

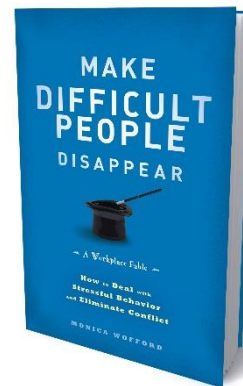
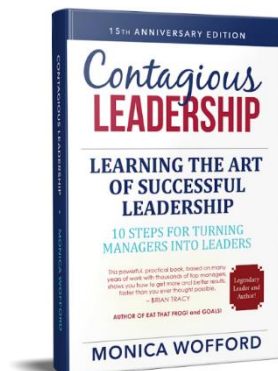
Welcome!

Your webinar will begin shortly.

Contagious____
COMPANIES™

Stop Rearranging the Chairs: Leading in Times of Change and Crisis

with your host...



Monica Wofford, CSP
Executive Coach | Author |
Trainer | Keynote Speaker
CEO, Contagious Companies, Inc.
www.ContagiousCompanies.com

*Contagious*_____
COMPANIES™



Monica Wofford, CSP

Executive Coach | Author |
Trainer | Keynote Speaker
CEO, Contagious Companies, Inc.
www.ContagiousCompanies.com

*Contagious*_____
COMPANIES™

Contagious COMPANIES™

HOME LEADERSHIP TRAINING LEADERSHIP COACHING LEADERSHIP CONSULTING BLOG/PODCAST ABOUT SPEAKING

DO YOU HAVE LEADERS WHO
BEEN PROMOTED, BUT NOT
PREPARED?

WE CAN HELP.

AS SEEN ON: MSNBC CNN monster

CONTAGIOUS COMPANIES DEVELOPS LEADERS.

Through training, coaching, and consulting we transform buddies into bosses and managers into leaders.



Monica Wofford, CSP
Executive Coach | Author |
Trainer | Keynote Speaker
CEO, Contagious Companies, Inc.
www.ContagiousCompanies.com

Contagious COMPANIES™

HOME LEADERSHIP TRAINING LEADERSHIP COACHING LEADERSHIP CONSULTING BLOG/PODCAST ABOUT SPEAKING

ONLINE LEARNING / INTERACTIVE WEBINARS AT A GLANCE

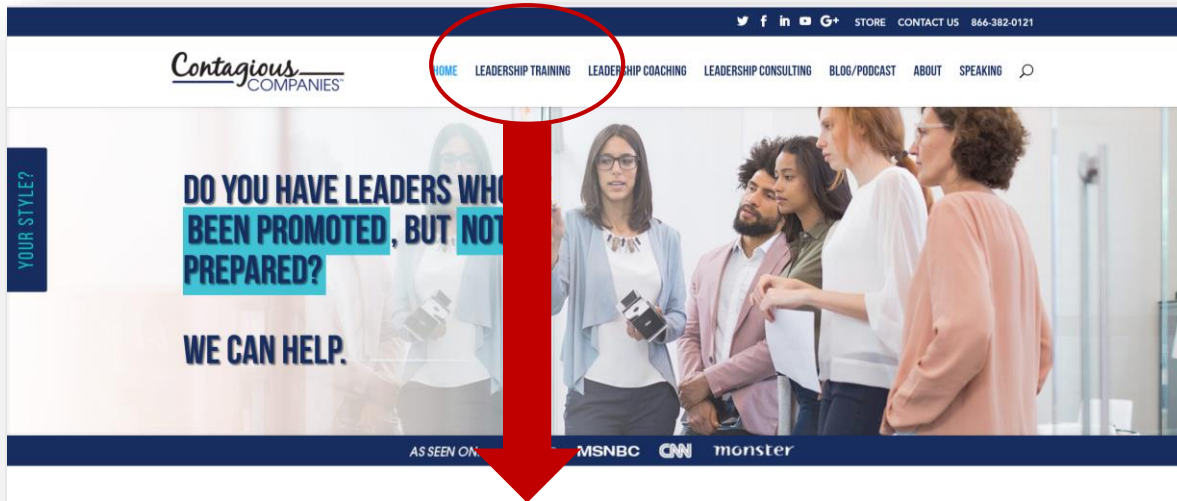
Home • Store • Webinars

View current webinar schedule
Please note, all our webinars are scheduled live sessions, not on-demand.

Each of the Contagious Companies 60 minute webinars is worth 1.0 HR Certification Institute credit.
Each of the Contagious Companies 90 minute webinars is worth 1.5 HR Certification Institute credits.

LEADERSHIP TRAINING	EMPLOYEE ENGAGEMENT	NEW BOSS TRAINING	CHANGE MANAGEMENT
LEADERSHIP TRAINING	EMPLOYEE ENGAGEMENT	NEW BOSS TRAINING	CHANGE MANAGEMENT
COMMUNICATION	CONFIDENCE	EMOTIONAL INTELLIGENCE	DEALING WITH DIFFICULT PEOPLE
COMMUNICATION	CONFIDENCE	EMOTIONAL INTELLIGENCE	DEALING WITH DIFFICULT PEOPLE

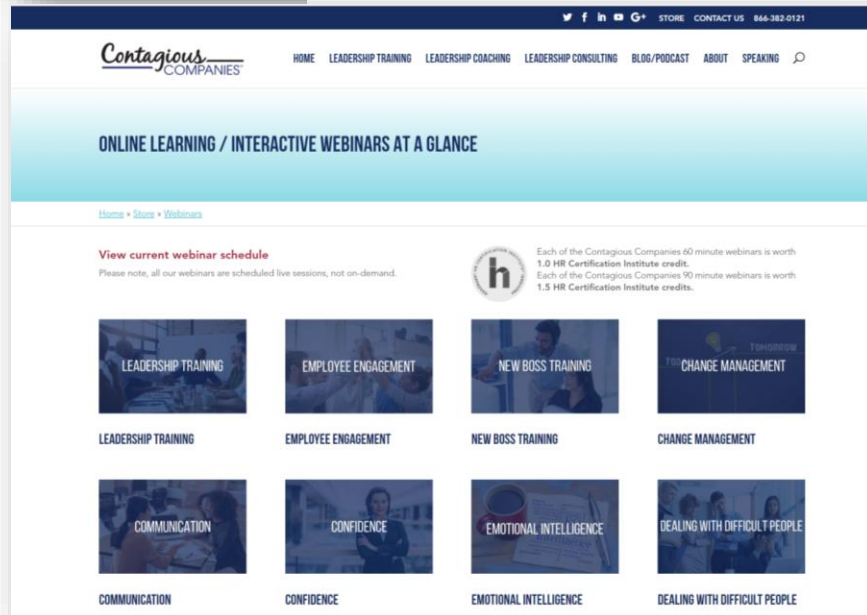
Contagious
COMPANIES™



CONTAGIOUS COMPANIES DEVELOPS LEADERS.

Through training, coaching, and consulting we transform buddies into bosses and managers into leaders.

Scroll down and click Check out our Entire Library



Monica Wofford, CSP

Executive Coach | Author |
Trainer | Keynote Speaker
CEO, Contagious Companies, Inc.
www.ContagiousCompanies.com

Contagious
COMPANIES™



Monica Wofford, CSP

Executive Coach | Author |
Trainer | Keynote Speaker
CEO, Contagious Companies, Inc.
www.ContagiousCompanies.com

Contagious —
COMPANIES™

Stop Rearranging the Chairs™: Leading Through Times of Crisis and Change



Interactive Online Learning Session

Imagine for a moment...

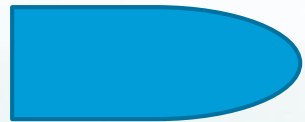


www.CONTAGIOUSCOMPANIES.com

Today's Objectives:



Avoid panic and excessive stress in times of duress



Keep a cool head and still direct those looking to be led on the team



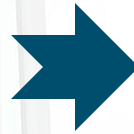
Make tough decisions in times of change



Motivate and engage those you lead, even more than you did when things were normal!

What's Changed or Changing?

In your organization...



What Changed?

- Merger
- Buy out
- New Manager
- Retirement
- New policy
- New system

What do they do?

- Push back
- Argue
- Denial
- Bargaining
- Anger
- Resentment
- Acceptance

What do you do?

- Wish for easier times?
- Make a plan?
- Get exhausted easily?
- Get tired of their resistance?

Resources

Kindness

Authority

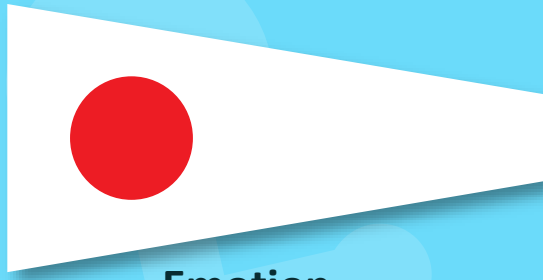
Humor

Logic



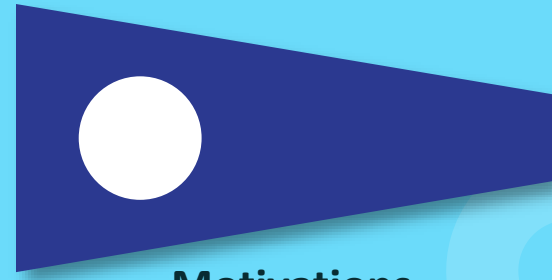
Find the Strengths

from the past culture or past situation



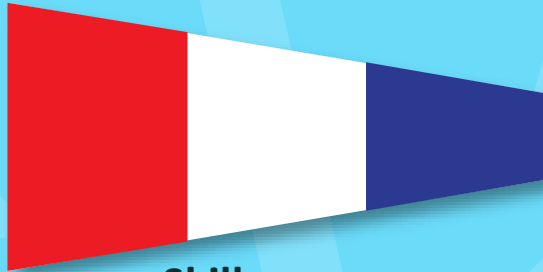
Emotion

Acting as if you can wipe the slate clean is futile. What do they believe in?



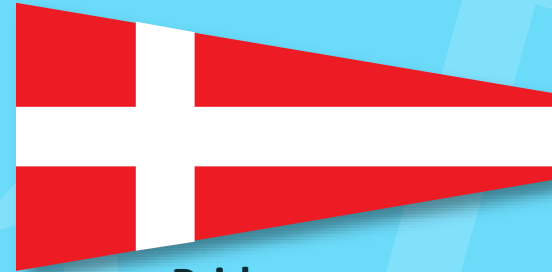
Motivations

What has lit a fire before?
What have they really gotten into?



Skills

What do they have special expertise in that will still be in use or be even more important now? What do they do exceptionally well?



Pride

What do they fear will change in which they have tremendous pride? Quality? Quantity? Status?

What has driven their devotion to all things past?



We did it!

What has happened before that you've been through and have gained strength or lessons from?

Survivors!

If a person left, who is still there and still has strong skills and value that will help you move forward?

Confidence!

Even if your company or job goes away, what confidence do you have that you can lean on and trust in?

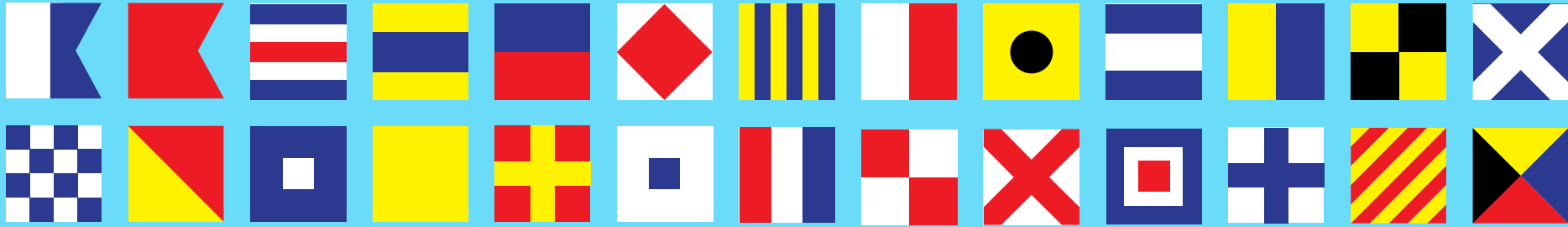
They still work!

What are the systems, software, processes, vendors, or programs that might now get more focus and use?

Focusing only on the changes...

Will keep everyone's attention focused on fear, the past, and what they're losing.

When leading in times of change...




What do we all believe in?

What are our strengths?

What are the opportunities?

Stop rearranging chairs and moving cheese...

and work on understanding what the team needs and believes!

The image features a teal background with vertical stripes in a darker shade of teal. A thick, light-colored rope forms a rectangular border around the central text. The text is in a dark teal, sans-serif font. In the background, there are faint, light blue circular patterns and a large, faint anchor shape.

When the fear of changing
is less than the fear of what
will change, change will
occur...



1. Examine the past

2. Identify the strengths

3. Over Communicate

4. Relate One on One

5. Consistently Implement

6. Monitor and Check

7. Consider new change

Leading change means you lead them to it and through it by taking action.

Greater good

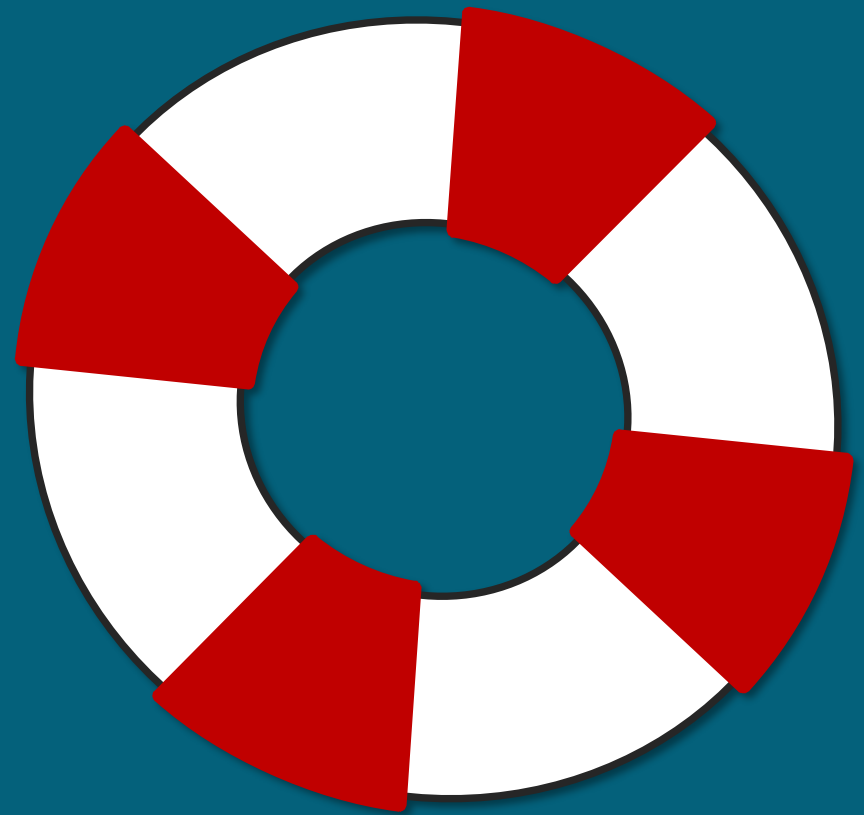
Is there a much bigger picture here that because of your position or knowledge, you now see, that it will take time for others to identify?

What can you live with?

Some will be happy, some will not. Is there a percentage of people that you can live with being slightly displeased? What is that?

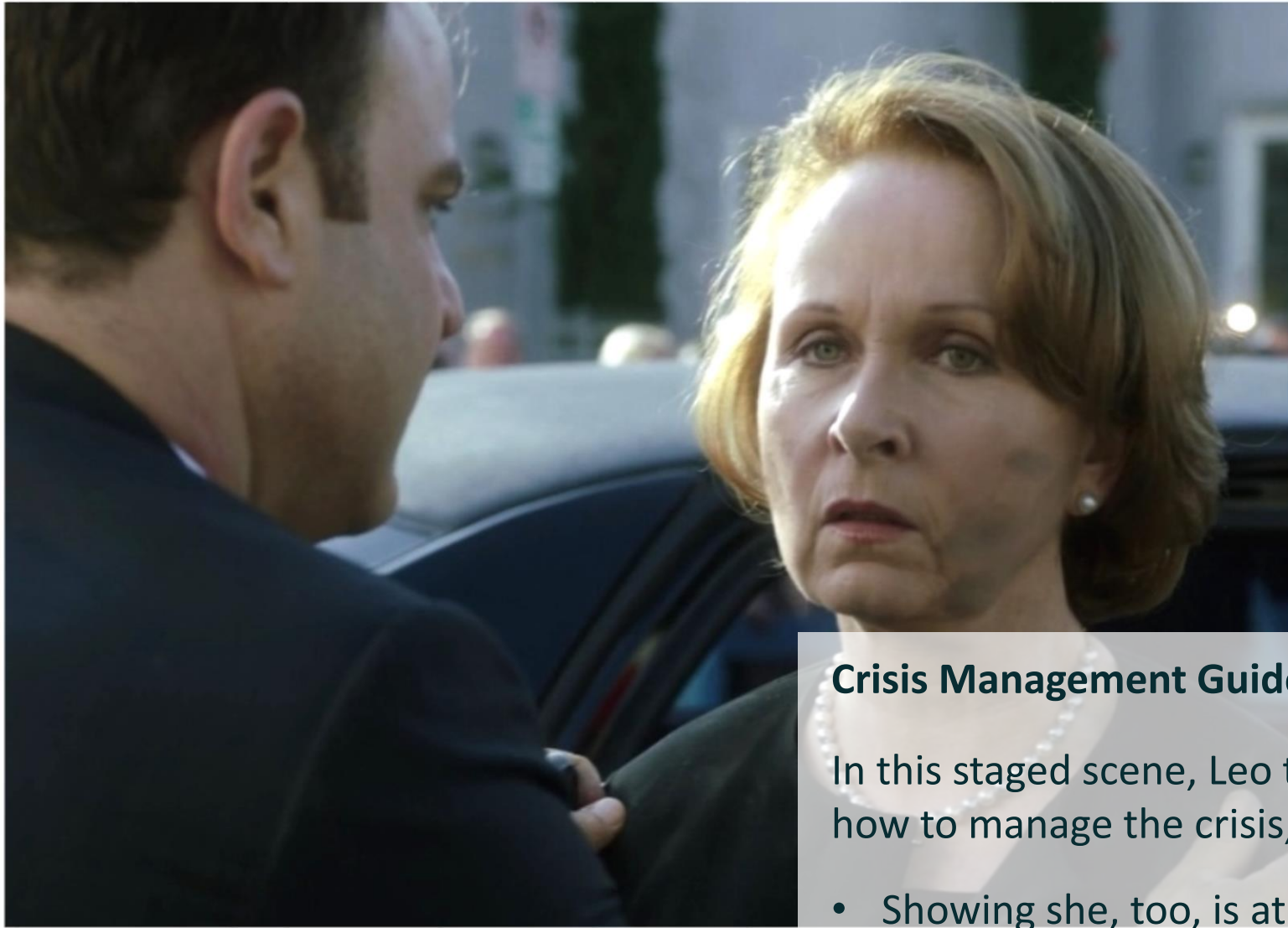
Keep it small

Things we put off because we fear them or don't want to do them, tend to get bigger. Should you just go for it while its still small?



Even on the tough decisions...

These considerations will save you hours of struggle and frustration.



Crisis Management Guidelines

In this staged scene, Leo tells Sally how to manage the crisis, by:

- Showing she, too, is at risk
- Breaking down social barriers
- Counteracting others emotions

Involve Every Level

or leave someone out and...



FREAK OUT

A state in which nothing gets done



Senior Leadership

These team members are likely driving the decisions and the change invoking actions or change management process.



Mid Management

These team members are likely having to deliver the news of the change and are fielding most of the feedback.



Front Line

These team members are likely having to implement the change and put into place what others have decided for them.

Port



- Who's left that you've not involved?
- Who might feel left out?
- Who might now feel undervalued and out in left field?

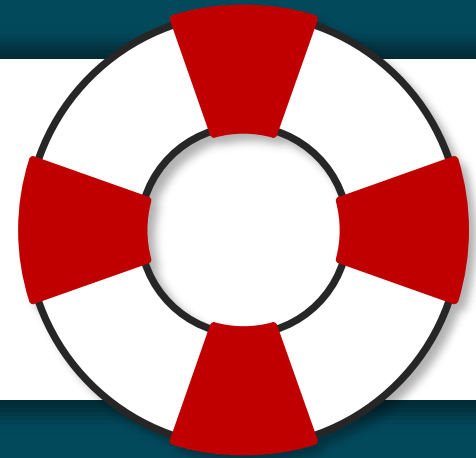
Starboard



- Is what you plan to do, right?
- Would you rather be right or successful?
- Is there more than one "right" way to go about this?

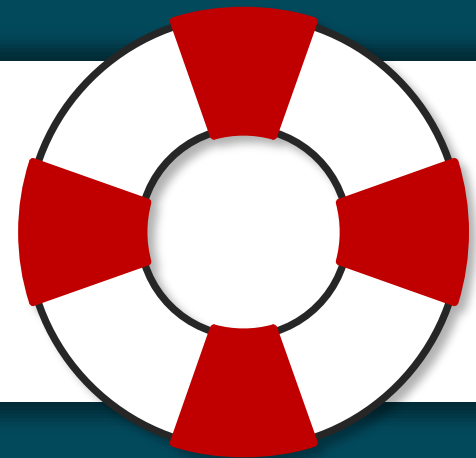
Suggestion: Create a Task Force

This is a way to structure involvement from every level, break down territorial or turf battles and motivate different groups to find common ground.



Suggestion: Collect Feedback First

This is a way to learn of the objections and strength behind them ahead of time and before you are committed to the change or invested in the change.



**Some parts of the
change will be
procedural...
All parts of the
change can be
emotional..**



Something to consider...

Identify Informal Leaders

...who don't have a title or authority

Then Engage The Informal Leaders...

by turning them into ambassadors for change!

How?

Those who are informal leaders are the ones that say “let me show you how it’s really done around here”. They are the ones who everyone looks to for how they will react.

They influence behavior, actions and reactions and if they are on board, you’ll get through the change in far less time than if you ignore their role.



The Truth is...

Informal leaders can begin to direct others...

**And if that direction isn't coming
from you, you may never get
anywhere!**

When leading in times of change, determine...

Who are our cheerleaders?

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Who are our historians?

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Who are our ambassadors?

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____



Then determine how you will play all three roles...

because when the clouds clear...

You're still their leader!

Which means throughout this process you will want to set clear expectations, boundaries, and guidelines for behavior that convey how you truly wish to lead.



The only constant is...

Ever present and consistent change!

Things are moving faster these days, but you now have the knowledge that enables you to develop stronger skills in how you lead in times of change and crisis...



Inventory What's Changed



Identify What They're Doing



Examine What You're Doing

Stop Rearranging the Chairs™: Leading Through Times of Crisis and Change

Interactive Online Learning Session



Let's keep the **LEARNING** going...

at: www.MondayMoment.com



Let's stay **IN TOUCH...**

Join Monica Wofford on:



Let's **CONNECT...**

Call Monica at 1-866-382-0121

Email Monica@ContagiousCompanies.com

For more **INFORMATION...**

Go to www.ContagiousCompanies.com



Thank You!