



7 lessons from 2020 to help you manage your changes

Louise Geoghegan. Partner – FOLD7

louise@fold7.com.au

F O / L D

This is me!


LOUISE GEOGHEGAN
Director at FOLD7

- Bachelor of Education
- Clarity College Faculty adjunct facilitator
- Prosci Certified Change Practitioner and Prosci Certified Advanced Instructor
- Myers Briggs Type Indicator
- Hogan Personality Inventory
- DISC Certified Behavioural Consultant
- Change Style Indicator and Change Navigator
- Cert IV Assessment and Workplace Training
- ACE Coaching accredited






A YEAR LIKE NO OTHER

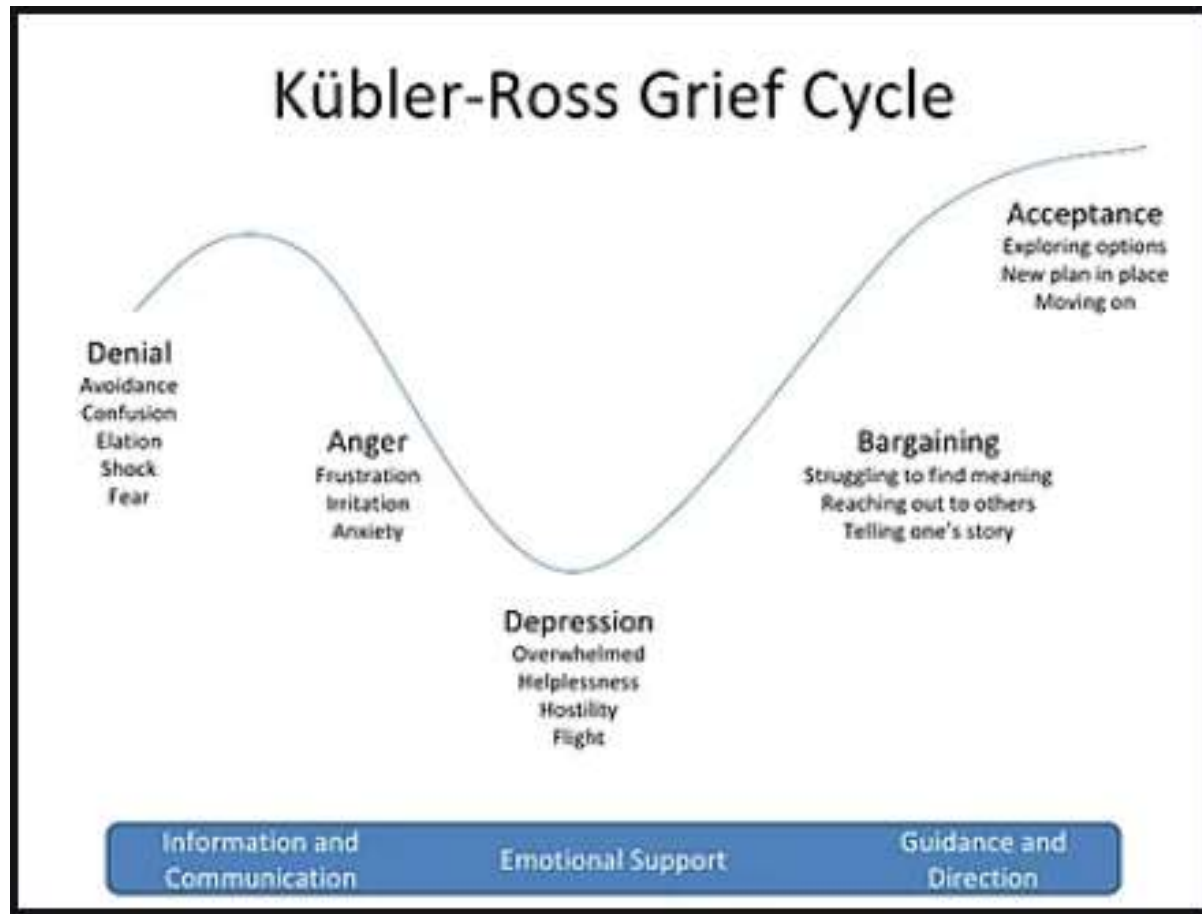


Lesson #1: Find the silver lining – no matter how hard your change is.



Lesson 2: There's no going back to 'normal' because normal doesn't exist anymore.... But don't think people won't try!

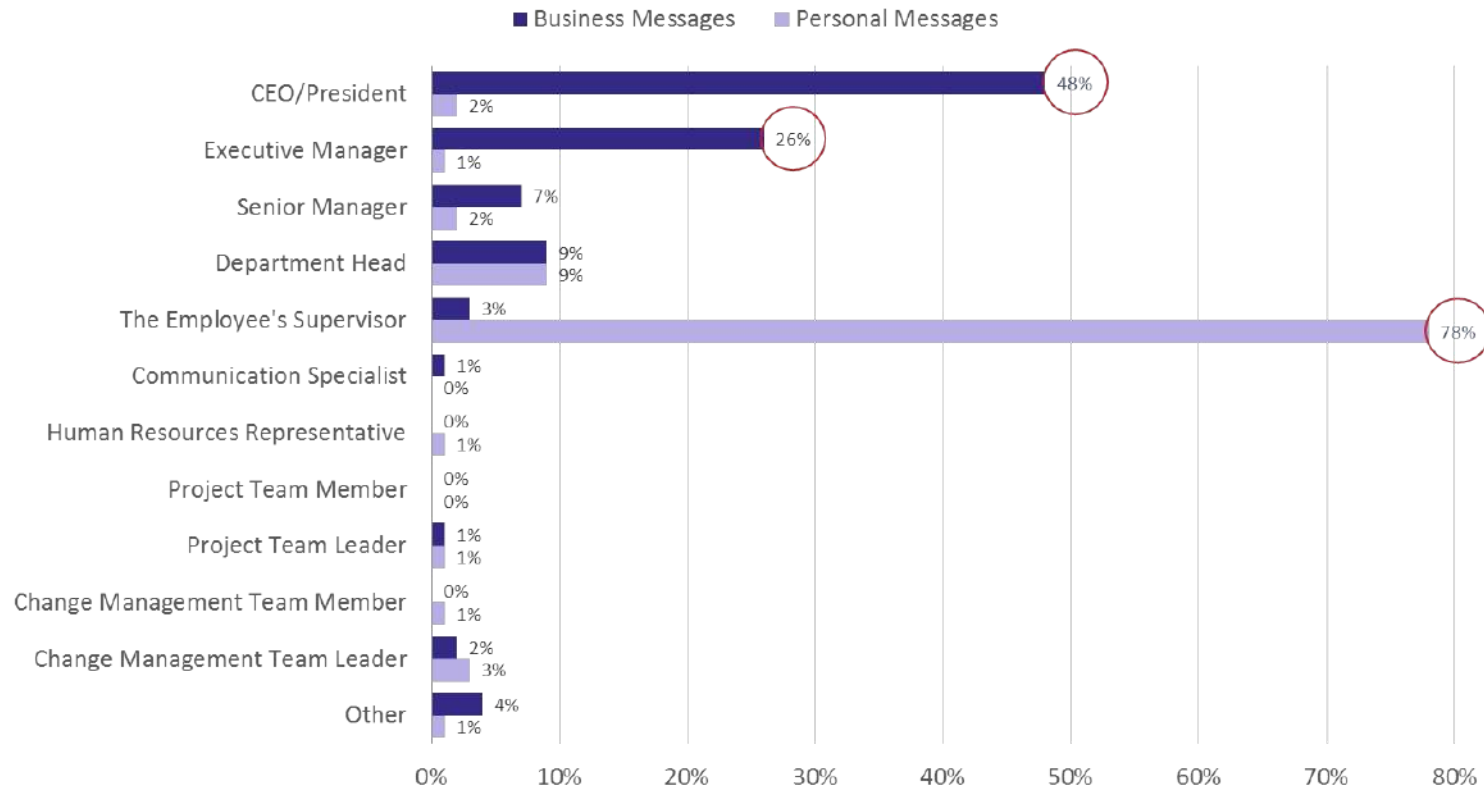
Lesson 3: Use change models to help you manage the people side of change



Lesson 4: Active and visible leadership makes or breaks your change efforts



Lesson 5: Communication is vital by the person people view in charge



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Lesson 6:

For every action, there is
an equal and opposite
reaction.

Issac Newton

... So consider the flow-on effects



Lesson 7: People need
certainty, relatedness and
fairness through crisis.

Final tips



Getting very clear on what the change is about for your people.



Use the right front-facing people



Build trust and confidence



Focus on the multiple layers of change



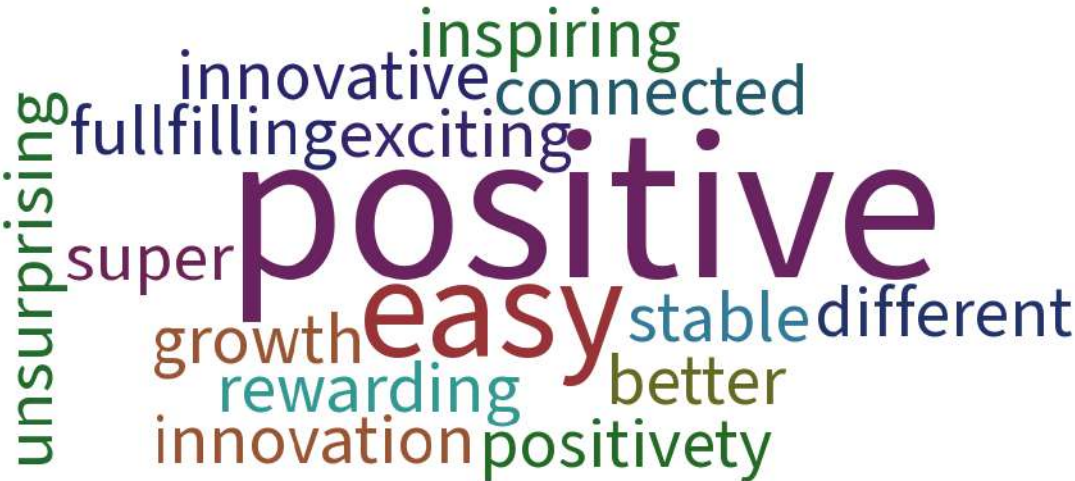
Communicate. Communicate. Communicate (Honestly!)



Embrace, adoption and usage is a choice for people

HOW DO WE GET PEOPLE TO CHOOSE?

What's one word to describe how you hope 2021 will be?



Thank you

LOUISE GEOGHEGAN

Co-Founder

+61 425 273 607

louise@fold7.com.au

MAX KNOBEL

Co-Founder

+61 402 327 087

max@fold7.com.au

14 Leys Avenue Lilyfield NSW
Australia 2040

+612 9569 6798

info@fold7.com.au



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