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<td>Factors that shape change</td>
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<td>Attributes of Enduring Companies</td>
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<td>Sample Strategies: Business, People and Culture, Systems and Policies, Technology</td>
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The fear will likely take time to go, which will color our view on using public places and transport links, of transiting through congested environments, and congregating in large numbers. This fear will also manifest itself in low levels of trust, resulting in difficulties getting credit, and low job security.

Long distance supply chains have had their weaknesses exposed and organizations will look more locally for supply and customer relationships.

The level of attrition in business failures will completely change the labour market making competition for a job much more intense, and the distributed organization will be looking for a subtly different skillset. Job security will be lower, as will the level of trust.

With the flow of money much reduced, organizations will be weakened, fearful of exposure to risk, and constantly looking for ways to adapt and gain an advantage.

There will be a completely new approach to how and where people work, and what the purpose of corporate real estate is.

Our appetite for traveling will take a hit – through fear of exposure and also lack of personal funds. Furthermore, the evisceration of the airline industry will drive up the cost per mile of traveling substantially.

While there could be an aversion to traveling, there will be a strong desire to re-connect with friends and associates both socially and in the context of day-to-day working activity.
Attributes of the best and most enduring companies

- Resilience in difficult times
- Speed of response
- Innovation
- Rethinking the future
- Investment in their teams & talent
KOTTER'S 8 STEP CHANGE MODEL

1. CREATE
   Sense of urgency

2. BUILD
   Guiding coalition

3. FORM
   Strategic vision & initiatives

4. ENLIST
   Volunteer army

5. ENABLE
   Action by removing barriers

6. GENERATE
   Short term wins

7. SUSTAIN
   Acceleration

8. INSTITUTE
   Change

STAKEHOLDER ENGAGEMENT

CHANGE MANAGEMENT
**Prosci® 3-Phase Process**

The most commonly used process to implement change management in an organization has been created by Prosci® and is called Prosci 3-Phase Process:

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<th>Phase</th>
<th>Objective</th>
<th>Main activities</th>
<th>Output</th>
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| 1. Preparing for change| Assess how much change is needed for the specific project                  | 1. Define your change management strategy  
2. Prepare your change management team  
3. Develop your sponsorship model | 1. Change characteristics profile  
2. Organizational attributes profile  
3. Change management strategy  
4. Change management team structure  
5. Sponsor assessment, structure and roles |
| 2. Managing change     | Create the plans that will be integrated into the project activities and implement it | 1. Develop change management plans  
2. Take actions and implement plans | 1. Communication plan  
2. Sponsor roadmap  
3. Training plan  
4. Coaching plan  
5. Resistance management plan |
| 3. Reinforcing change  | Create specific action plans for ensuring that the change is sustained     | 1. Collect and analyze feedback  
2. Diagnose gaps and manage resistance  
3. Implement corrective actions and celebrate successes | 1. Reinforcement mechanisms  
2. Compliance audit reports  
3. Corrective action plans  
4. Recognition approaches  
5. Success celebrations  
6. After action review |

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1. A leader in change management research providing industry standard processes and tools (the ADKAR Model) and organizational change management methods for managing the people side of change in organizations and government agencies.
BUSINESS STRATEGY
Who? All Business leaders and Finance

- Review current business and understand how it can create opportunities
- Rethink assumptions on regarding business practices
- Create new product and services
PEOPLE AND CULTURE
By: HR and Management

Transform the talent models
Skills-based hiring
Shifting of Mind-set

Prioritize Mental Health and Wellness
Value-Based Leadership
Communication is Key - 4Cs – COMPLETE, CLEAR, CONCISE, CONCERN FROM LEADERS

Employee well-being is a priority – Review of Health Benefits like HMO and Group Life Insurance
Skills Cross-training of employees
The evolution of the employee

Past

- Work 9-5
- Work in a corporate office
- Use company equipment
- Focused on inputs
- Climb the corporate ladder
- Pre-defined work
- Hoards information
- No voice
- Relies on email
- Focused on knowledge
- Corporate learning and teaching

Future

- Work anytime
- Work anywhere
- Use any device
- Focused on outputs
- Create your own ladder
- Customised work
- Shares information
- Can become a leader
- Relies on collaboration technologies
- Focused on adaptive learning
- Democratised learning and teaching

Source: Jacob Morgan, Author, The Future of Work
SYSTEMS AND POLICIES
- HR and Management

- Crisis Task Force
- Flexible working hours
- Pay per hour vs 40 hours/week
- Communication strategy
- Attendance and Leave policies
- Security and Safety policies
- Social distancing
TECHNOLOGY

- Investment on Laptops
- Connectivity of Employees
- Software and Applications for work efficiency
- Payroll Integration with time-keeping
- Document scanning and cloud keeping
- On-line payment to suppliers and vendors
- Collection system
PRODUCTIVITY APPS

GET ORGANISED
IMPROVE HABITS
INCREASE FOCUS
PRODUCTIVITY APPS

- Hootsuite
- Canva
- Toggl
- Trello
- Google Drive
- Evernote
- DocuSign
- Todoist
- GanttPRO
- Task
fabiacarino@gmail.com- email address

Speaker/ Coach and Trainer
Human Resources thought leader
Mental Health advocate
Soft-skills programs and people dev expert
Environment and Ocean Conservation/Green HR