



# Change Management Soup: A Recipe for Delicacy or Disaster

Laurice Sutter, LMSW  
Organizational Improvement Manager



# About Me and Arrow Child & Family Ministries

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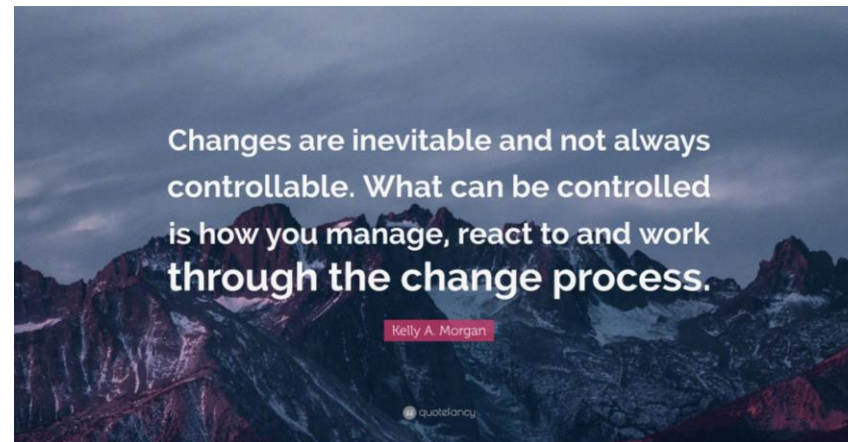
- Organizational Improvement Manager
  - OI is our Equivalent of CQI
- Founded in 1992
- 250 to 700+ employees in 1.5 years
- Child & Family Services – Texas and Maryland
  - Foster Care and Adoption (TX and MD)
  - Community Based Programs (TX and MD)
    - Behavioral Health Services – Texas
    - Family Centered Treatment - Maryland
  - Group Living Services - Maryland
  - Single Source Continuum Contractor - Texas
- Arrow Health Solutions (DME) - Texas
- Special Education - Maryland



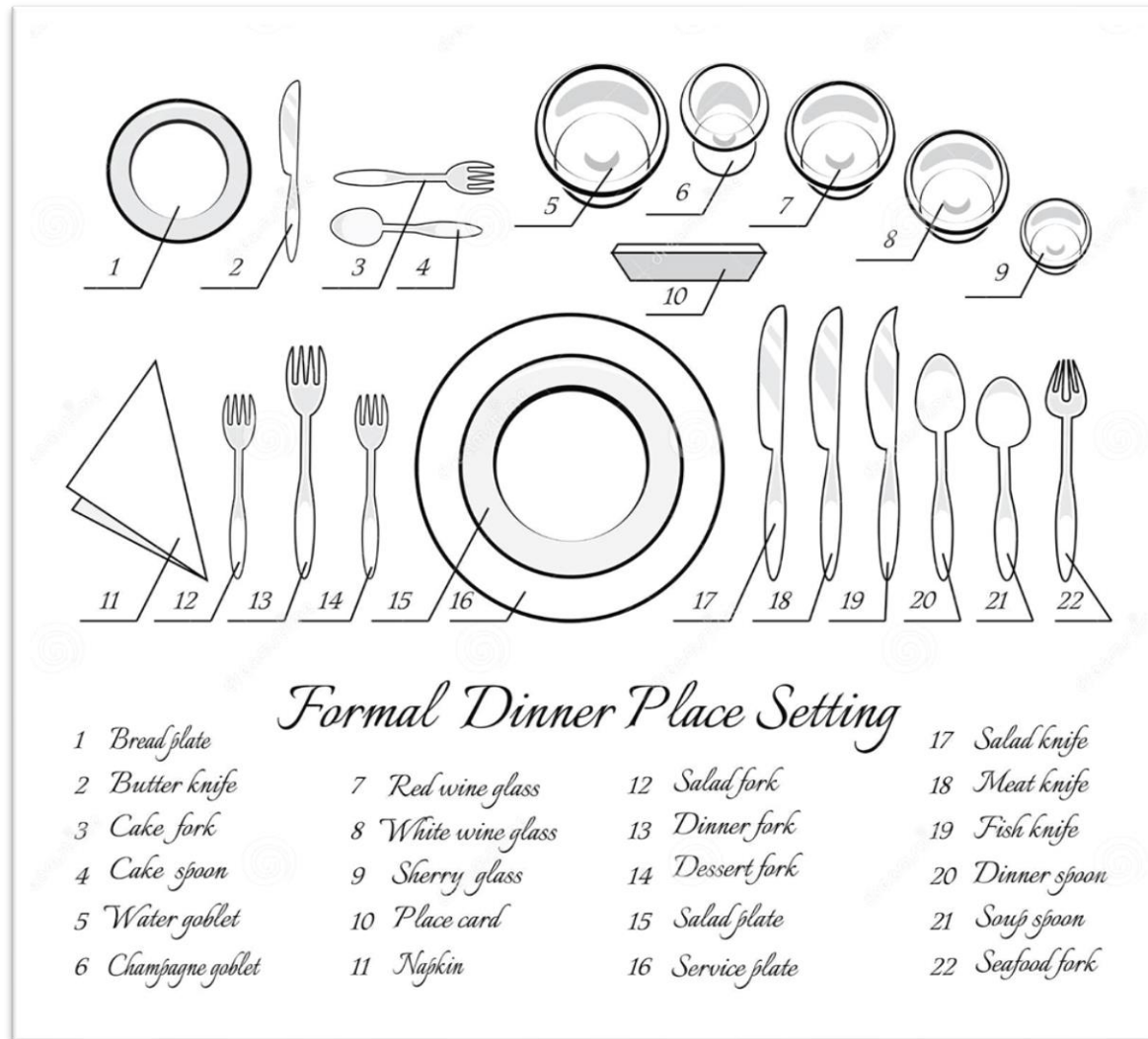
# *What is Change Management?*

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- Change management is a structured approach to guiding organizations and their employees through transitions or transformations.
  - Change Management focuses on preparing, supporting, and guiding individuals and teams through adjustments to new processes, technologies, or methods, aiming to ensure smooth and effective implementation while reducing resistance and enhancing the benefits of the change.

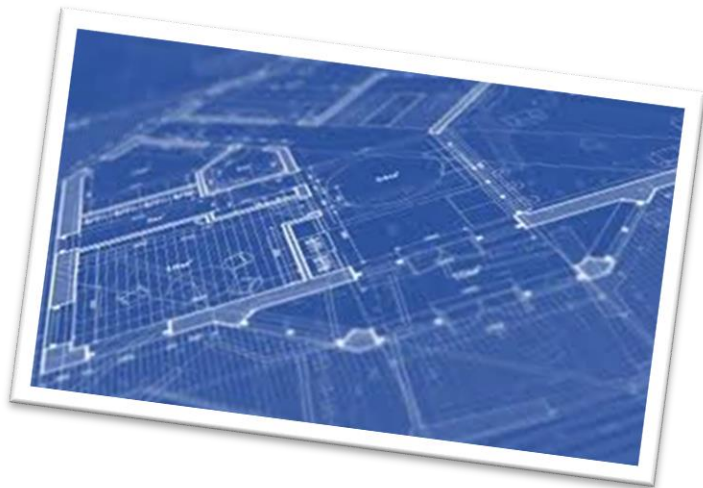


# What is Change Management to you?



# Renovating the Kitchen

- Pre vs. Post Culture shift
- Culture in 4D by Tony Moore
- Departmental/Agency Charter and Rules of Engagement
- Formal Change Management Plan

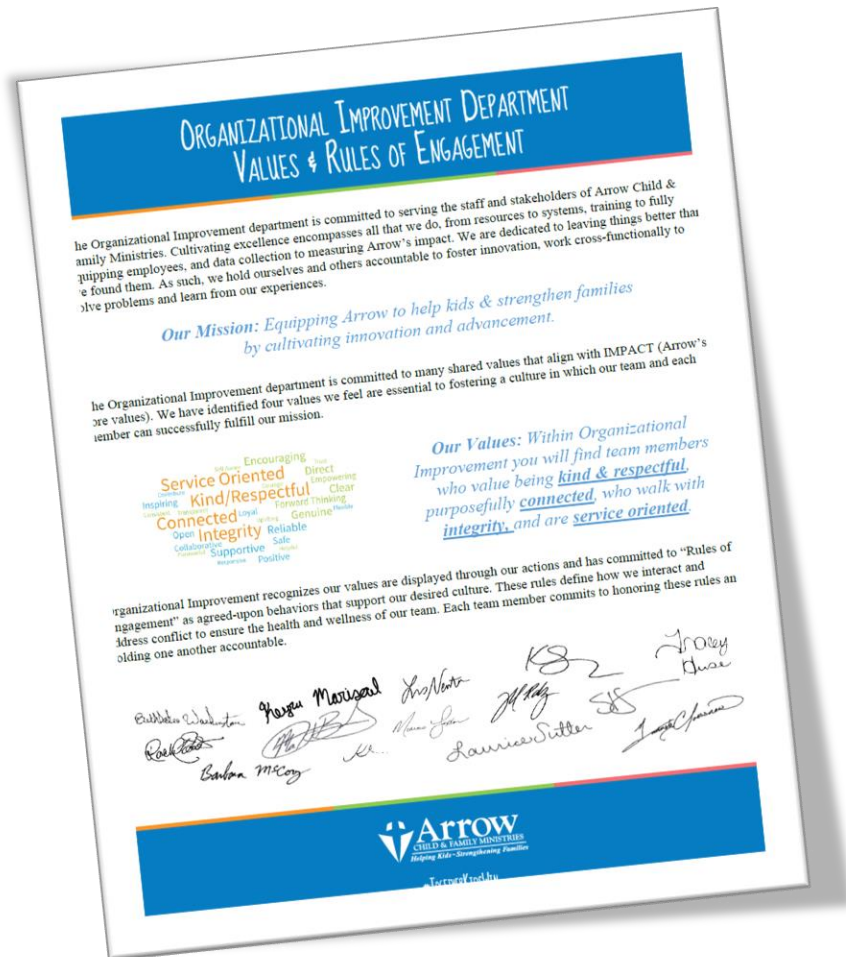


# Renovating the Kitchen: Culture in 4D



- Offers a Practical walkthrough guide to developing a culture of engagement, enhance employee engagement, and drive organizational success.
- 4-D
  - Dream
    - Brainstorming session to explore what the future could look like
    - What is the long term vision and believes needed for success
  - Design
    - Assign specific set of behaviors for each identified team value identified in Dream/Design Phase.
    - Team works together to determine the agreed upon values.
  - Develop
    - Work towards each individual taking ownership and initiatives of the culture to empower cultural improvement
  - Defend
    - The reality of culture change and how we can defend the practices both in a department and externally. Living out the Rules your department agrees with.

# Renovating the Kitchen: Charter and Rules of Engagement



- Charter – formal document that outlines the objects, scope, and structure of a team or initiative
- Rules of Engagement refers to guidelines or protocols that dictate how team members interact internally and externally.

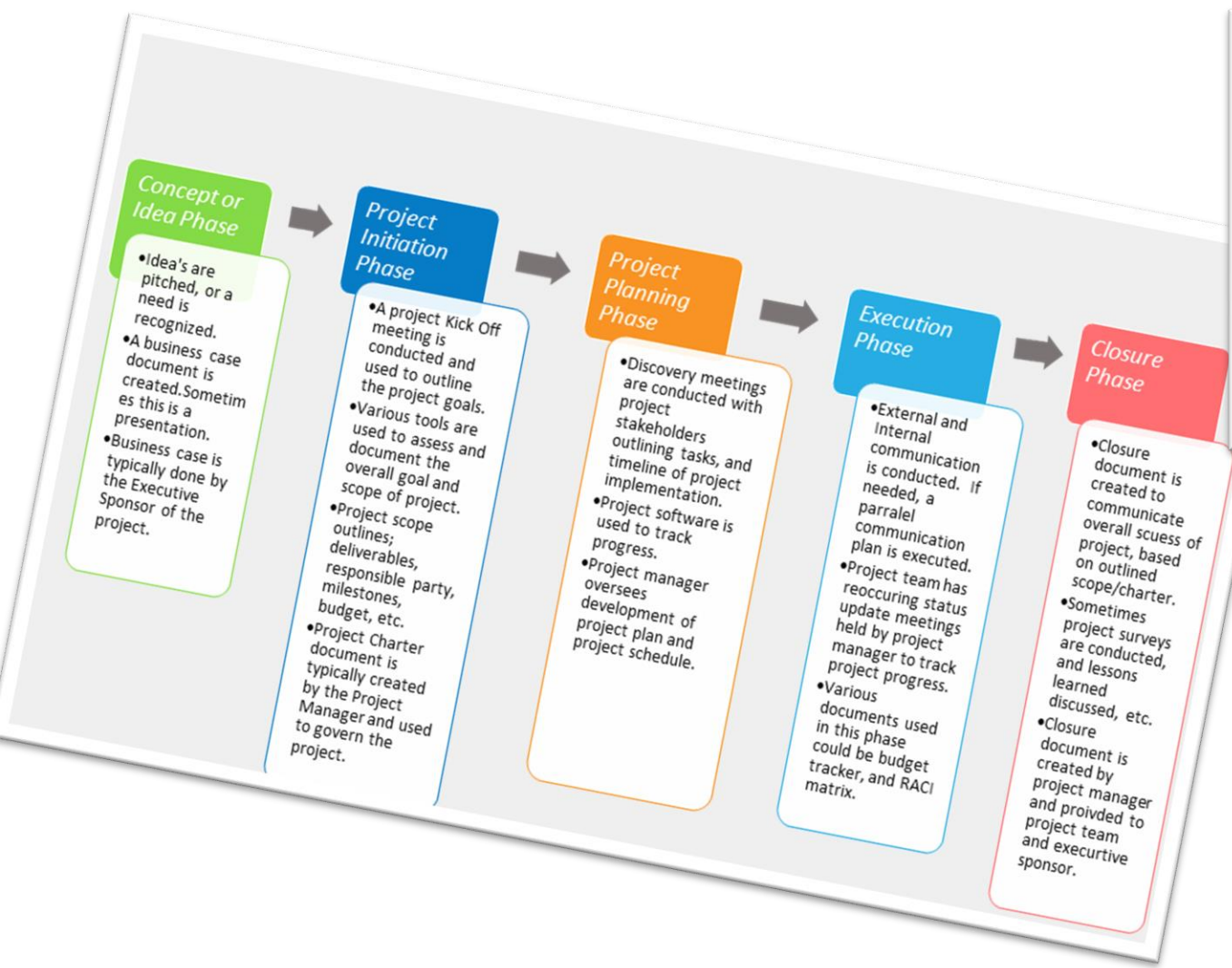
# Renovating the Kitchen: Change Management Plan



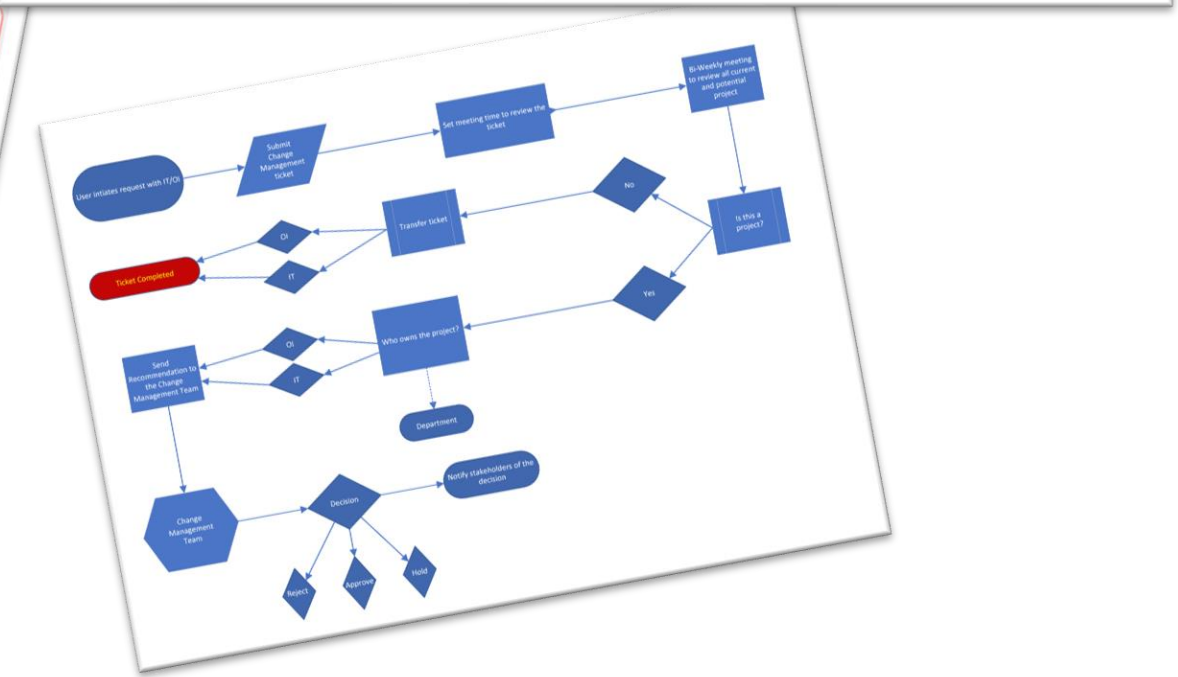
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# Renovating the Kitchen: Change Management Plan



- ELT - responsible for identifying change.
- Project Steering Committee - responsible for project oversight & successful completion.
- OI Department - responsible for driving logistical change forward for the organization.
- Staff & Stakeholders - responsible to both benefit from change & carry it forth.



# Setting the Mood for Change Management

## What the table looks like: ABCs of Change

### Act

- Initiate Action
- Execute Plans
- Take Responsibility

### Become Influenceable

- Be Open to Feedback
- Adapt and Learn
- Build Relationships

### Collaborating Effort

- Engage Stakeholders
- Work Together
- Share Resources and Knowledge



# Setting the Table for Change Management

## Who's invited to dinner?

### Direct

Individuals impacted by the change

- Case Managers, Programs, IT System

### Indirect

Individuals not directly impacted by the change, but have an interest or influence the change

- Management, Leadership, Performance

### Decision-Makers/Influencers

Those who make key decisions about the change - Influence to change the path of project/change

- Executives
- Senior Leaders

### Implementers

Individuals responsible for executing the change

- Project Managers
- CQI Staff

### End Users

Individuals who use or directly impacted by the results of the change

- Case Managers
- Program Staff

# *Time to Begin Cooking: The Recipe*

## **Ingredients**

- Base
  - ½ c Vision
  - 1c Strategy
  - ¼ c Sustainability
- Primary Ingredients (Key Aspects)
  - 2T Communication
  - 2c Engagement
  - 1T Training
  - 1T Feedback
- Supporting Ingredients (Tools and Techniques)
  - ½ c Risk Management
  - ¼ c Resources
  - ¼ c Flexibility
  - ¼ c Sustainability
- Seasoning (additional Considerations)
  - Pinch of leadership
  - Pinch of patience
  - Pinch of celebration

## **Steps**

1. Prepare the Base
2. Mix in Primary Ingredients
3. Add Supporting Ingredients
4. Season to Taste
5. Simmer and Adjust
6. Serve and Enjoy!



# *Dinner Time*

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Questions or Comments?

