

Navigating Organizational Change: HR's Role in Transformation



FOR PROFESSIONALS

SINCE 1941

HOW HR CAN DRIVE CHANGE
AND LEAD ORGANIZATIONAL
TRANSFORMATION

What is ONE thing you believe to be fundamentally true concerning change?

All responses to your question will be shown here

Each response can be up to 200 characters long

Turn on voting in Interactivity to let participants vote for their favorites



How do we manage resistance to change?

Everyone has to change

Resistance is unavoidable

Resistance is a negative response to be overcome, dismissed or minimized

Label the person:
“People are resisters”

Dismiss individuals who express resistance;
respond with judgment and blame

Resistance indicates that a change is off track



**Mindset Shifts
to Effectively
Anticipate
and
Address
Resistance**

How do we build readiness for change?

Everyone has a choice to change

Resistance can be prevented or mitigated

Resistance is a positive opportunity to listen, understand and respond

Label the behavior:
“People are displaying resistive behaviors”

Appreciate individuals who express resistance;
respond with curiosity and empathy

Resistance indicates that people are listening

What are the most significant organizational changes your organization is currently facing?

All responses to your question will be shown here

Each response can be up to 200 characters long

Turn on voting in Interactivity to let participants vote for their favorites

Consider a change that was successful in your organization, what made these changes work?

All responses to your question will be shown here

Each response can be up to 200 characters long

Turn on voting in Interactivity to let participants vote for their favorites

Consider a change that was unsuccessful in your organization, what made these changes fail?

All responses to your question will be shown here

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Turn on voting in Interactivity to let participants vote for their favorites

What are some of our challenges?

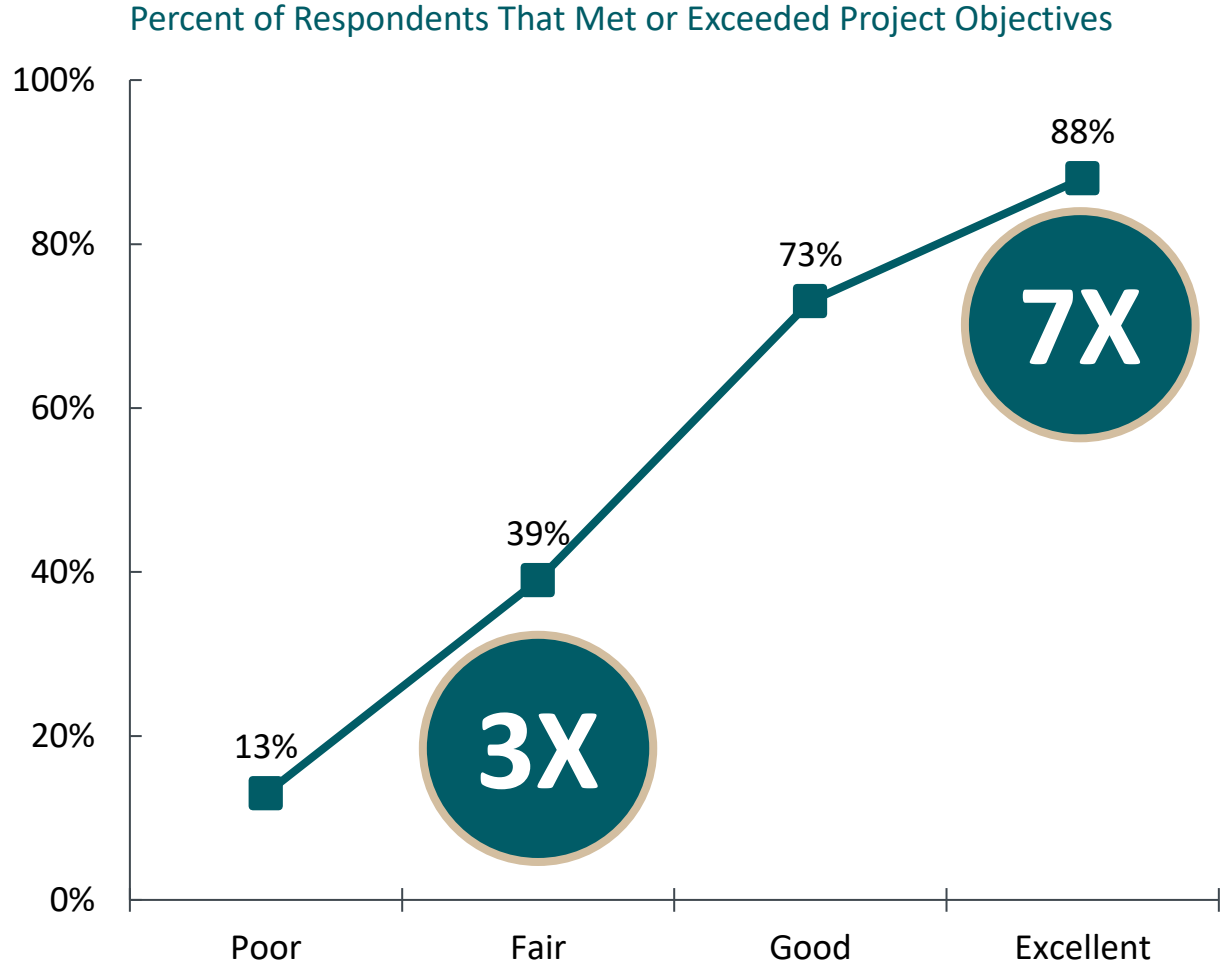
Technical Challenges:

1. Clarity on Business Requirements
2. Gap in communication between IT and Business stakeholders
3. Key-resource constraints
4. Business-As-Usual vs. Project Work
5. Delayed projects
6. Struggle with adoption

People Challenges:

1. Lack of understanding of CM
2. Lack of awareness of changes underway
3. Gap in communication between IT and Business stakeholders
4. Key-resource constraints
5. Business-As-Usual vs. Project Work and Change initiatives
6. Business-As-Usual vs. Change training – people cannot attend or support change initiatives due to targets or being under pressure.

CM Improve the Likelihood of Change Outcomes



Our Story.....

How is HR driving change and leading organizational transformation in PPS.....

CHANGE JOURNEY

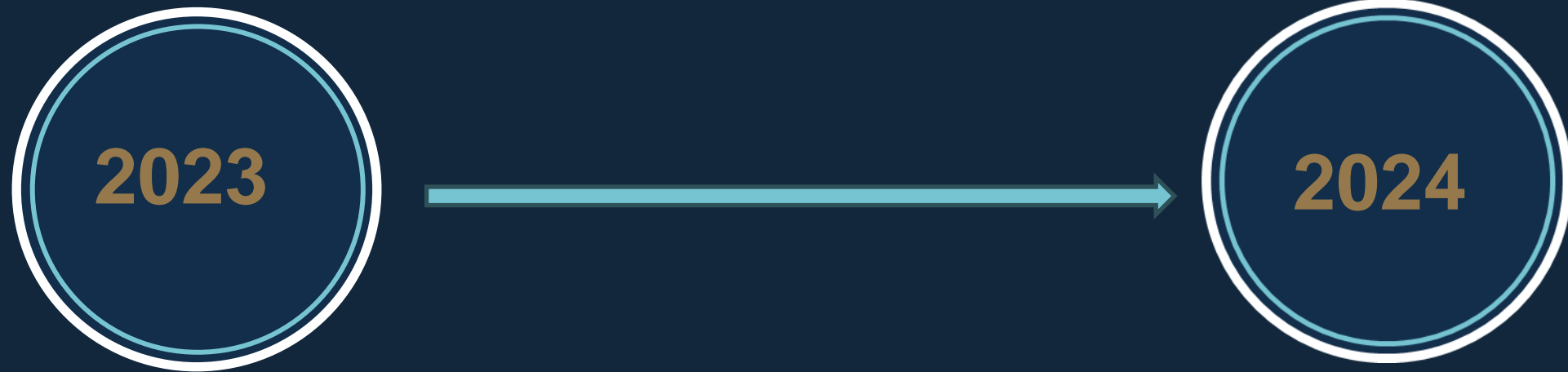


**Advisory Function and
Training Function: Building
Resilience, AQ and Change
Leadership Skills (Growth
Mindset)**

Prosci

CHANGE JOURNEY

2023 TILL CURRENT



**CHANGE MATURITY
SCORE OF 2**

Some elements of change management are being applied in isolated projects

**CHANGE MATURITY
SCORE OF 3**

A comprehensive approach for managing change in alignment with leadership and the PMO that is being applied to **our must-win projects** within PPS.

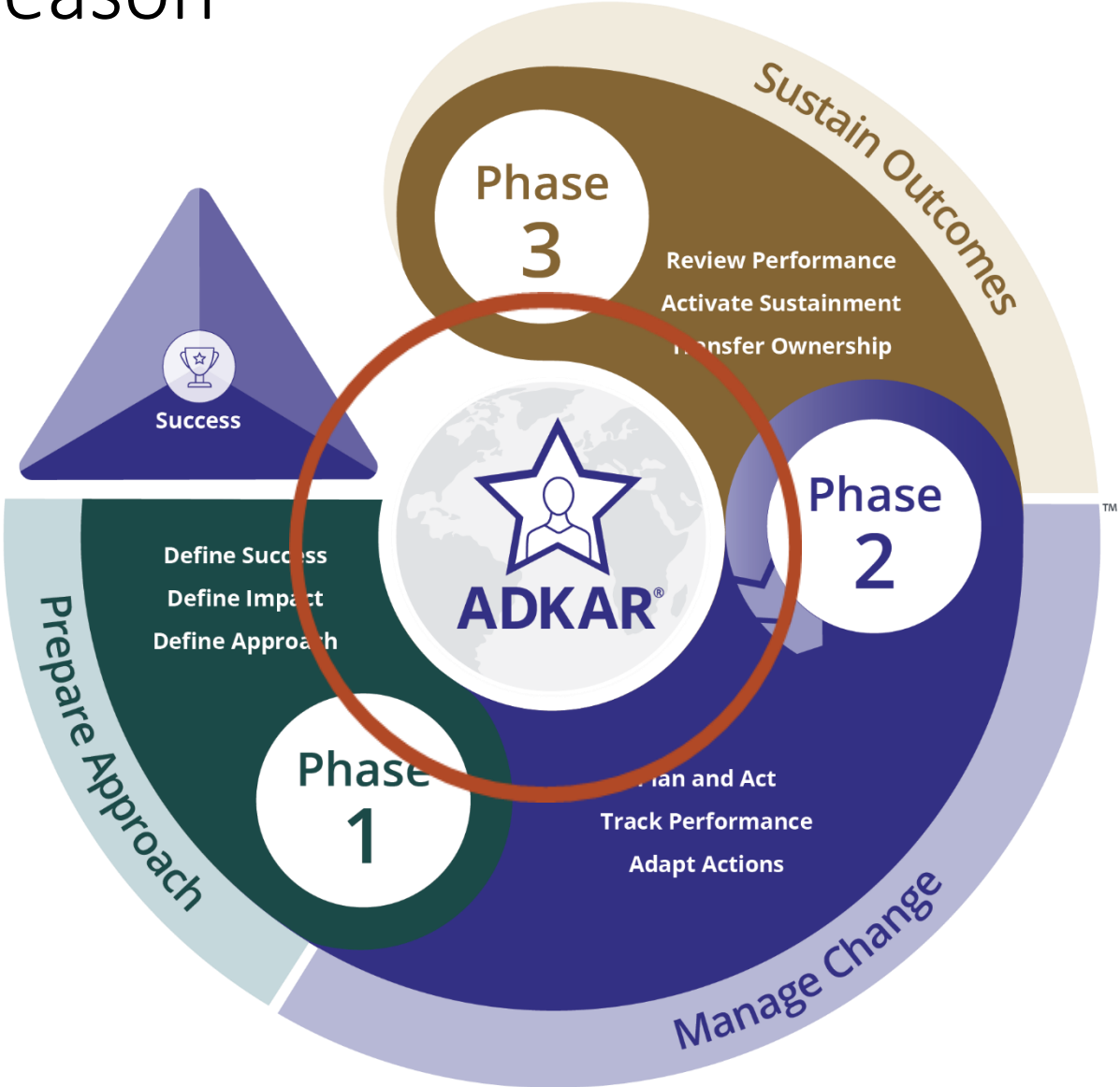
What is the risk of not changing?

- slower to react to market changes and possibly lose market share (Less competitive)
- less resilient to respond to crisis.
- we will drag, miss opportunities, and potentially lose top talent to our competitors who can respond with adaptability and agility.

As PPS changes and grows to stay relevant and competitive, it is important that our leaders and managers are equipped to navigate and lead in times of change.

Our ability to develop the skills of being **resilient and adaptive** while enabling others to effectively manage change are **key competitive advantages** in the current and future world of work.

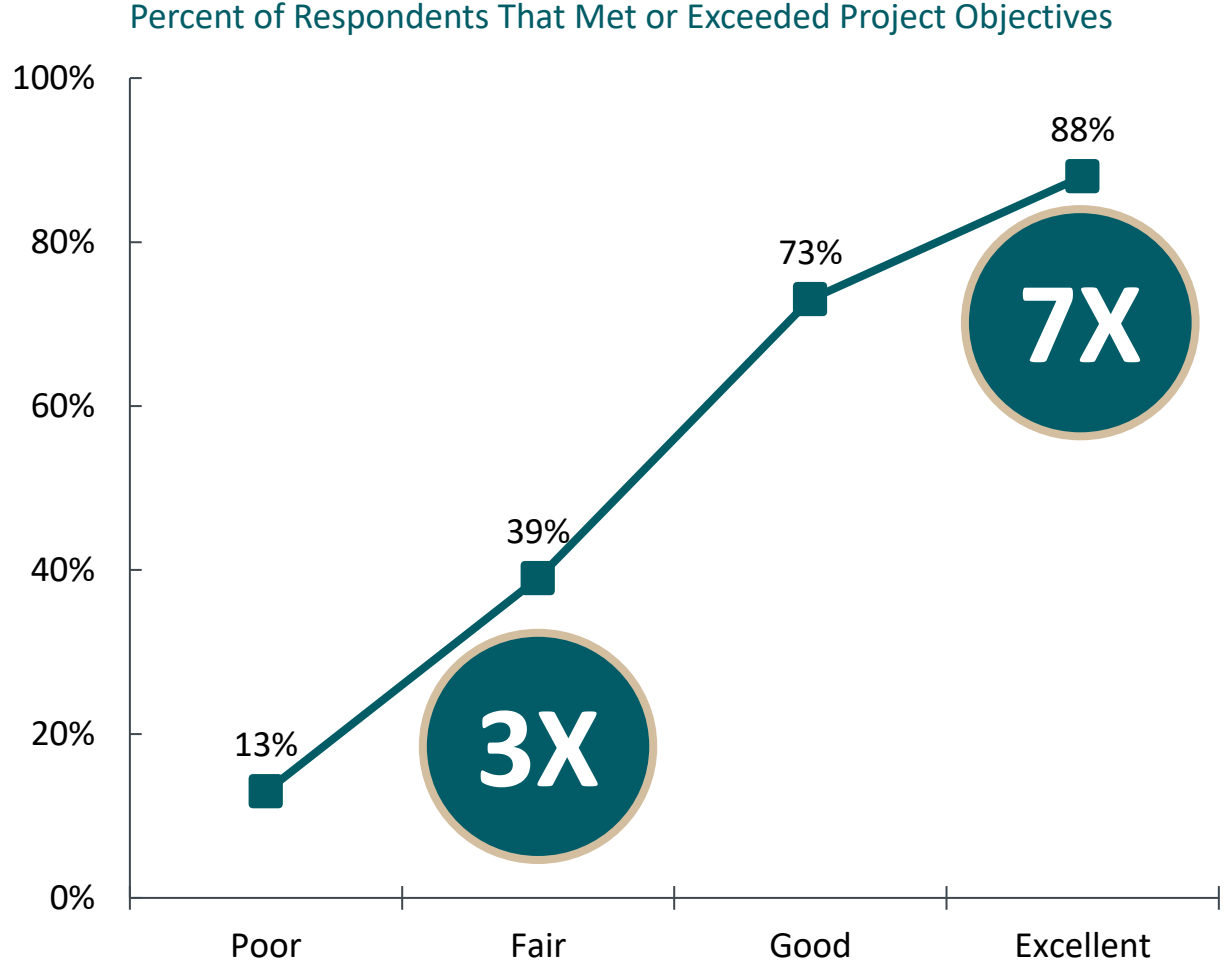
We Change for a Reason



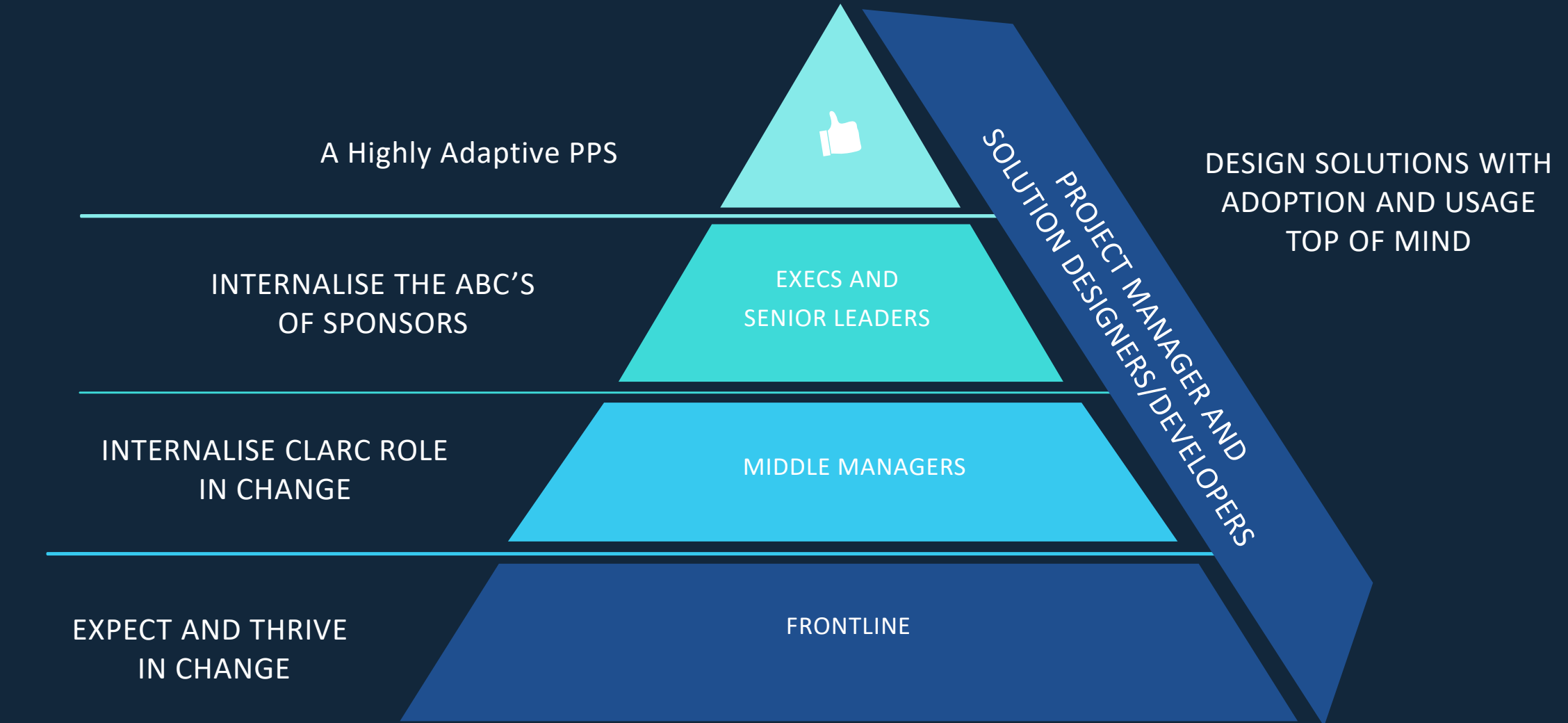
Why are we changing?

The objective of embedding Prosci Methodology in PPS is to support strong business performance, enhance our collective ability to manage change in a consistent results-oriented way, and ensure that this is all achieved in line with our PPS strategy.

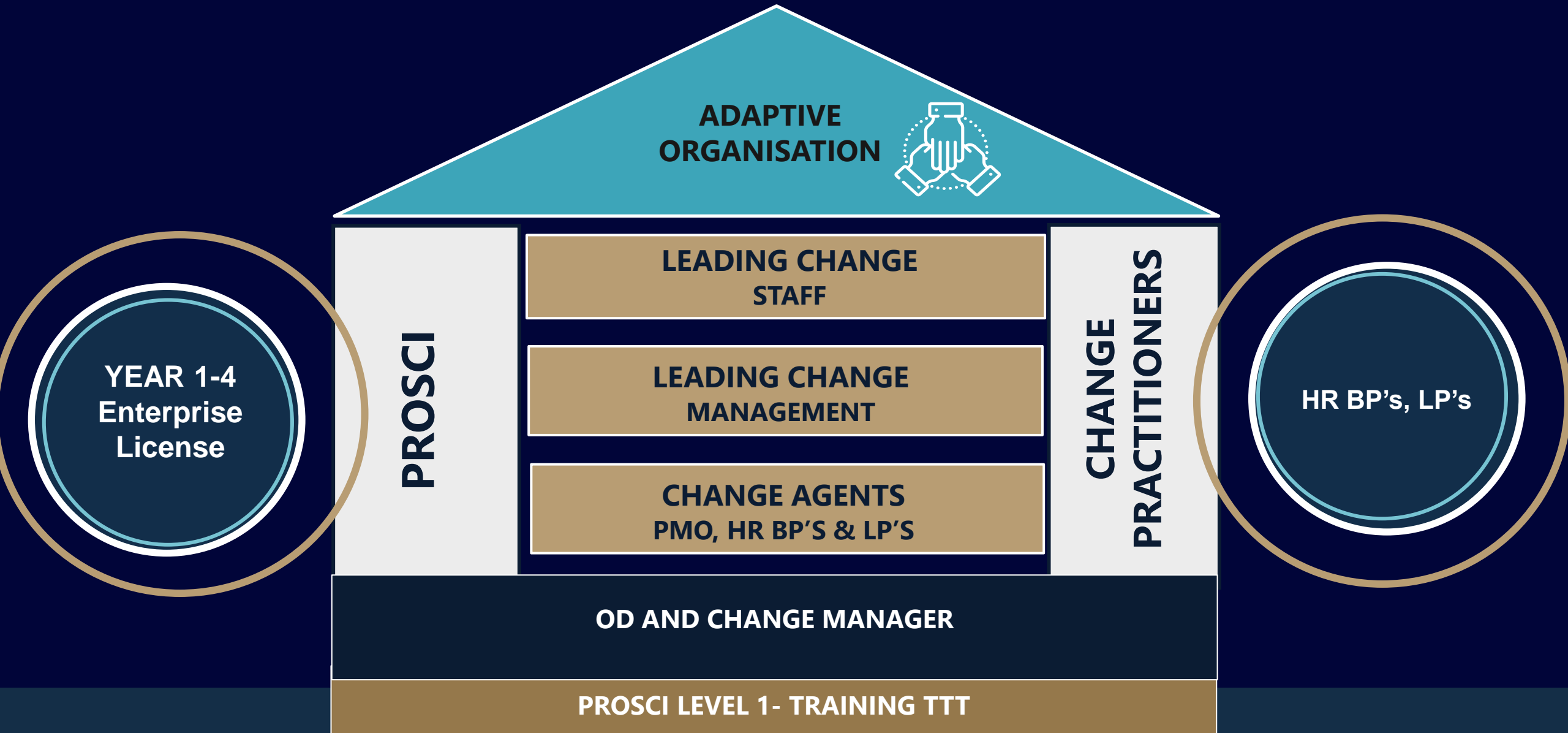
CM Improve the Likelihood of Change Outcomes



EMPOWER - BUILD INDIVIDUAL COMPETENCIES



PLAN TO DRIVE THE COLLECTIVE AQ OF PPS



Prosci Enterprise License: what is the value for PPS?

- **ADKAR ENABLEMENT**

Create a common language for change within PPS and embed the Prosci ADKAR Model into how PPS approaches, leads, and manages change.

- **ORGANIZATIONAL CHANGE COMPETENCY**

Deliver customizable training to build change competencies in everyone from our senior leaders to our front-line associates, and help employees thrive in a changing environment.

- **ENTERPRISE CHANGE MANAGEMENT**

Gain access to all licensable tools and resources Prosci offers, customize our training programs, and embed change management into our business DNA.

Three different training solutions, one centralized place for everyone to access the content and tools.

These three solutions are:

1. Leading your Teams through Change
2. Taking Charge of Change
3. Understanding and taking control of change

Nassim Nicholas Taleb

ANTIFRAGILE

THINGS THAT GAIN FROM DISORDER

New York Times BESTSELLER

AUTHOR OF *The Black Swan*

“Startling . . . richly crammed with insights, stories, fine phrases and intriguing asides . . . I will have to read it again. And again.”

—Matt Ridley, *THE WALL STREET JOURNAL*

“Invest in
preparedness,
not predictions.”

-Naseem Taleb-

Opportunity is nowhere

Opportunity is nowhere

HR's role in Driving Change:

1. Creating a Culture of Change

- Fostering an open and safe environment (Psychological Safety)
- Encouraging Innovation (Innovating the PPS Way)
- Rewarding Risk-taking (Silicone Valley)

2. Communicating Change to Employees

- Effective Communication strategies (People Matter's, Izak's Desk, Now-I-Know)
- Employee engagement (involve employees in the change)

3. Creating Training Programs:

- Building Employee Resilience
- Change Management and Change Leadership skills that improves adaptability and problem-solving
- Growth Mindset and continuous learning
- Values training sessions that supports the right culture
- Team-Effectiveness sessions that drive Psychological Safety

4. Measuring the Impact of Change initiatives

- This involves setting goals and KPIs, collecting data, and analyzing the results to determine the effectiveness of change initiatives

Conclusion:

Navigating organizational change is complex, requiring HR to be proactive, strategic, and agile.

Understanding change drivers, developing a change culture, and creating training and development programs can help HR navigate change successfully.

THANK YOU

