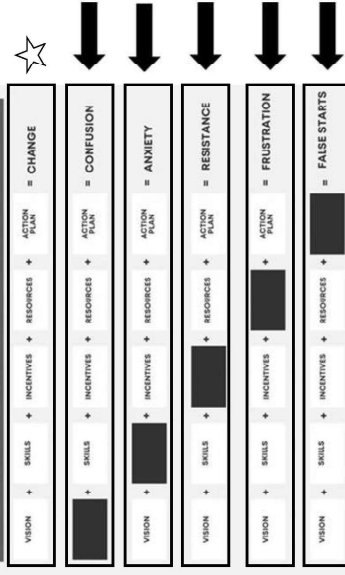
convert naysayers



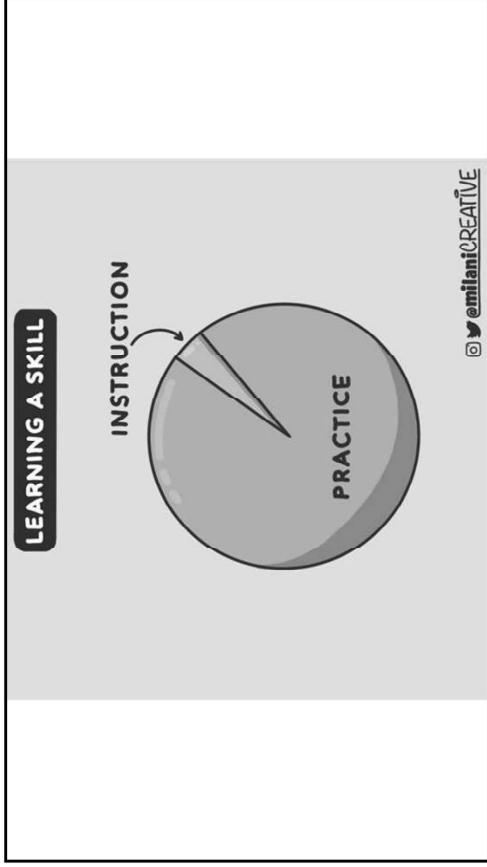
Lead Through the Change Matrix



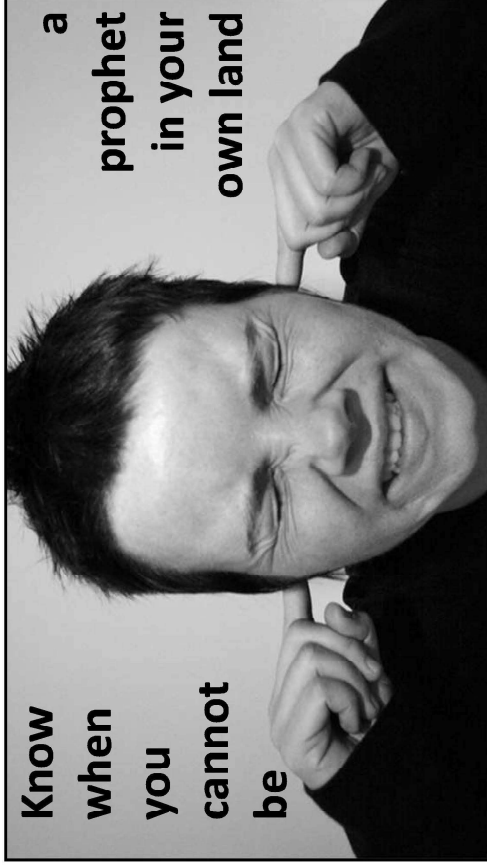
WHY DOES MOST CHANGE FAIL?




It is not always a training problem.
Sometimes it is a policy problem, sometimes a personnel problem, sometimes a management problem, sometimes a physical plant problem. Training doesn't **always** solve the problem.

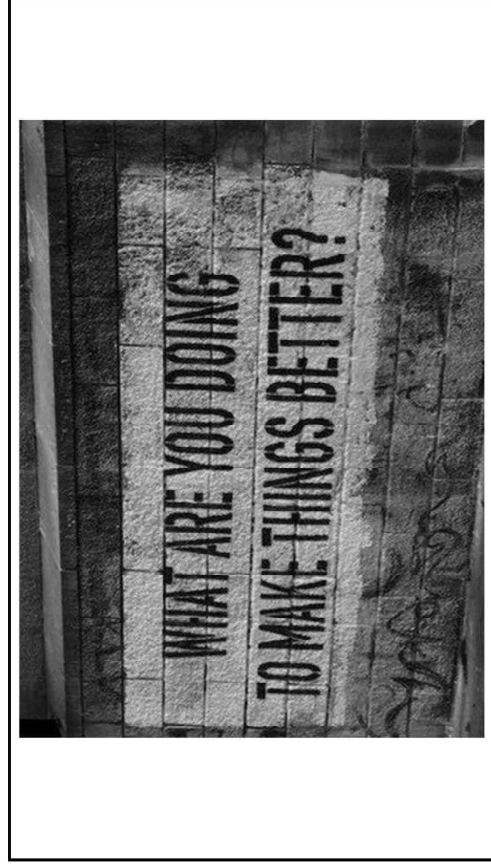


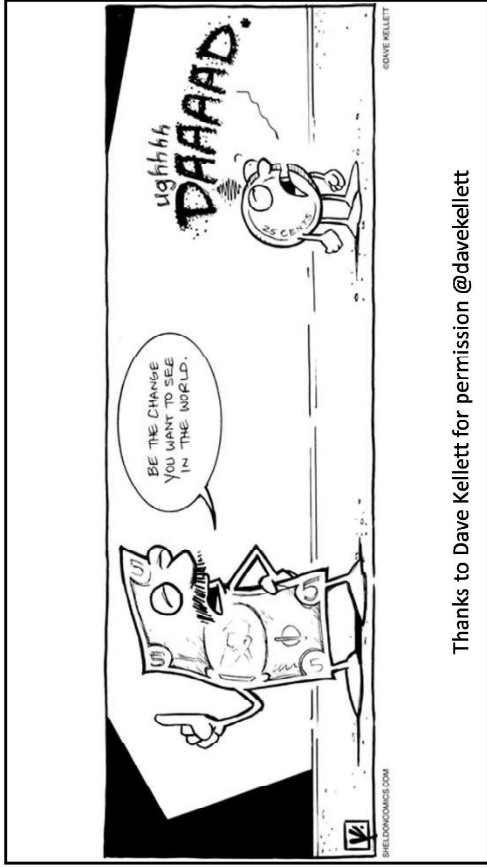
 Leading Transformative Change with Maurice Coleman

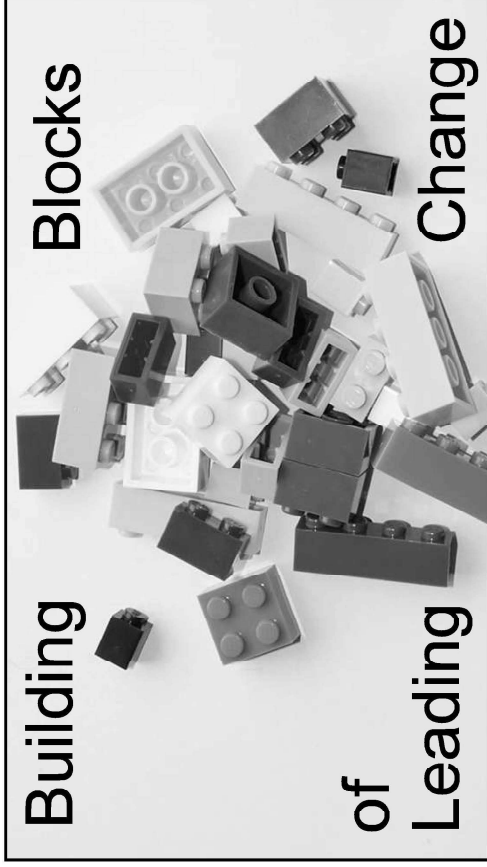
 Coleman & Associates
 "Creating a better world since 1995"
 colemanassociates.net
 linktr.ee/baldgeekinmd

Your Staff and Users reflect YOU!
 How YOU react is how they react.
 Be an excellent role model and the most agile one on the team.





Thanks to Dave Kellett for permission @davekellett



Model Emotional Intelligence

Champion Mindfulness of Others

Promote Self Care & Wellness

As the Leader You Must

WHY DOES MOST CHANGE FAIL?

VISION + SKILLS + INCENTIVES + RESOURCES + ACTION PLAN = CHANGE

VISION + SKILLS + INCENTIVES + RESOURCES + ACTION PLAN = CONFUSION

VISION + SKILLS + INCENTIVES + RESOURCES + ACTION PLAN = ANXIETY

VISION + SKILLS + INCENTIVES + RESOURCES + ACTION PLAN = RESISTANCE

VISION + SKILLS + INCENTIVES + RESOURCES + ACTION PLAN = FRUSTRATION

VISION + SKILLS + INCENTIVES + RESOURCES + ACTION PLAN = FALSESTARTS

Leading Transformative Change with Maurice Coleman

Coleman & Associates
 "Creating a better world since 1995"
colemanassociates.net
linktr.ee/baldgeekinmd



From the authors of the **NEW YORK TIMES BESTSELLING** books *The 7 Habits of Highly Effective People* and *Who Moved My Cheese?*

CHANGE THE culture

The Breakthrough Strategy for **ENERGIZING** Your Organization and Creating **ACCOUNTABILITY** for Results

CHANGE THE game

Roger Connors and Tom Smith
Based upon *Journey to the Emerald City*

HOW TRULY GREAT LEADERS UNLEASH GREATNESS IN OTHERS

TRUST & INSPIRE

BESTSELLING AUTHOR OF *THE SPEED OF TRUST*
STEPHEN M. R. COVEY
with David Kapperman, McKinley Covey, and Gary T. Judd

All images used with permission, public domain, or Creative Commons

START WITH WHY
 HOW GREAT LEADERS INSPIRE EVERYONE TO TAKE ACTION
 SIMON SINEK
 THE GLOBAL BESTSELLER



CHANGE
 HOW ORGANIZATIONS ACHIEVE HARD-TO-IMAGINE RESULTS IN UNSTEADY AND VOLATILE TIMES
 JOHN P. KOTTER
 VANESSA KONTAY
 GAURAV KUSPIA

NEW YORK TIMES BESTSELLER
 SECOND EDITION
 With new stories, "No Shortcuts and Finally!"

THE BLACK SWAN
 The Impact of the HIGHLY IMPROBABLE
 Nassim Nicholas Taleb

panhandle library access network

Leading Transformative Change with Maurice Coleman

© 2013 by Maurice Coleman
 All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or by any information storage and retrieval system, without the prior written permission of the publisher.

DANIEL GOLEMAN
 THE #1 BESTSELLER
 THE NEW YORK TIMES BESTSELLER
 THE GROUNDBREAKING BOOK THAT REDEFINES WHAT IT MEANS TO BE SMART
Emotional Intelligence
 WHY IT CAN MATTER MORE THAN IQ

NEW YORK TIMES, WALL STREET JOURNAL, USA TODAY, and BUSINESSWEEK BESTSELLER

Our Iceberg Is Melting
 Changing and Succeeding Under Any Conditions
 John Kotter
 WITH ILLUSTRATIONS BY HELGER RATHGEBER
 "It is a book for every business leader. It is a book for every business leader who wants to know how to succeed in a world that is constantly changing."
 —FORREST W. COOK, CEO, GEORGE WASHINGTON UNIVERSITY

FORREST W. COOK, CEO, GEORGE WASHINGTON UNIVERSITY

EMOTIONAL INTELLIGENCE: THE NEW YORK TIMES BESTSELLER
 THE WORLD'S MOST POPULAR EMOTIONAL INTELLIGENCE TEST
 TRAVIS BRADBERRY & JEAN GRAYES
 THE EMOTIONAL INTELLIGENCE QUIZ BOOK

Coleman & Associates
 "Creating a better world since 1995"
 colemanassociates.net
 linktr.ee/baldgeekinmd

AUTHOR OF THE #1 NEW YORK TIMES BESTSELLER **DARING GREATLY**

RISING STRONG
 THE RECKONING. THE RUMBLE. THE REVOLUTION.
 If we are brave enough often enough we will fail. This is a book about what it takes to get back up.
BRENÉ BROWN, Ph.D., LMSW

#1 NEW YORK TIMES BESTSELLING AUTHOR
Brené Brown
 PH.D., LMSW

dare to lead
 BRAVE WORK. TOUGH CONVERSATIONS. WHOLE HEARTS.
 DARING GREATLY AND BISING STRONG AT WORK

CHANGE MAKING
 Tactics and Resources for Managing Organizational Change
 Richard Bevan

THE CHANGEMAKING CHECKLISTS
 A Toolkit for Planning, Leading, and Managing Change
 Richard Bevan

THE MINDSET DISRUPTION
 Why Some Organizations Transform While Others Fail
 Charlene Li
 New York Times Bestselling Author of Open Leadership