



KEEP CALM AND EMBRACE CHANGE

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Mary Ellen Griffin, MBA, Organizational Change Practitioner





The Experience of Change





Experience Has Taught Me Four Truths About Change

- 1 Organizations Don't Change – People Do
- 2 Change Happens On A Personal Level
- 3 Change Is Hard
- 4 Change Takes Time





What People Are **Concerned With** When They Learn Change is Coming

AWAY FROM THREAT

S

Status

C

Certainty

A

Autonomy

R

Relatedness

F

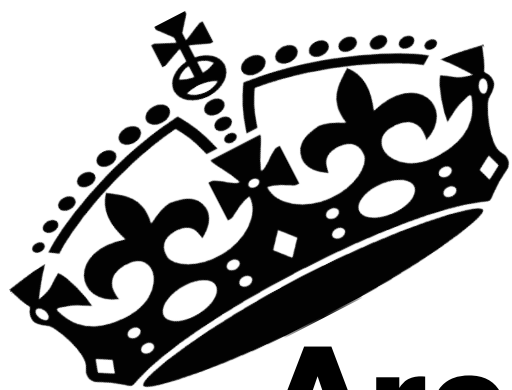
Fairness

TOWARD REWARD



What People **ASK** With When They Learn Change is Coming

S	Status	Am I respected and valued?
C	Certainty	Am I in the loop?
A	Autonomy	Am I given choices and control?
R	Relatedness	Do I belong?
F	Fairness	Do I get the credit and opportunity that others get?



Are You Thinking Differently?



What People **Want** and **Need** During Change

1

A compelling reason or case for change.

2

Strong leadership that is visible and available.

3

Clear, concise, and constant communication





Your First Action Step is Answering these Fundamental Questions

1. What is changing?
2. Why is it changing?
3. Why is it changing now?
4. What happens if it doesn't change?
5. Who and what will be impacted by this change?





Practice Makes Perfect

Collaboration
+
Communication
+
Listening
+
Coaching
+
Visibility & Availability



Have I Mentioned Communication?

Right message

to the

Right people

at the

Right time





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maryellen.griffin2@ascension.org