

Mid-Atlantic CIO Forum January 20, 2022

Building Resiliency and Managing Change Fatigue



E d u c a t i o n | H e a l t h c a r e | G o v e r n m e n t | N o n p r o f i t

avaap
innovation | solutions | outcome



100+
Corporate Awards



300+
Consultants &
Business Professionals



200+
Customers



12+ avg.
Years of Experience



15+
Years in Business



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Agenda

Introductions and Logistics

Resilience

Change Fatigue

2022 - Looking Ahead





Using Mentimeter

How to participate on your phone, tablet, or computer:

Go to www.menti.com and use the code **2600 7683**

OR

Use this link:

<https://www.menti.com/ujfgc6utxu>

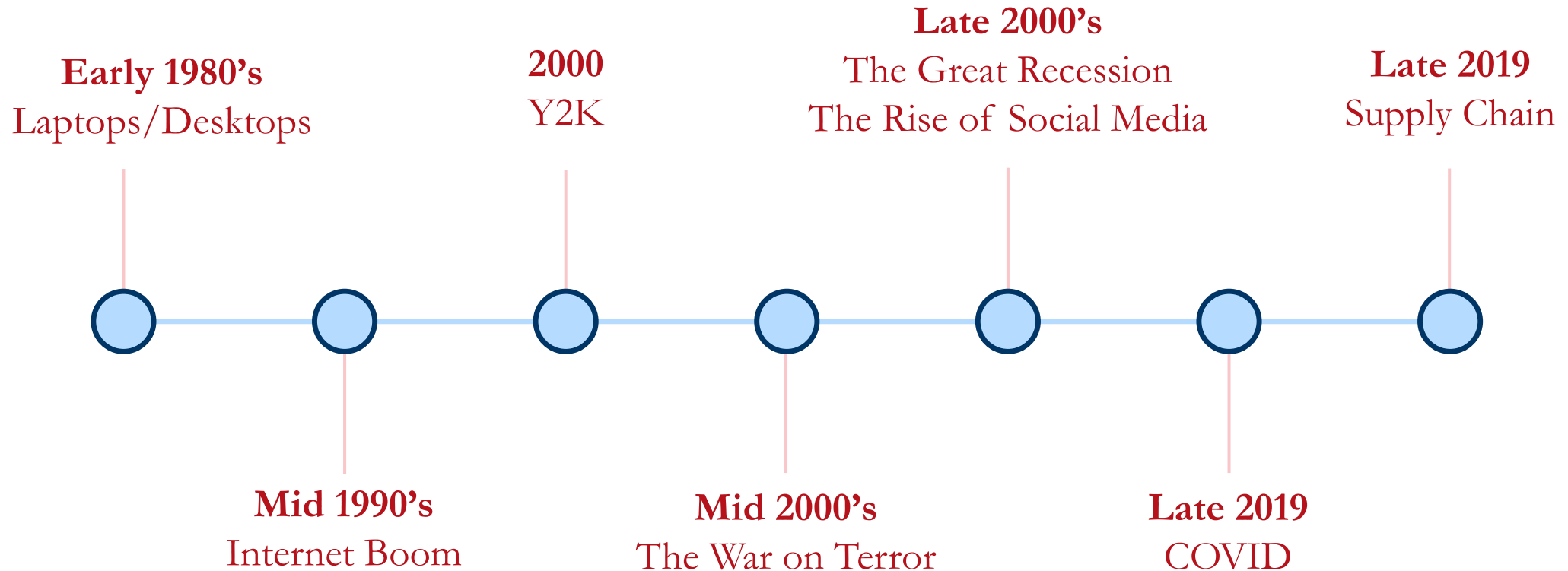
Resilience

1: the capability of a strained body to recover its size and shape after deformation *caused especially by compressive stress*

2: an ability to recover from or adjust easily to misfortune or *change*



A small timeline of big change catalysts



Go to www.menti.com and use the code 2600 7683


What attributes are foundational to organizational resilience?

Mentimeter





Attributes of Resilient Organizations

- ✓ Prepared
 - ✓ Adaptable/Change Agile
 - ✓ Communicative & Collaborative
 - ✓ Trust
 - ✓ Responsible
- 



73%

reported their organization being near, at, or past the point of change saturation.

Prosci, 2021

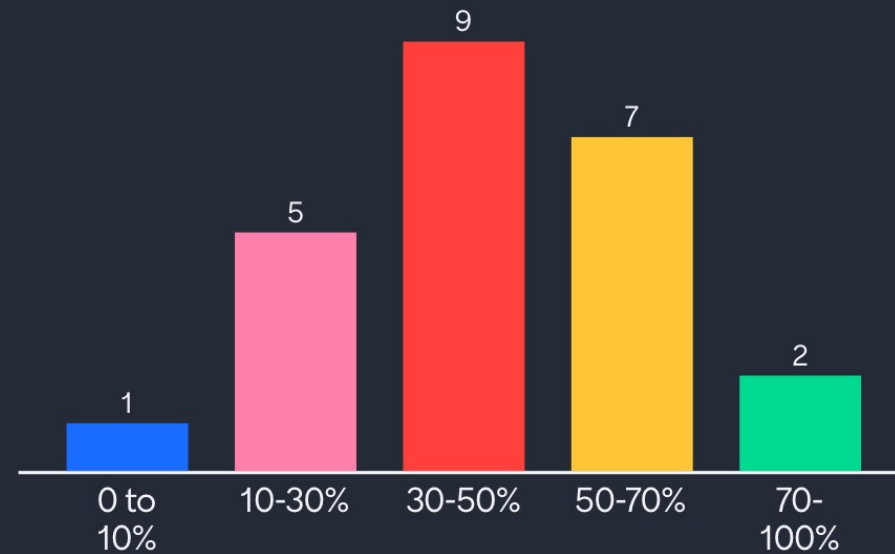
Signs of **CHANGE FATIGUE**

- ✓ Loss of productivity
- ✓ Turnover – ‘Great Resignation’
- ✓ Absenteeism
- ✓ Negativity
- ✓ Stress and illness
- ✓ Lower employee engagement
- ✓ Apathy
- ✓ Information Overload
- ✓ NOISE!
- ✓ Fatigue – ENOUGH ALREADY!

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What percentage of your organization is experiencing a degree of change fatigue?

Mentimeter



24



Building Resilience in 2022 and beyond

- ✓ Apply change management techniques
- ✓ Communicate
- ✓ Prioritize change
- ✓ Have empathy for others
- ✓ Use technology
- ✓ Ask how others are doing
- ✓ Plan, then pivot
- ✓ Cultivate supportive environments



What will you do in 2022?

We are planning to rely more on the remote Consultants since we can't find local affordable IT talent

Understand those who do not have a choice to come into work (frontline) and empathize

Structure communication so people come to the conclusion "on their own" that you need them to embrace

Remove obstacles to help bring value

Work to make sure that hybrid doesn't disenfranchise those working from home

Get comfortable with uncertainty and not having all the answers.

Implement stay conversations

What will you do in 2022?

Inevitable and continuous

Help others adapt!

find a way to celebrate "wins" remotely

Quick check ins with all staff- how are you doing and is there anything I can do to help?

Regular town halls

Change is the only constant. Work to help the org embrace change

Listen

finish one thing before starting another

Look for efficiencies in remote model



What will you do in 2022?

Ask others how I can support them best

remain flexible.

Roll with the punches

Prepare to pivot

Transparency

find ways to promote fun activities onsite and virtually

Know that change is inevitable and roll with it

Continue to have a great mindset and attitude each day and work out. Be thankful for what I have.

Create better perspective



Thank you!

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Let's Connect



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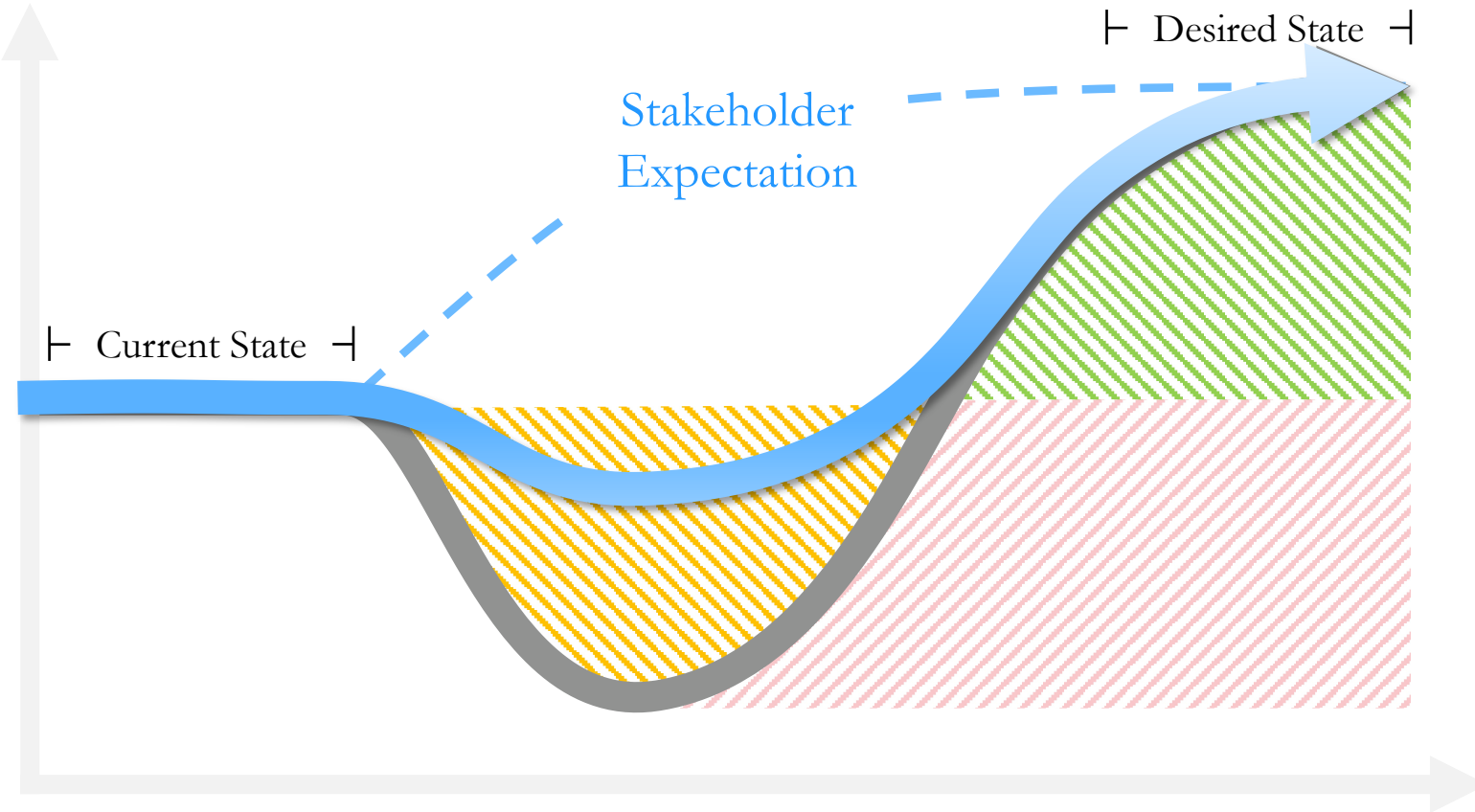
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Appendix



Projects are disruptive.

How disruptive is based on how deliberate you are in managing the people side of change.



Top 3 Reasons for the dip

1. Lack of awareness of *why* the change is even needed
2. Distrust of the individuals engaged to design solution/culture
3. Habit, comfort, status quo

*Organizational Change Management helps to **minimize** the dip and the disruption.*

Drive to Results

Installation and Adoption



Success means addressing both sides of change

Project Management

- ✓ Design
- ✓ Develop
- ✓ Deliver

✓ Installation



*Results.
Outcomes.
Success.*

Organizational Change Management

- ✓ Ready
- ✓ Willing
- ✓ Able

✓ Adoption

Our Approach to Managing Change

- ✓ Integrates with project management methodology
- ✓ Aligns leaders, at all levels
- ✓ Mitigates disruption & resistance
- ✓ Accelerates adoption
- ✓ Drives to project objectives

