WELCOME!
This session will include an activity using a polling tool. Using your cell phone or PC, open a new web browser and enter Menti.com. You will be prompted for the code during the activity.

Business Process Advisory
Change Agent Network
April 23, 2021

Agenda

- Change Agent Network review

- Change Education topics

  - Project Management and Change Management

  - Change Curve

  - Leading Change

  - Change Management vs. Change Leadership

- Our Ask

Change Agent Network Schedule

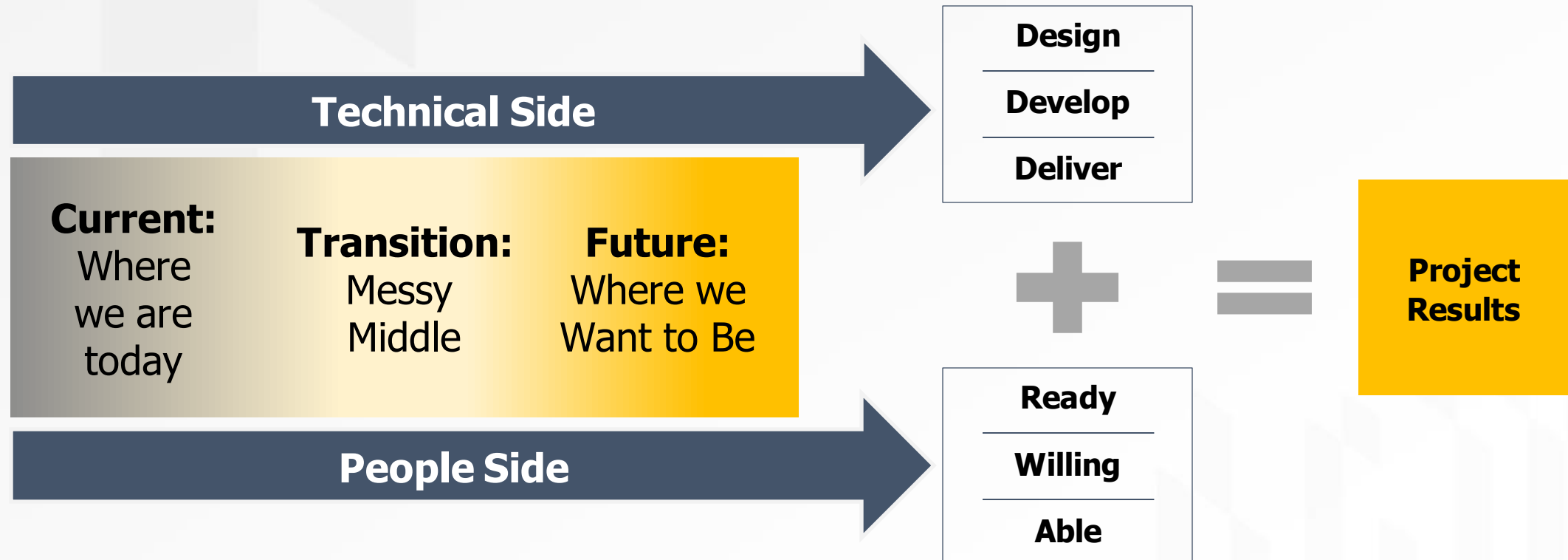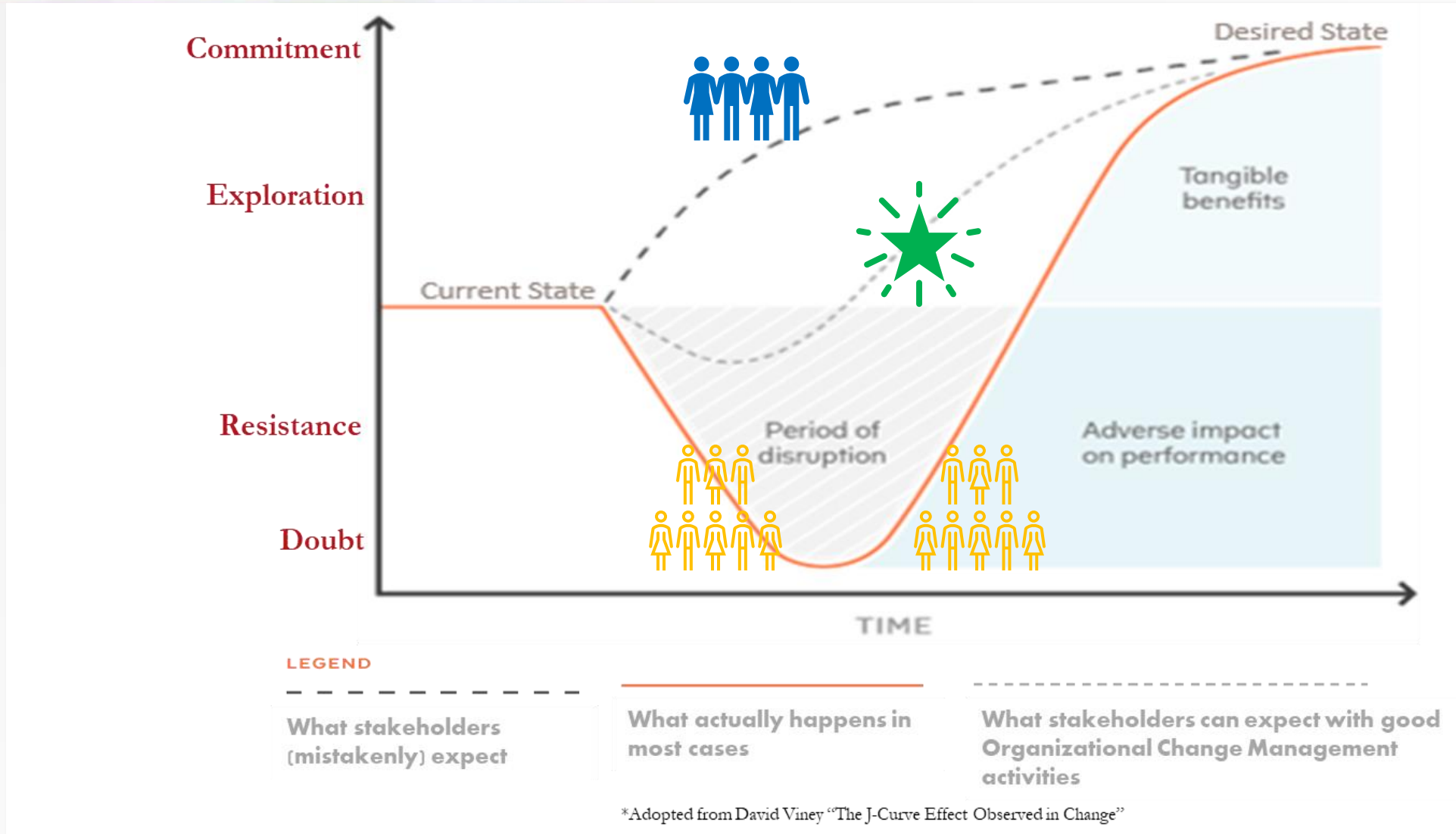| 2021 Meeting Dates	Topics
February 22 and 23	Times They are a Changing
March 22 and 23	Being a Change Champion
April 26 and 27	Change Management vs. Change Leadership
May 24 and 25	Ready, Willing and Able
June 21 and 22	Leading through Change
July 19 and 20	Planning for Adoption
August 23 and 24	Building STRATUS Know-How
September 20 and 21	Support and Reinforce
October 18 and 19	Celebrate, Reflect, and Sustain

Quick Review

- Introduction to Change Agent Network objectives, roles, and timeline
- Change resources and STRATUS website preview
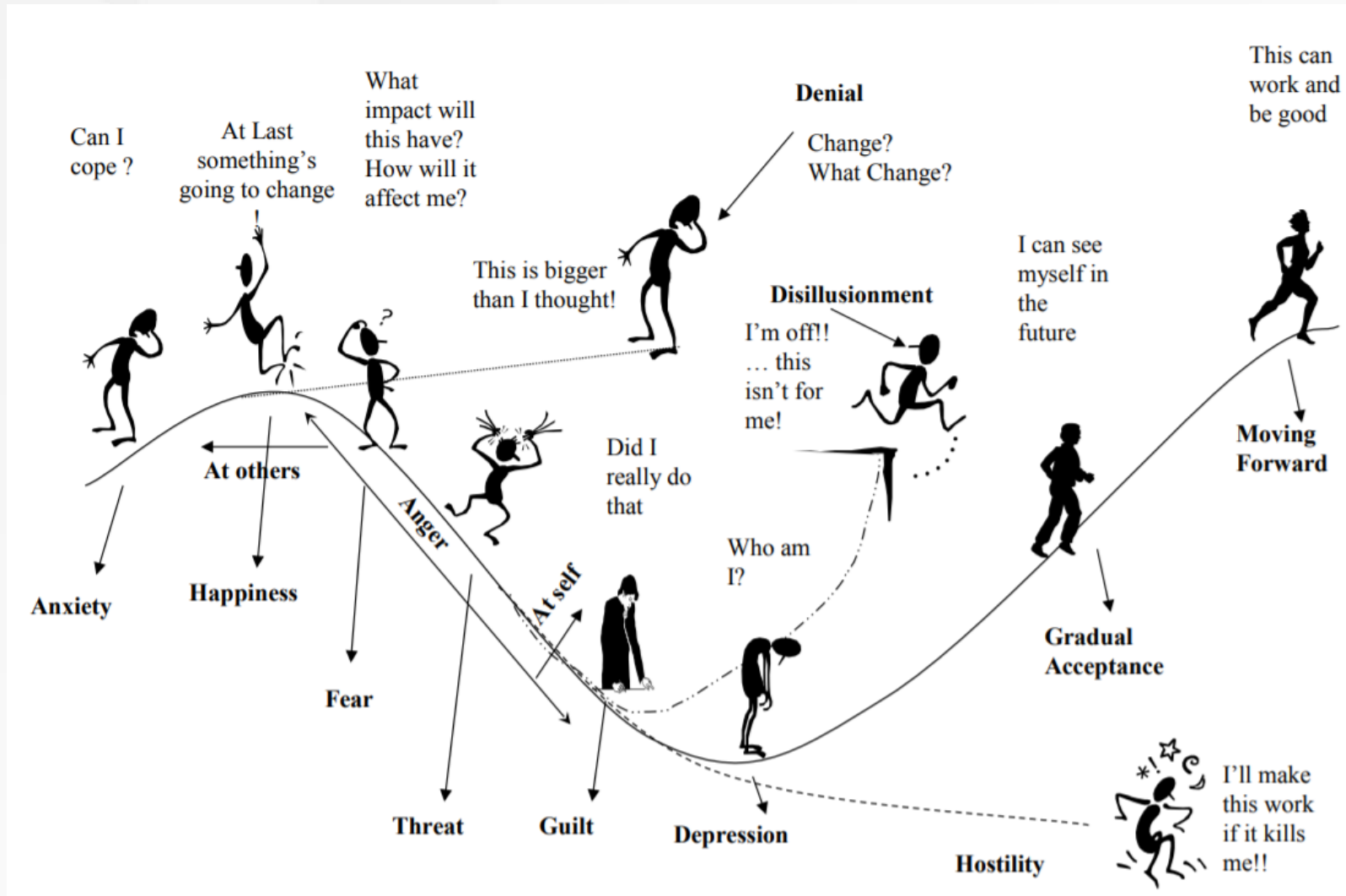
Integrated Project and Change Management

TOWSON UNIVERSITY

Being deliberate about how to move people from the current to the future state is just as important as managing the technical development.

Technical Side →

Design
—
Develop
—
Deliver

Current: Where we are today

Transition: Messy Middle

Future: Where we Want to Be

People Side →

Ready
—
Willing
—
Able

+

=

Project Results

The J-Curve

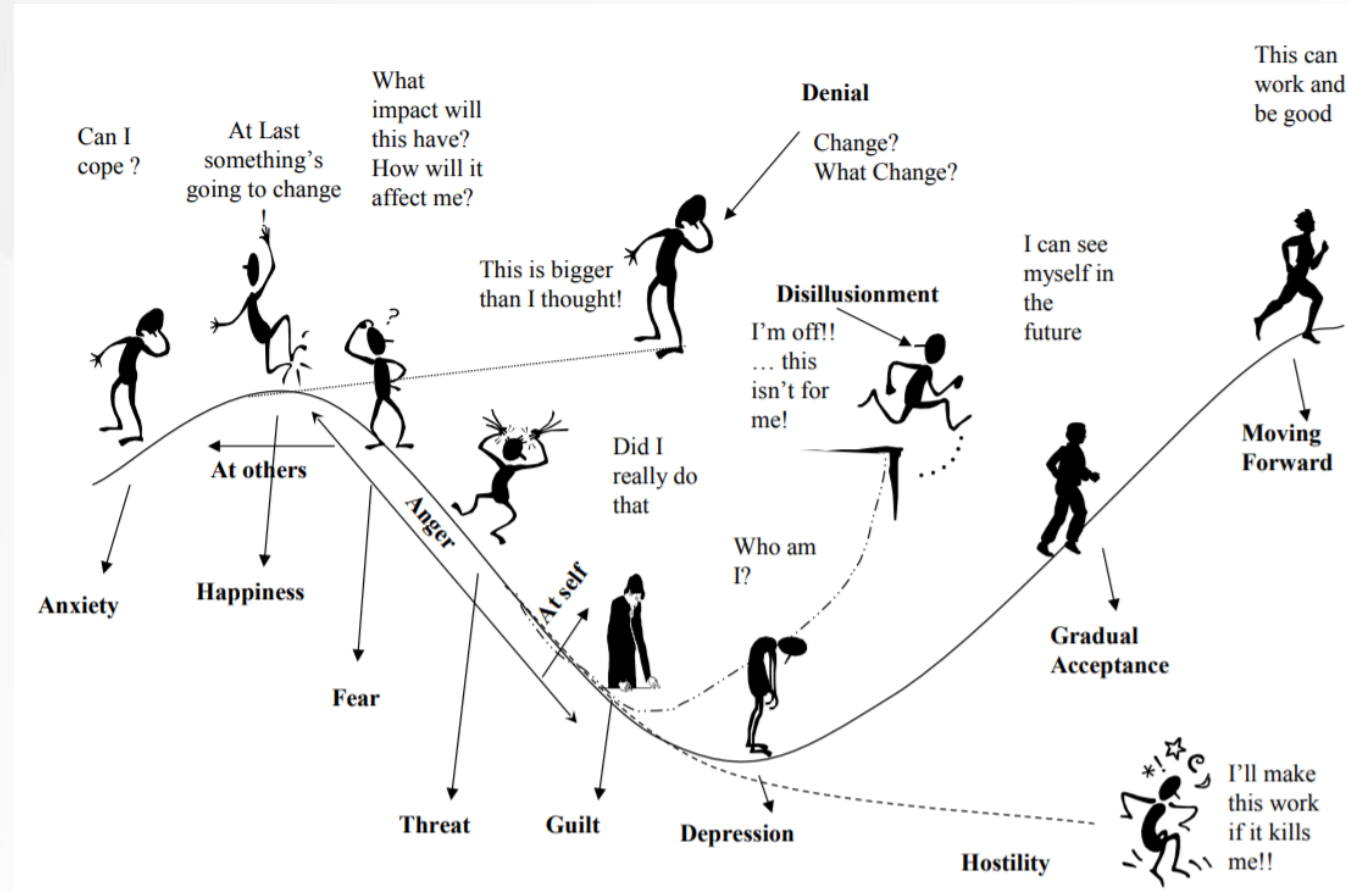*Adopted from David Viney "The J-Curve Effect Observed in Change"

But first...

As an employee yourself, you will experience your own change journey!
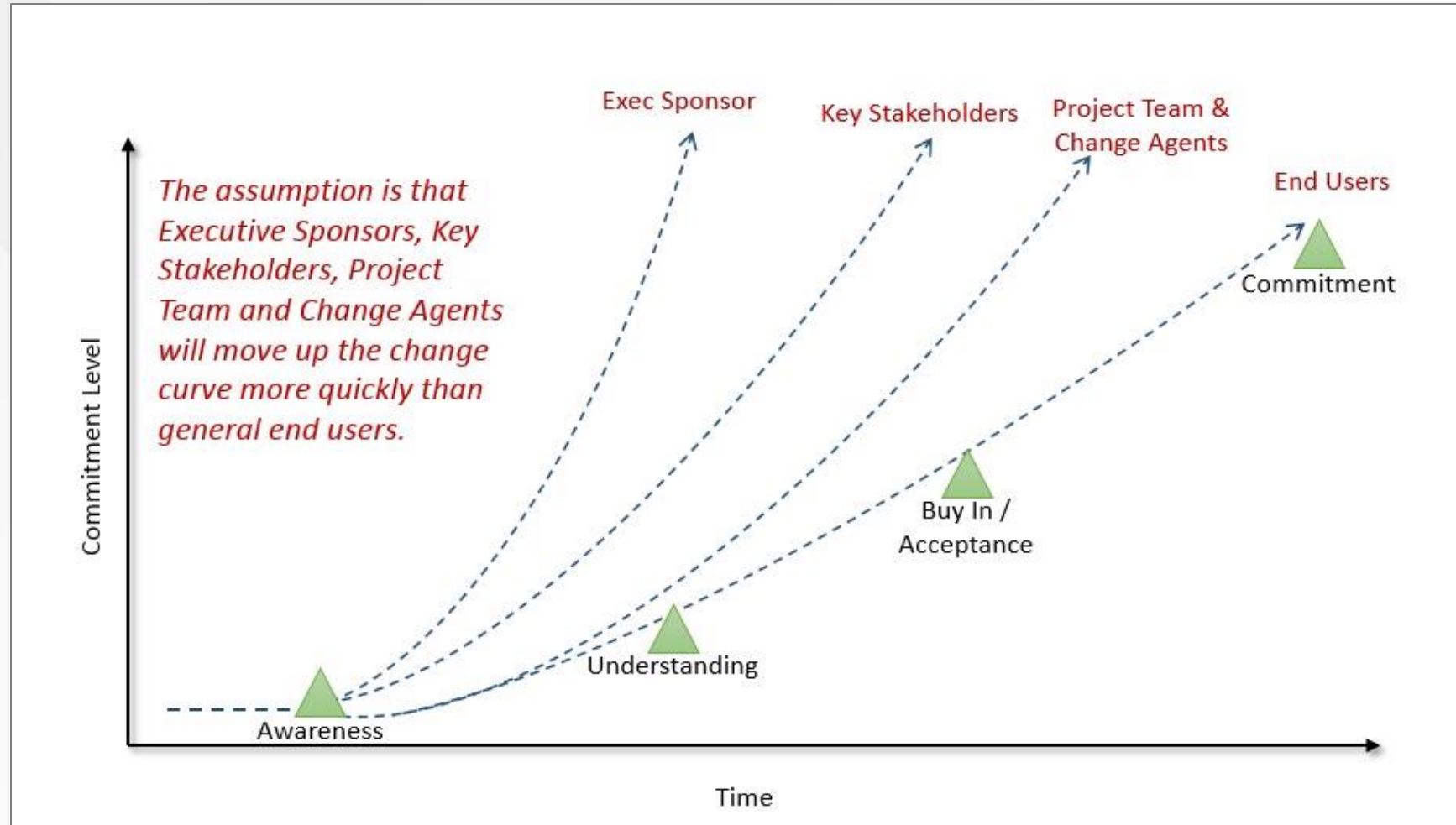
Poll - Activity

Go to Menti.com

Enter Code: **This poll is no longer active**

Paving the Way

When you are adapting to the change, managers and employees will be starting their journey.

The assumption is that Executive Sponsors, Key Stakeholders, Project Team and Change Agents will move up the change curve more quickly than general end users.
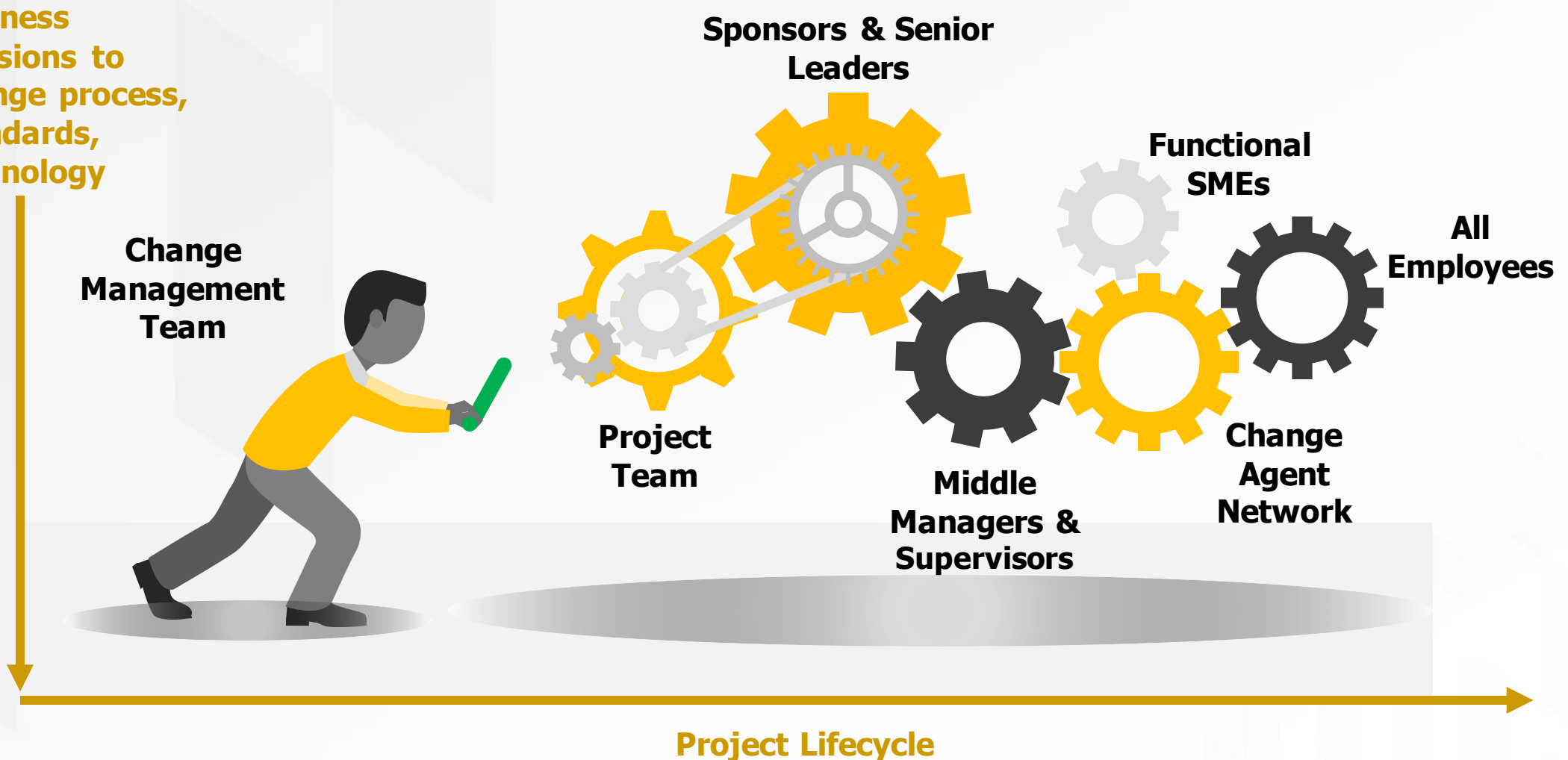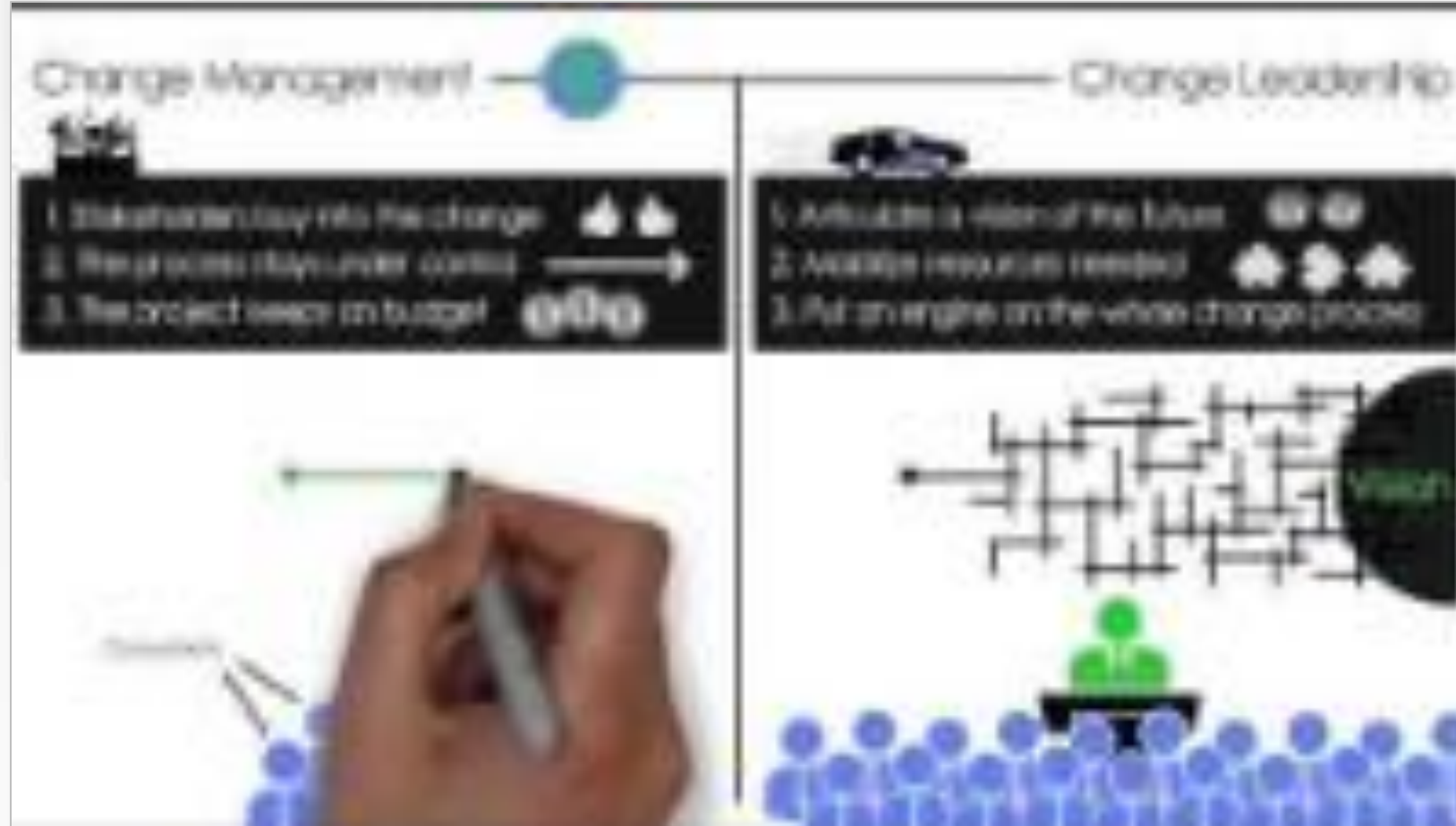
Leading Change – Guiding Principles

Organizations change for a reason.

Organizations do not change: **People change!**

Organizational change management is the framework.

Change leadership – at all levels of the organization – is the engine.

More About Managing Change

Change Management vs Leadership

Change Management vs Leadership

CHANGE MANAGEMENT	CHANGE LEADERSHIP
Processes, Tool, Mechanisms	Inspiration, Empowerment, Leader-Led
Help stakeholders buy into the change	Articulate a vision of the future
Ensure the process stays under control through monitoring and assessment	Mobilize resources needed
Supports the project's budget, timeline, and scope objectives	Puts an engine on the whole change process

Change Leadership Behaviors

| CHANGE LEADERSHIP |
| --- |
| Inspiration, Empowerment, Leader-Led |
| Articulate a vision of the future |
| Mobilize resources needed |
| Puts an engine on the whole change process |

Change Leadership Behaviors
- Spending a few extra minutes answering employee questions during a staff meeting

- Creating a message for the department newsletter

- Asking department managers and leaders to share important project updates with their teams

- Volunteering to speak about the project at a department or team meeting and/or TU committee meeting

Pulse Survey Review

- April 1 – April 9

- Target Audiences/Response Rate:
  - **38%** Response Rate - Change Agent Network Participants
    (44 responses from 118 participants)
  - **12%** Response Rate - Current PeopleSoft Financial Users
    (86 responses from 712 participants)

- Survey goals
  - Gain a baseline understanding of current STRATUS awareness
  - Assess Ready, Willing and Able
  - Identify where additional reinforcement may be needed

- What will we do with responses?
  - Analyze results and look for opportunities to address awareness gaps
  - Share action plan with Change Agent Network group to implement specific change tactics with colleagues
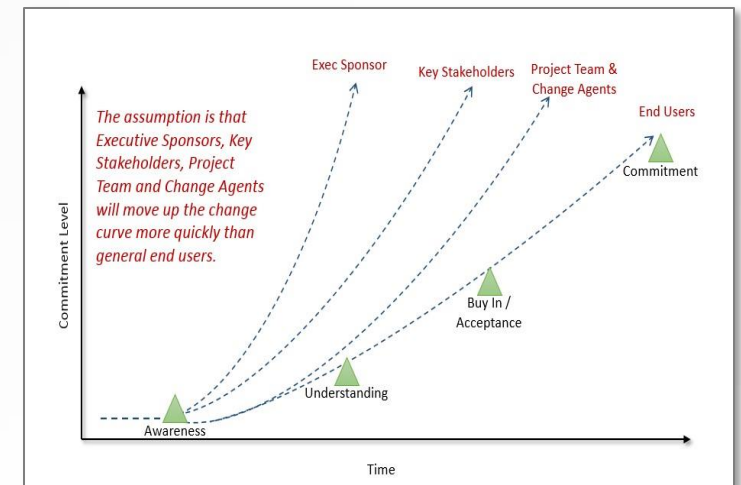
Our Ask

▶ Share STRATUS updates with your colleagues and team members

▶ Solicit feedback from peers and team members to share at
next month's meeting

▶ Resources to support you (posted to website by 4/30)
- "Sky Script"
- Today's presentation
- Functional update videos
- FAQs

Questions regarding the
Change Agent Network?
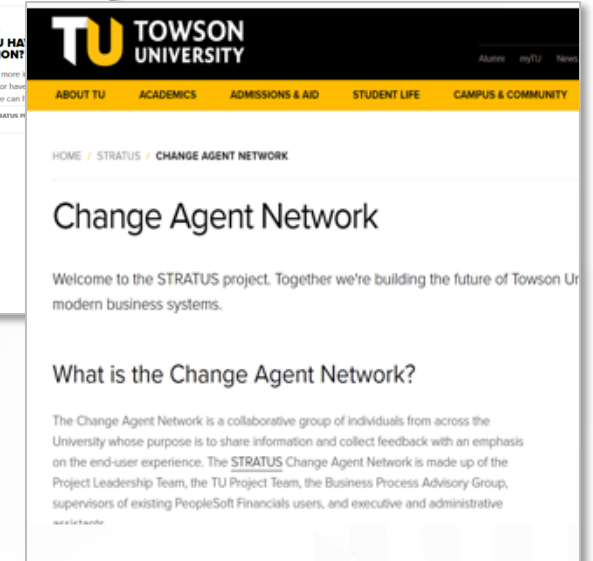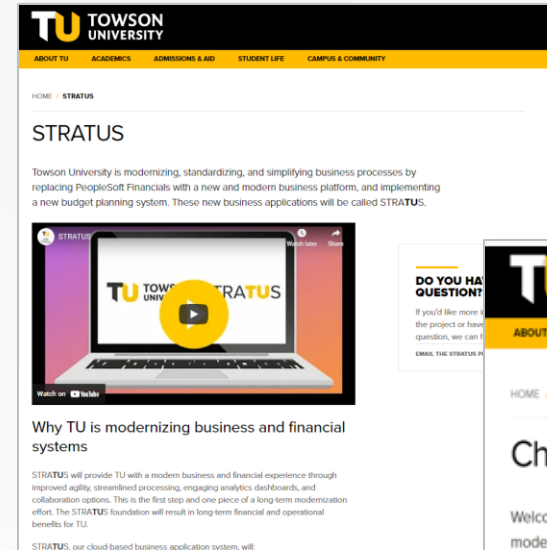
Susan Miltenberger
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Next Session Preview
"Ready, Willing, Able"

May 24 & 25, 2021

Questions?

Resources

- STRATUS Website
https://www.towson.edu/stratus/

- Change Agent Network Website
https://www.towson.edu/stratus/change-agent-network.html

- Newsletters

- Frequently Asked Questions (FAQs)

- Talking Points

Questions regarding the
Change Agent Network?

Susan Miltenberger
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