

# 2016 Annual Child Support Training Conference & Expo



## PIECING IT ALL TOGETHER

**May 3–5, 2016 » Garden Grove, California**

CHILD SUPPORT DIRECTORS ASSOCIATION OF CALIFORNIA

# 2016 Annual Child Support Training Conference & Expo

## Effectively Manage Challenge

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## Before Take-Off



Please turn off sound on electronic devices

# Goals

Learn strategies to:



- ✦ Encourage a positive outlook
- ✦ Navigate the change process
- ✦ Engage everyone
- ✦ Support two-way communications

# Poll



Who has had a recent change at work?

# Competencies for Change



- ✦ Constructive mindset
- ✦ Teamwork
- ✦ Conflict resolution
- ✦ Open and timely communication
- ✦ Strategic thinking

Macro Change: organizational, economic, societal

- ✦ What macro changes affect your team or County?



Micro Change: personal, interpersonal

- ✦ What micro changes is your team facing?



# Change Management is

Managing the people side of change to reach desired results with minimal fallout.



*It is not the strongest of the species that survives, or the most intelligent, but the one most responsive to change.*

~Charles Darwin



## Stress of Life Changes

- 2 Divorce
- 7 Marriage
- 10 Retirement
- 15 Business readjustments
- 22 Change in work responsibilities
- 25 Outstanding personal achievement
- 42 Christmas/ big holidays



# Do You Like to Ride Roller Coasters? Roller-Coasters?



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## Riding the Emotions of Change

Beginning of Change

**Deny:** That won't happen

**Resist:** I don't like it. I'm angry, afraid.

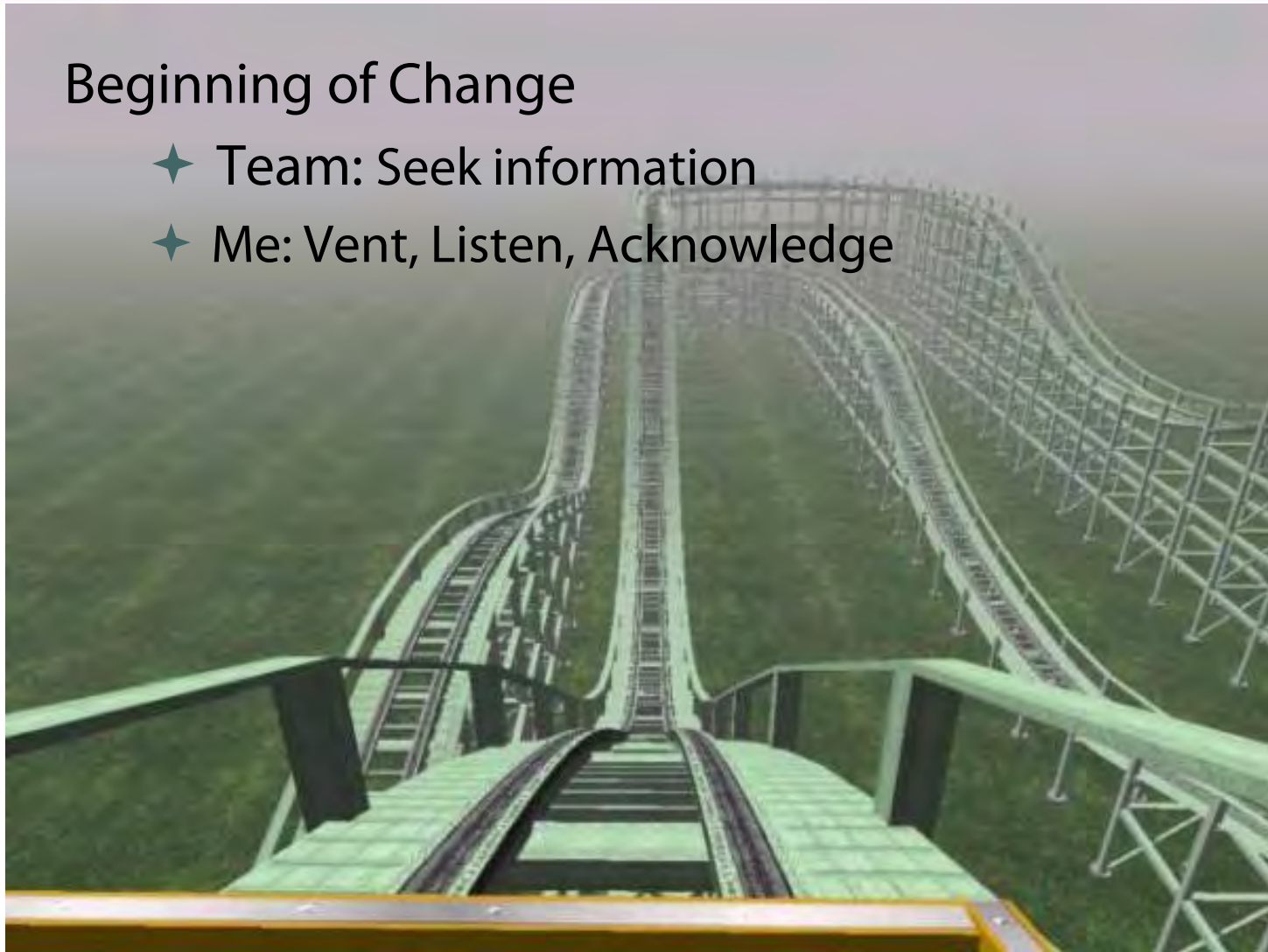
End of Change **Commit:** Let's do it! It's our work.

**Explore & Accept:** This might work, I'll try it.

## Tips for Change Readiness: What We Can Do

### Beginning of Change

- ◆ Team: Seek information
- ◆ Me: Vent, Listen, Acknowledge



# Tips for Change Readiness: What We Can Do

## End of Change

- ✦ Team: Rewards, Recognize progress
- ✦ Me: Brainstorm, Support, Cross-train



## Change Snapshot

Where are you?

Where is your team?

- ✦ Denial, Resistance
- ✦ Commitment, Exploration & Acceptance



## What Made You Move?

Think of a recent workplace change:

- ✦ What helped you move from denial to resist, explore/accept, commit?
  - What happened?
  - How did you convince yourself?

# Overcoming Denial

INFORMATION, INFORMATION, INFORMATION

*There is no next time. It's now or never.*

~Celestine Chua



## Information Plan Example

### Change: Computer Systems Training

<b>Info Needed</b>	<b>Who</b>	<b>When</b>	<b>How</b>	<b>Feedback Loop</b>
Subjects	All Users	1 Month	Class Hotline	Class evals
Dates		Before		#/Type calls
Place				

## Dissipating Resistance

*Debate is so much better than denial.*

~Julie Walters

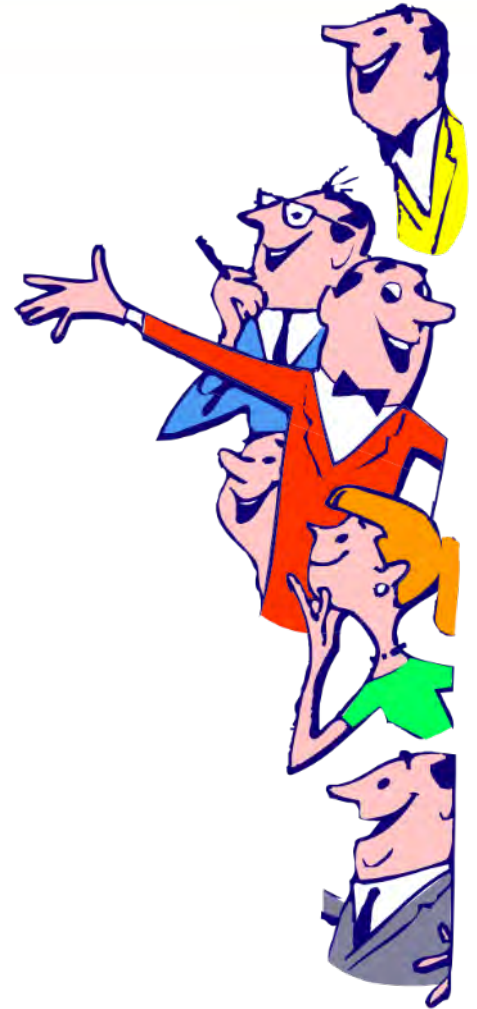
## Strategies

- ✦ Support venting
- ✦ Share your questions, concerns, ideas
- ✦ Ask for feedback loops
- ✦ Ask and answer questions and concerns as soon as possible

...REPEAT IF NECESSARY

## Discussion

Brainstorm specific actions  
to help acceptance and integration...



## Effect on Teams

Changes of leaders, members, procedures, and direction force teams to regroup before they can fully perform.

# Exploration

## Challenges

- ✦ Resistance
- ✦ Status quo
- ✦ Group think

## Remedies

- ✦ Team goals and timelines
- ✦ Team meetings
- ✦ Identify benefits



# Commitment

## Challenges

- ✦ Maintain trust
- ✦ High output
- ✦ Creativity, Synergy

## Remedies

- ✦ Team decisions
- ✦ Celebrate gains



## Recognize Commitment

When people commit, there is greater energy, goal focus, and productivity.

Discuss: How and *how often* do you like to be recognized?





## Make Heroes of Our Team

- ◆ Publicize the team's work
- ◆ Post pictures on the web
- ◆ Tell stories in newsletters



# Life is Change



*Life is change.  
Growth is optional.  
Choose wisely.*

~Karen Kaiser Clark

## Big Impact

If you took just the one top idea from this session and applied it, what would the impact be?



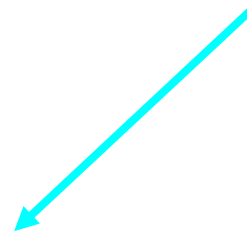
## About The Consulting Team

- ✦ Our government clients include over 100 cities, counties, and municipalities - over 50 city councils, commissions, boards, Police, Sheriff, and Fire Departments
- ✦ We have helped organizations solve difficult organizational changes, challenges, and people problems for over 20 years
- ✦ We have written seven business books
- ✦ 98% of our business is repeat and/or referral

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— FACILITATING POSITIVE CHANGE —

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**Thank You!**

*Please be sure to complete the session evaluation.*

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