



Leading for Successful Change

National Managers' Community, Ontario

Managers' Learning Day

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Canada School
of Public Service

École de la fonction
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Canada



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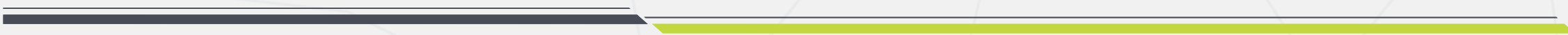
Housekeeping



Workshop Hours



Be present, involved
and have fun!



Workshop Objectives



At the end of the workshop, you will be able to:

- ◆ Differentiate between change and transition
- ◆ Explain what prevents change management interventions from being successful
- ◆ Develop an awareness of elements required to lead effectively during change



2021-2022: The Year of Changes



But, like all Canadians, the amount of **change** that public servants have had to manage has tested their resilience.

Changing our culture is not easy. We cannot underestimate the work ahead of us, but we are making progress. We can make **change** if we work together across the Public Service.

I am excited by the opportunity and obligation we have to chart a path forward that prepares the Public Service to deliver through whatever **changes** come next.

Change will require us to do things differently, which can make us uncomfortable.

By tackling the mindsets that are hesitant or resistant to this work and celebrating the individuals who are embracing and leading **change**, we can open public servants' minds to new perspectives that will inform how we develop advice, serve clients, and implement solutions.

Even so, this year has felt different. The pace of **change** started and stayed high.

The high level of **change** was also tiring and impacted employee well-being.

Just over a year since the launch of the Call to Action, public servants are increasingly stepping up to make **change** and their efforts are generating positive momentum.

As we emerge from this period of uncertainty and look toward the future, I know there is more **change** on the horizon.

Change Resistance

Group Activity Instructions:

In your table groups, discuss the top 3 reasons people resist change.

“People don’t resist change.
They resist *being* changed!”

—Peter Senge



Key Definitions

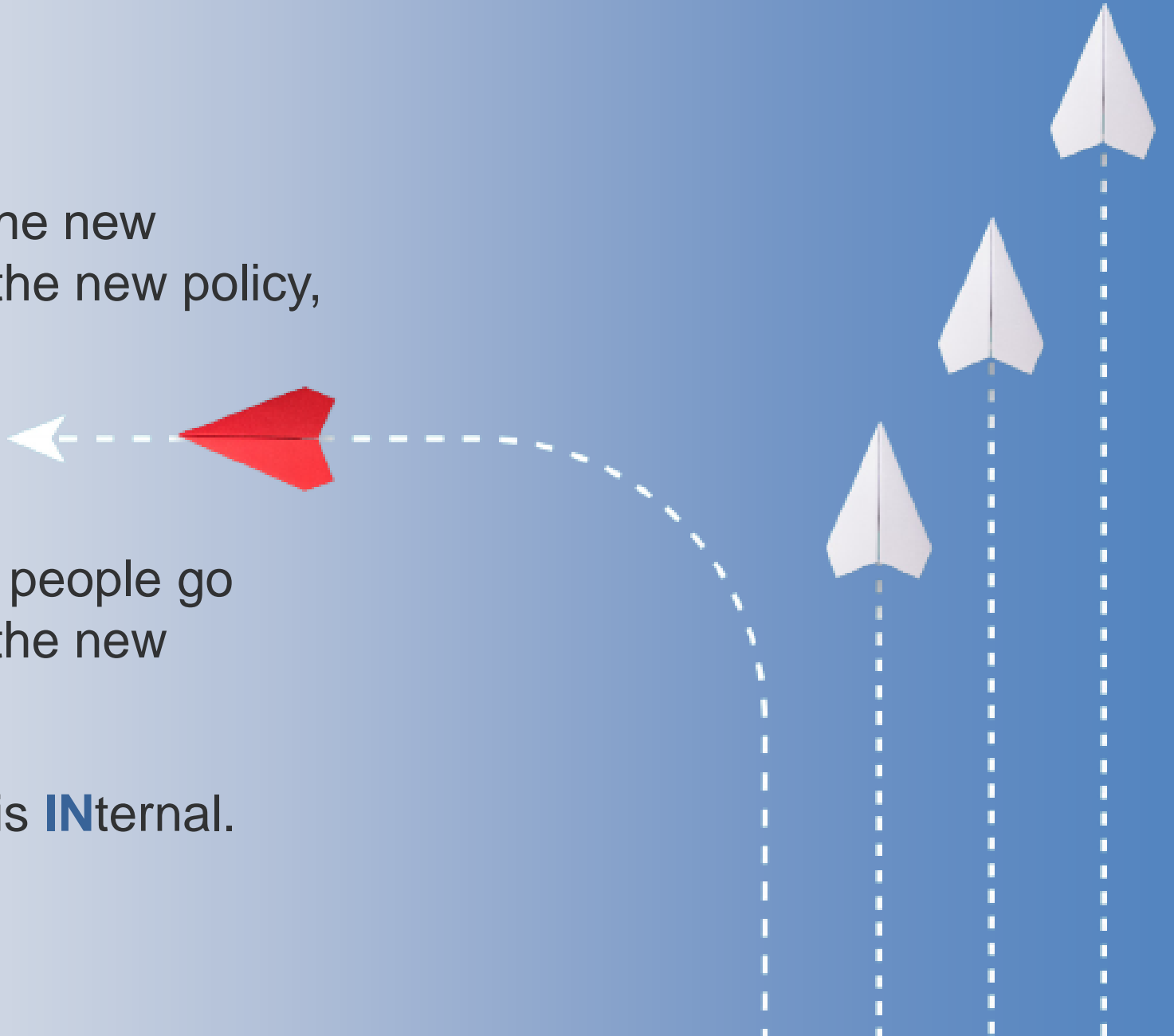
Change

... is situational: the new site, the new manager, the new team roles, the new policy, the new approach.

Transition

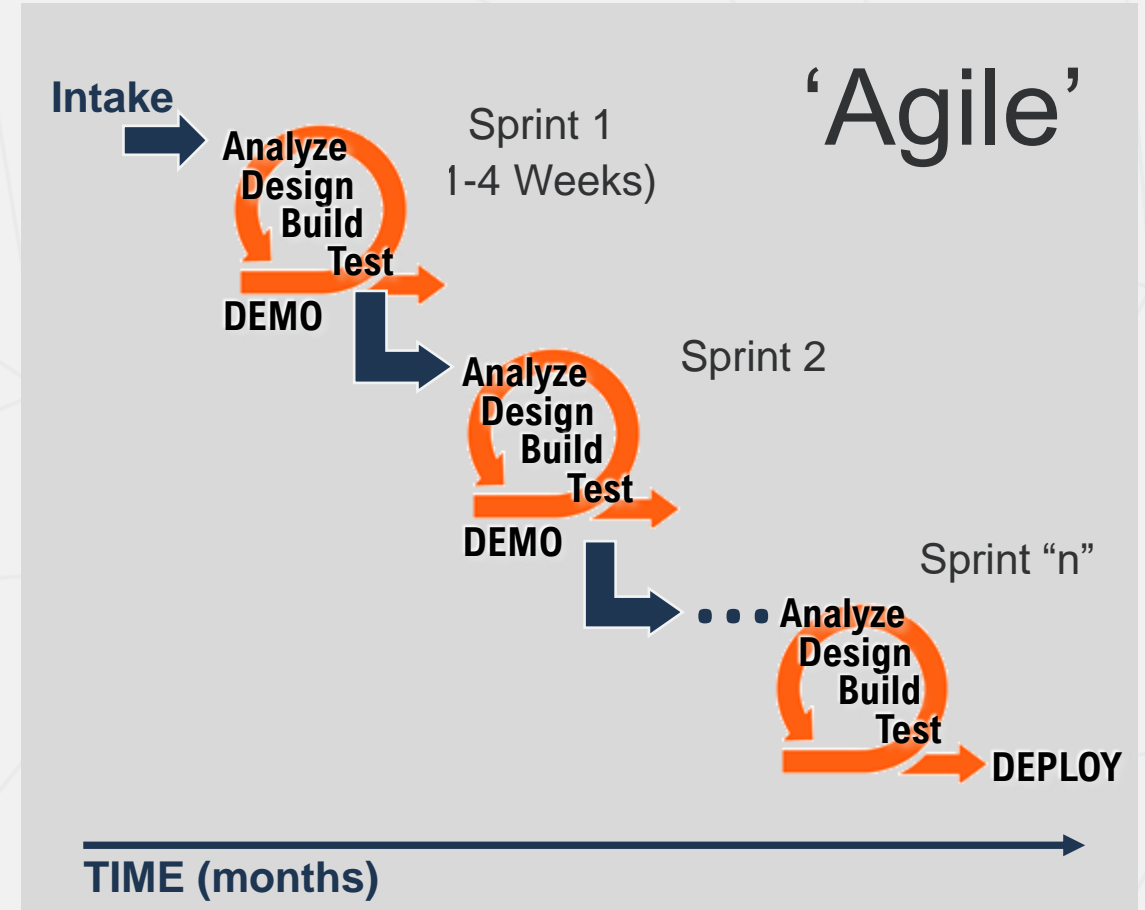
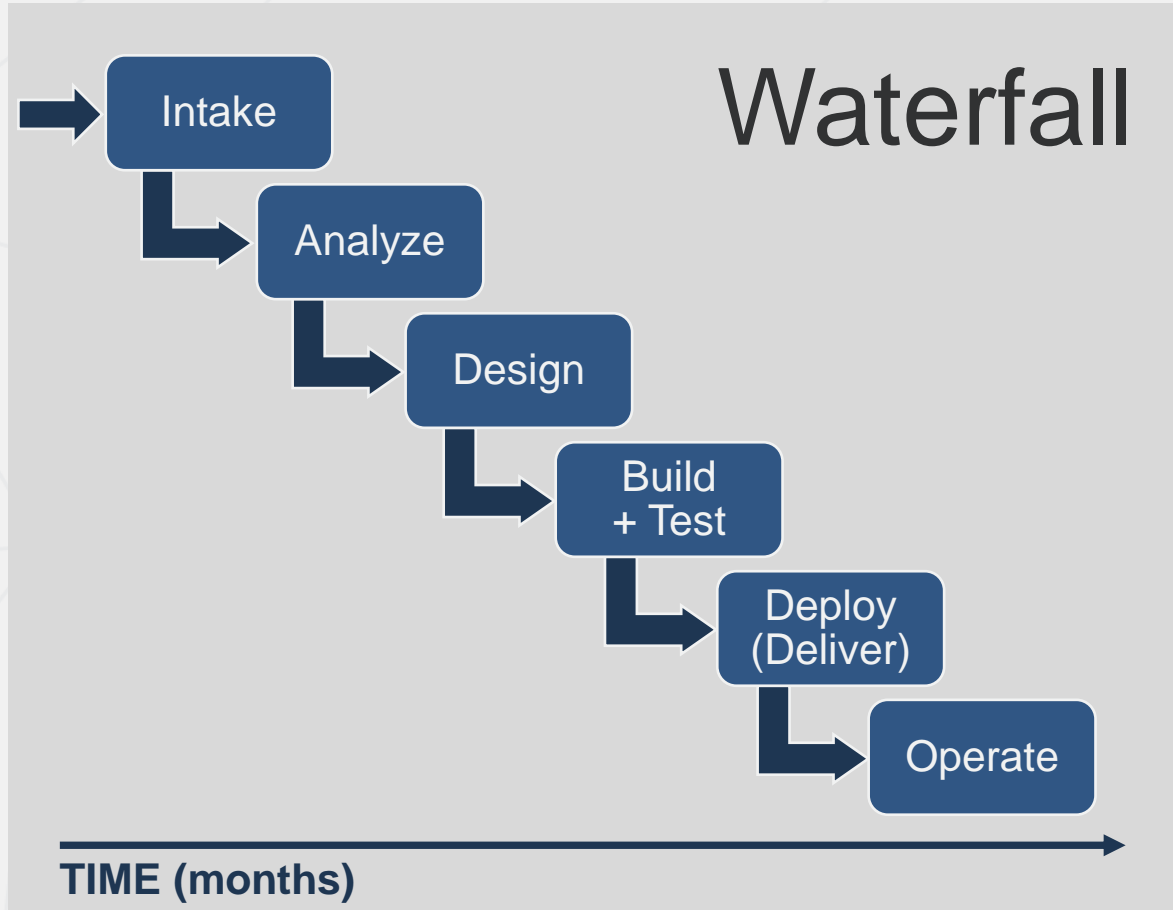
... is the psychological process people go through to come to terms with the new situation.

Change is **EX**ternal, transition is **IN**ternal.



Waterfall vs Agile – The “What”

(How are they different?)



Understanding Adaptation Speed of Transition



Fixed vs Growth Mindset



FIXED
MINDSET



GROWTH
MINDSET



What is Psychological Safety?





Time to Reflect

Solo Activity:

What element(s) of the Change Leadership Equation do I need to focus my efforts upon?

Workshop Objectives – Recap



At the end of the workshop, you will be better equipped to:

- ◆ Differentiate between change and transition
- ◆ Explain what prevents change management interventions from being successful
- ◆ Develop an awareness of elements required to lead effectively during change





THANK YOU!