BECOMING A CHANGE AGENT

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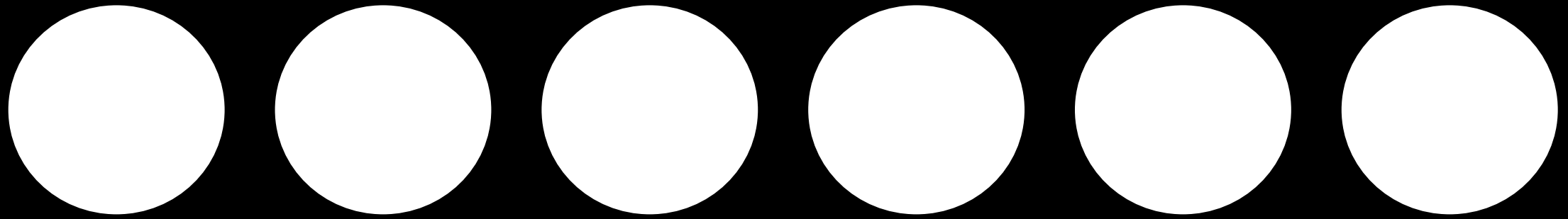
Organizational Change Management Specialist

Employee Engagement and Success

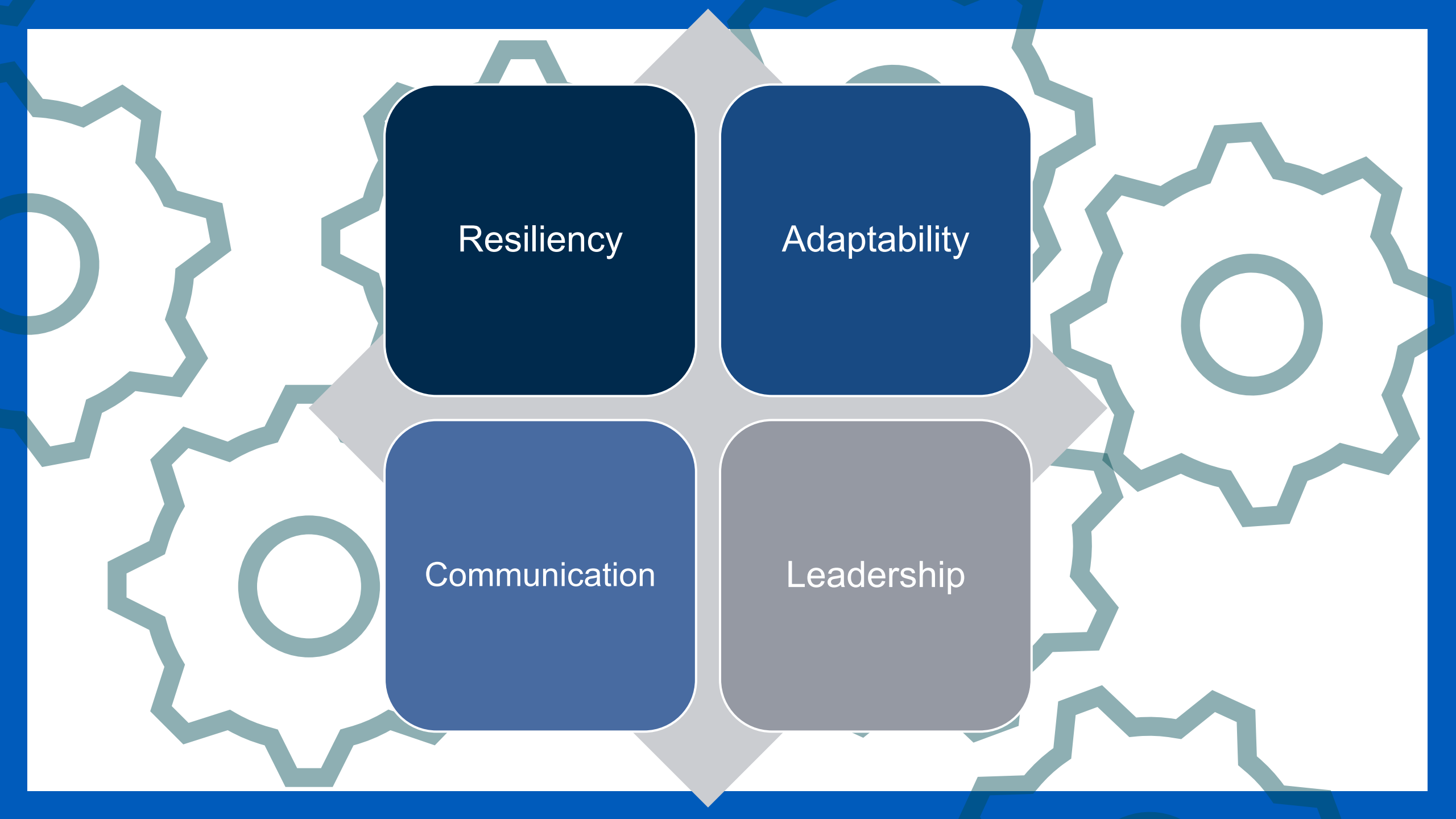


Quick Roadmap

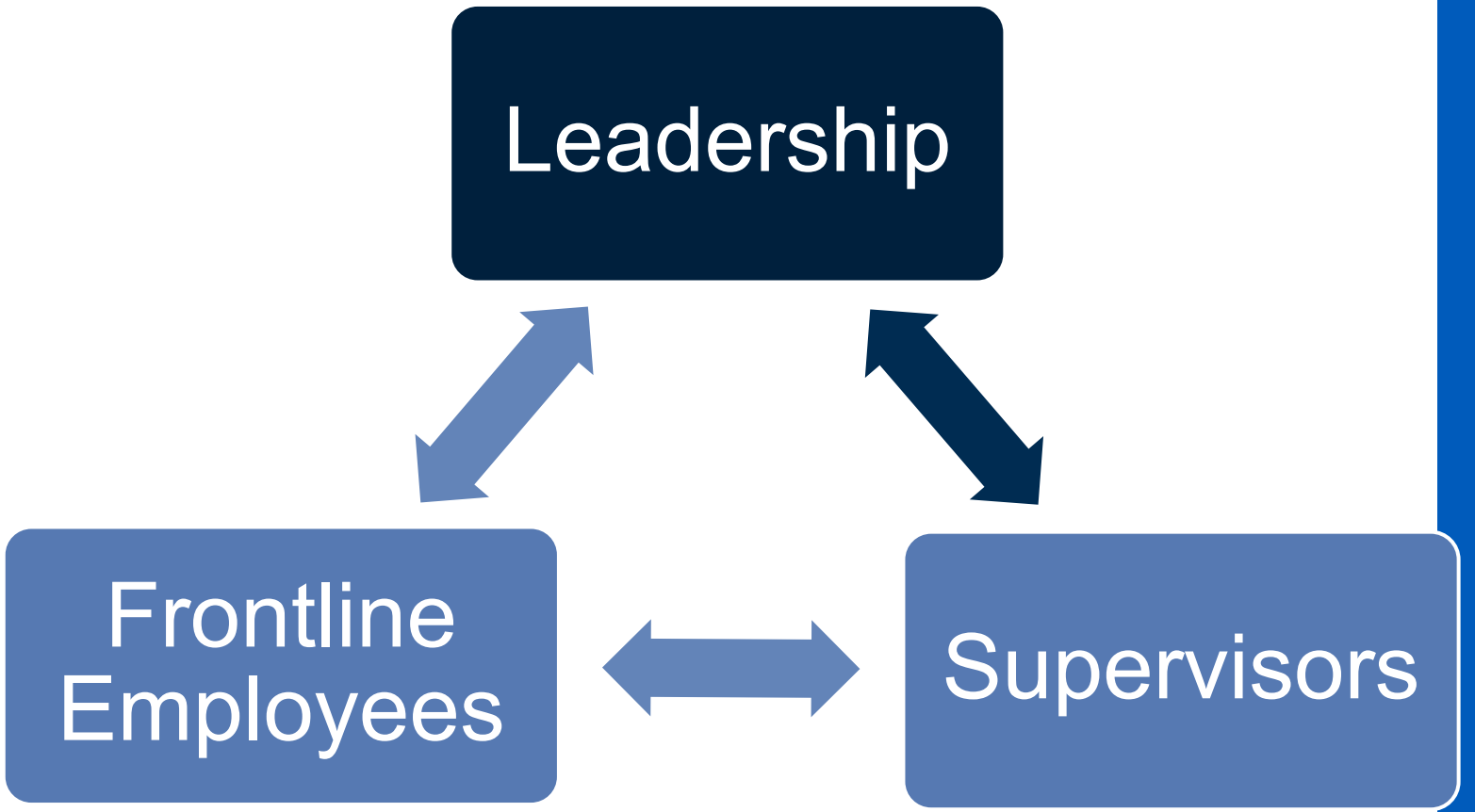
- Understanding Change Agents
- Becoming a Change Agent
- Managing Resistance
- Change Agent Mindsets

UNDERSTANDING CHANGE AGENTS

Someone who influences, drives and supports positive change in an organization


Resiliency
Adaptability
Communication
Leadership

Individuals Matter in Organizational Change



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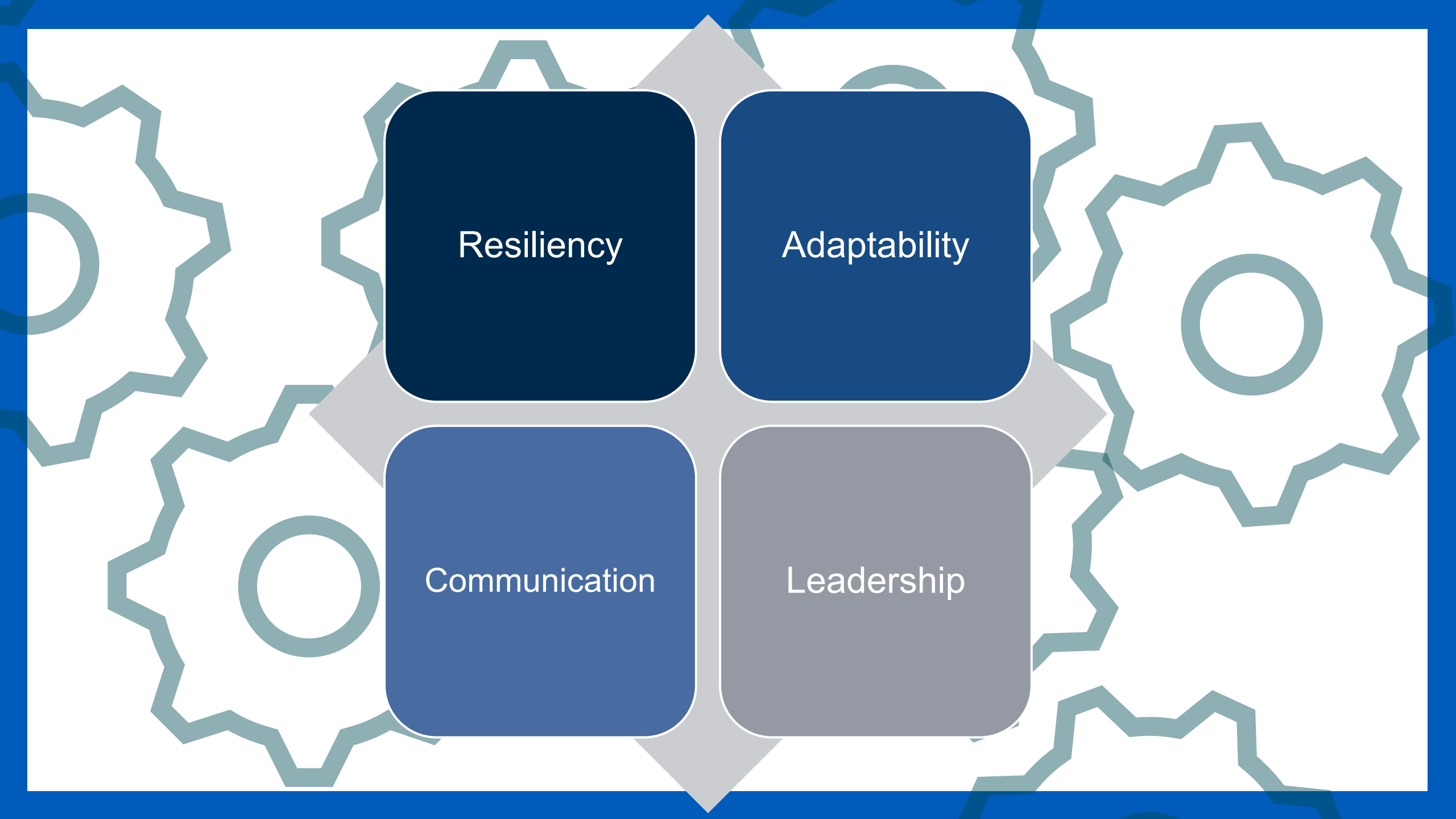
Resiliency
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Becoming a Change Agent:
Frontline Employees

Contributing to UB Success

- Embrace new technologies and processes to improve efficiency
- Offer feedback on improving student services or administrative workflows

Becoming a Change Agent:
Supervisors

Leading Departments and Teams

- Advocate for change within their teams, leading by example and fostering collaboration
- Address resistance to new policies or procedures

Becoming a Change Agent:
Leadership

Setting the Tone for Change

- Vision that supports innovation and responsiveness to trends
- Being visible

MANAGING RESISTANCE

Managing Resistance

- Why do people resist change?
  - Fear of Unknown
  - Comfort with status quo
  - Concerns over workload or job security

Techniques for Overcoming Resistance

Transparent Communication

- Why is the change necessary and what is the benefit?

Involvement

- Make people feel part of the change rather than recipients

Address Concerns

- Show how it will enhance rather than hinder

BUILDING THE CHANGE AGENT MINDSET

Mindsets

Fixed Mindset

- Failure is the limit of my abilities
- I am either good at this or I am not

Growth Mindset

- Failure is an opportunity to grow
- I can learn to do this

Resiliency

Flexibility and Adaptability

Bigger Picture

Summary

- Take Initiative
- Communicate and Influence
- Adaptability and Resilience

PRACTICAL STEPS

Identify one area where you can introduce a small improvement

How did I do?

Take the Session Survey on your smart device using the QR Code on your schedule