

The Evolution of Change Management Embracing Innovation

Karen Sedore, Sr. Manager Change Management

William Osler Health System



ACMP
Toronto Chapter



William Osler
Health System
Going Beyond

Let's...



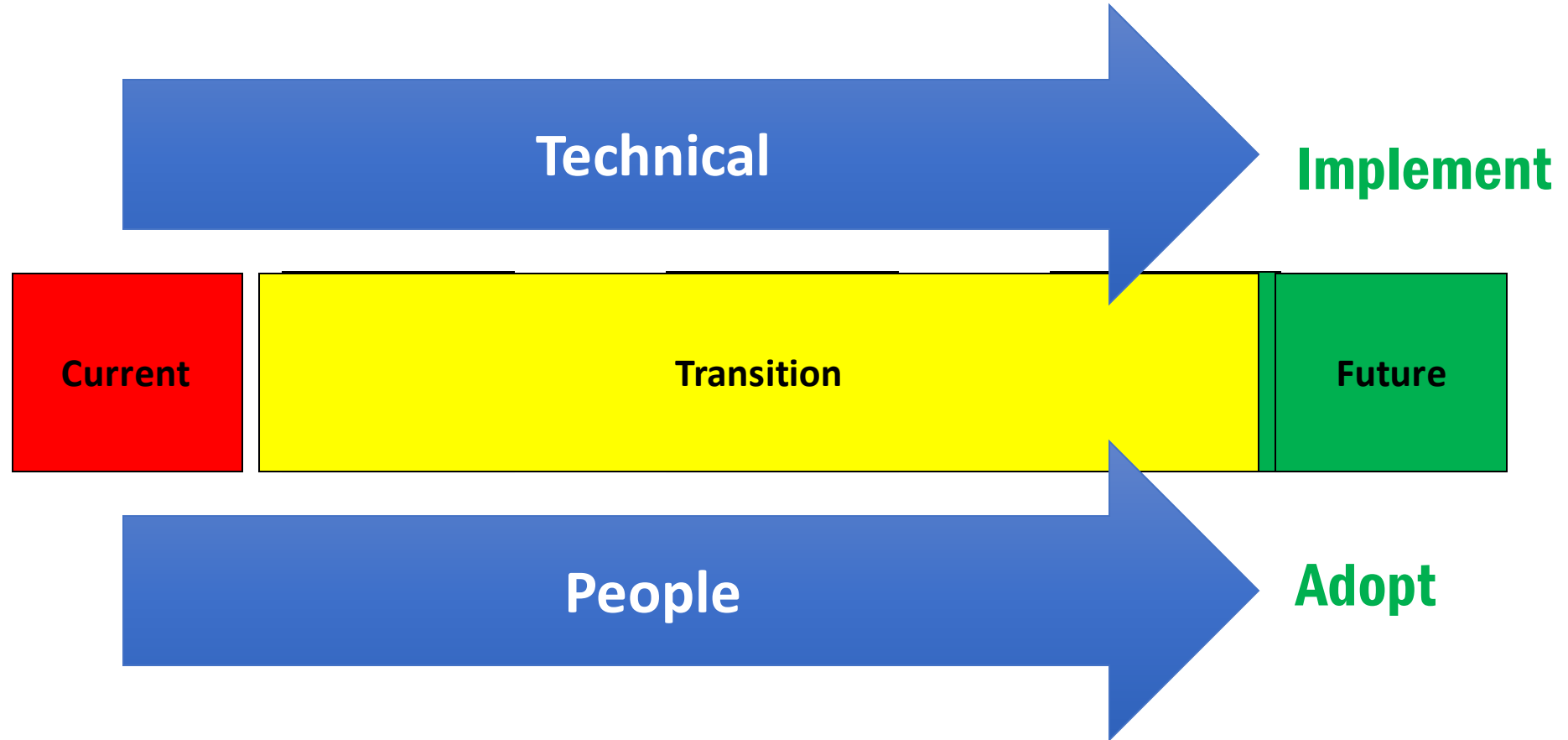
...get to know each other

Together we will explore

1. Change Management as a professional discipline
2. Current trends impacting the application of Change Management
3. Opportunities for the future of Change Management



Project Management & Change Management

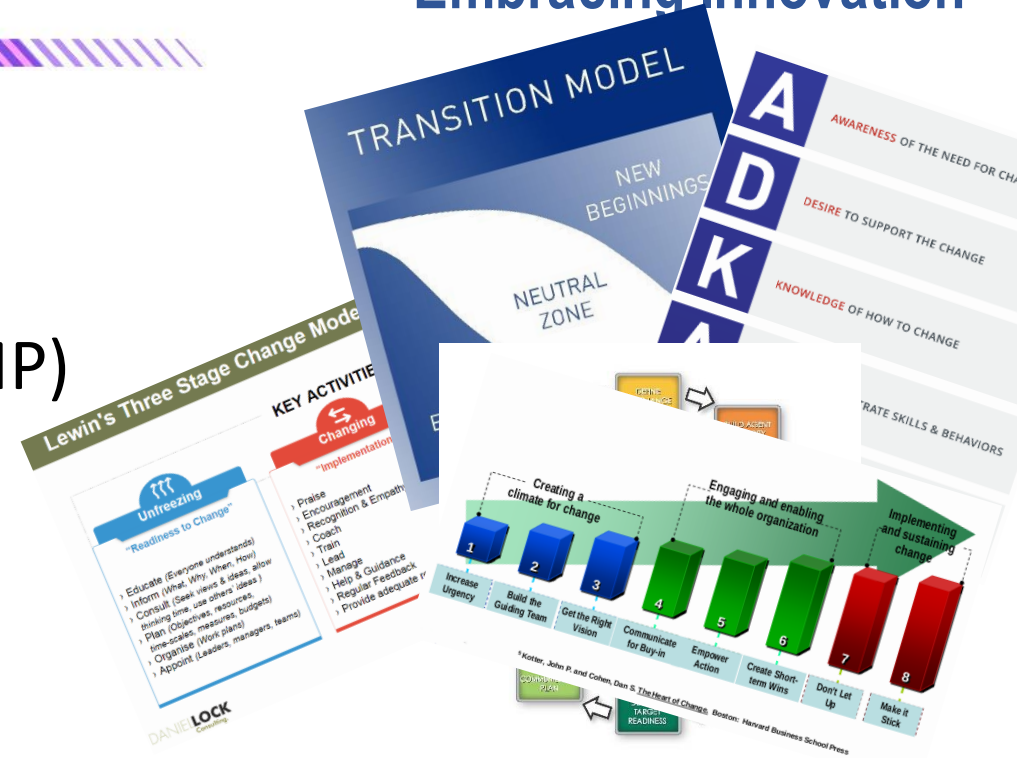


IF YOU BUILD IT,
THEY WILL COME.



Trends in Change Management

- Methodologies and models
- Professional association and designation (CCMP)
- Key roles
- Quality standards (ACMP/CMBOK)
- Consultancy and training support



3-DAY KRISP CHANGE MANAGEMENT CERTIFICATION

CHANGE MANAGEMENT CERTIFICATION

CRISP CH

CAPILLARY consulting

Rotman
www.rotmanexecutive.com
Here's where it changes.

The Change Management Pocket Guide
Tools for Managing Change

Being FIRST
ACHIEVE BREAKTHROUGH

The CHANGE LEADERSHIP
Building a better working world



**BUT THE
CHALLENGE
REMAINS**

WHY?



The world is changing...

VUCA

VOLATILITY

Equity, bond and currency market volatility; the lack of stability and predictability.

UNCERTAINTY

The potential change in the inflation index calculation, the potential switch to "smoothing" for pension funds calculating their recovery plan; the lack of ability to foresee what major changes might come.

COMPLEXITY

In understanding these financial markets in the era of the "new normal". The proliferation and increasing complexity of new financial instruments and regulation to deal with increasingly complex markets, moving in ways experts have never seen before.

AMBIGUITY

The resulting feeling. Is this the great rotation from bonds to equities? Or will bond yields stay low for longer? What is the best course of action?

Volatile

Uncertain

Complex

Ambiguous

The evolution of Change Management – the industry is challenging all that we know about change management, but key quality elements remain

Top Contributors to Success



1. Active and visible executive sponsorship



2. Dedicated change management resources



3. Structured change management approach



4. Employee engagement and participation



5. Frequent and open communication



6. Integration and engagement with project management



7. Engagement with middle managers

Tips for Change Management now and in the future



Stop

1. Late application
2. 'Off the side of the desk' application
3. Assuming it is someone else's responsibility



Start

1. Building change applicable competency at all levels
2. Embedding quality measurement – change analytics
3. Build organizational agility/resiliency

***IP* Continue**

1. Listing Change Management as a project deliverable
2. Quality stakeholder engagement
3. Leadership involvement

Public Sector considerations – embracing innovation

- Think about stakeholder engagement differently
- Leverage employees at all levels as much as possible in your projects – consider an employee change network
- With challenging changes, try **GAMIFICATION**
- **Try something new!**

Remember...

a carrot is
always more
effective than a
hammer!



The challenge for you...



Questions?

ACMP – professional home for Change Management



ACMP
Toronto Chapter

Association of Change Management Professionals

www.acmpglobal.org

www.acmptoronto.org

Karen Sedore

Sr. Manager Change Management
William Osler Health System

karen.Sedore@williamoslerhs.ca



William Osler
Health System

Going Beyond