



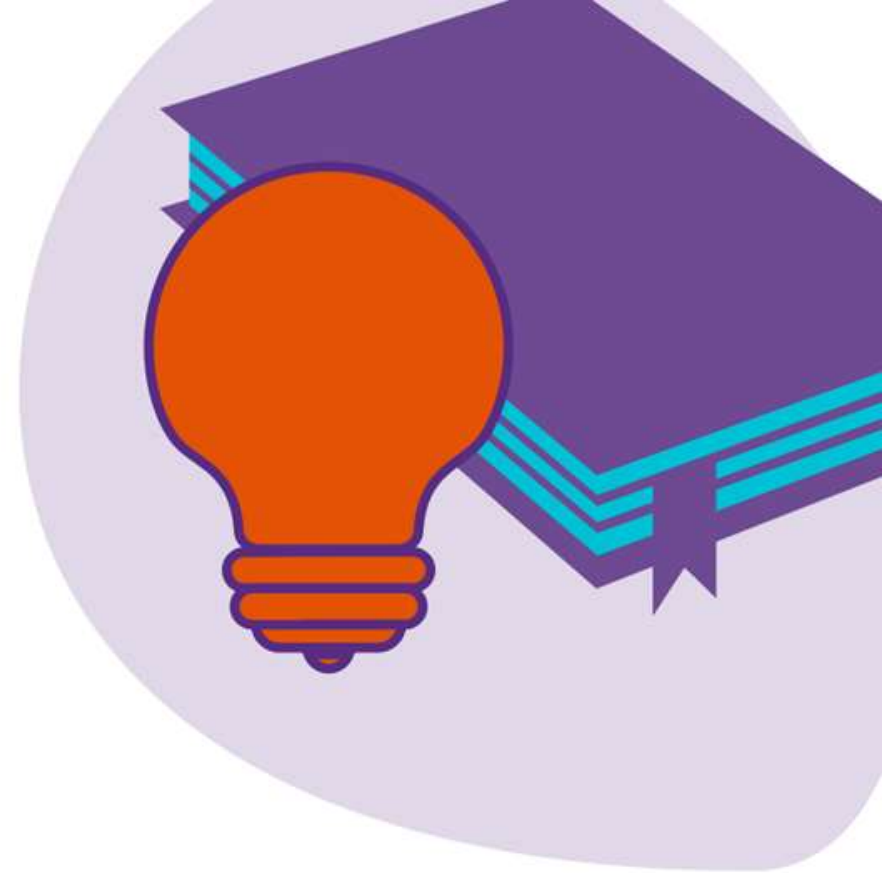
# Leading others through change



Lucinda Carney – C.Psychol

# Learning Outcomes

- Why people resist change
- The traits of a Change Superhero
- Understanding natural reactions to change
- Leading others through change



# LUCINDA CARNEY C PSYCHOL

- Too many years in Corporate L&D roles!
- Chartered Psychologist
- Founder and CEO Actus Performance, Learning & Talent Management Software
- Host of No. 1 ranking The 'HR Uprising' Podcast
- Author of the best-selling book "How to be a Change Superhero"
- Mum of 2
- Enjoys Netball and Tennis



[Lucinda@advancechange.co.uk](mailto:Lucinda@advancechange.co.uk)



[/lucindacarney](https://www.linkedin.com/company/lucindacarney)



[@lucindacarney](https://twitter.com/lucindacarney)



[@lucinda\\_hrupsing](https://www.instagram.com/lucinda_hrupsing)



[How To Be A Change Super Hero Book](https://www.amazon.com/dp/1526614444)



[www.hrupsing.com](https://www.hrupsing.com)



[www.actus.co.uk/](https://www.actus.co.uk/)

Actu





# Actus - The Complete Performance, Talent & Learning Management Suite



Actus 

# Follow us on SOCIAL MEDIA

---



# Poll: What is your usual response to Change?

Love it

Neutral

Hate it



**“People don’t resist change –  
they resist being changed”**

Peter Senge

# Why people resist change



They are not motivated enough because:

- They don't understand or agree with the 'Why'
- There is nothing in it for them
- They see no consequence to non-action
- The status quo is more comfortable



# The Change Equation

$$\text{CHANGE} = D \times A \times E > \text{£}$$

**D = Dissatisfaction with Status Quo**

**A = Attractiveness of Future**

**E = Ease of making change**

**£ = Cost both personal and financial**





## The 5 Superpowers of a Change Superhero

---

- **C**ourage
- **C**onnect with Strategy
- **C**orrobo**r**ation
- **C**ommunication
- **C**ollaboration

# Courage

- Self-awareness
- Self-control
- Self-motivation
- Empathy
- Social Skills





# Connect with Strategy

- Help people understand the 'Why'
- Create a vision and sense of meaning
- Break it down into achievable goals

# Corroboration

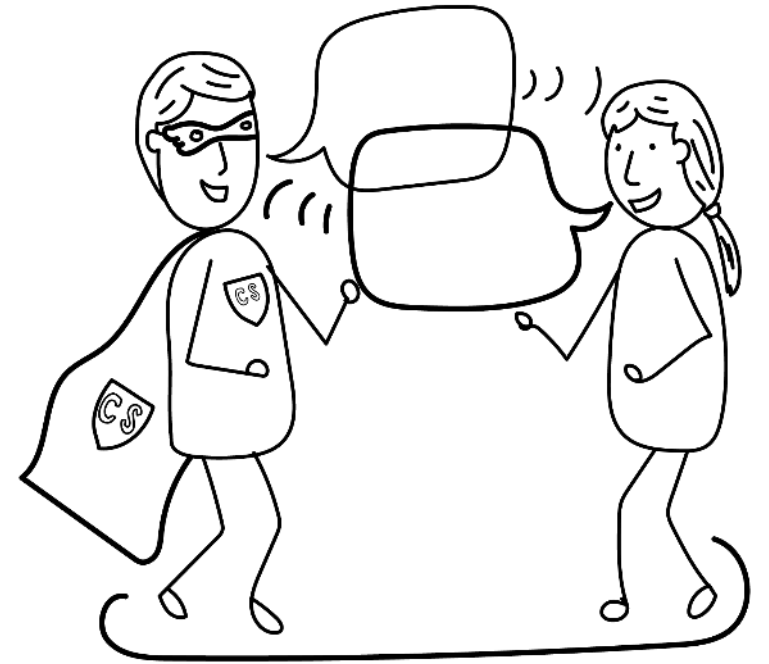


- Use evidence to lead the need for change
- Influencing shortcuts
  - Appeal to Authority
  - Social proof
  - Reciprocation
- Make it relevant
- Be varied and creative



# Communication

- Build rapport
- Listen effectively
- Develop flexibility
- Address deletion and distortions



# Collaboration



- Be open-minded and welcome differences
- Use positive language to be encouraging
- Build your own Change League

# Poll: Which Change Superpower do you already use regularly?

Courage

Connect with Strategy

Corroboration

Communication

Collaboration

# Poll: Which Change Superpower would you like to develop?

Courage

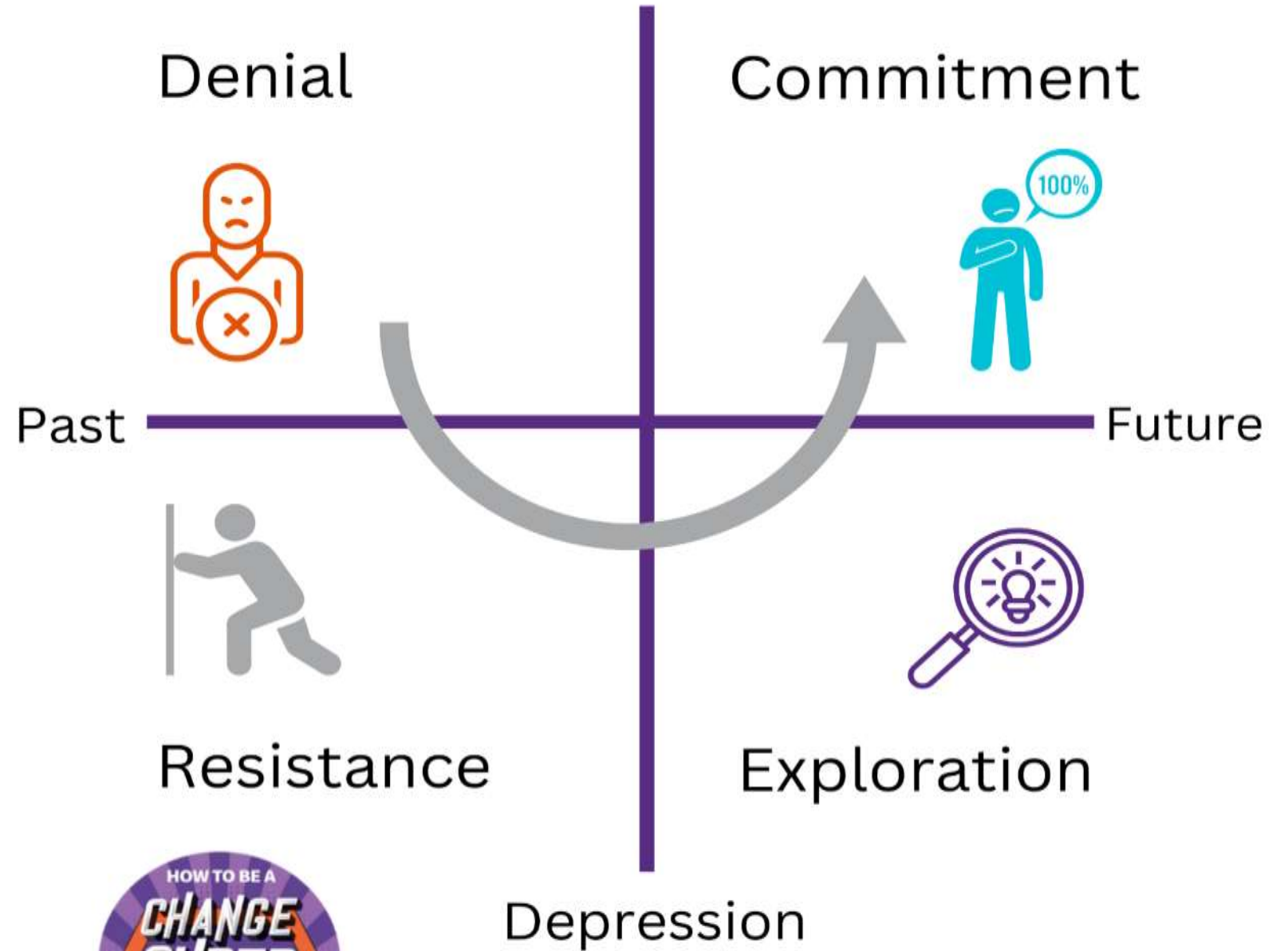
Connect with Strategy

Corroboration

Communication

Collaboration

# THE TRANSITION CURVE





**Denial**



**Actus** 

**Commitment**



**Past**

**Future**



**Resistance**

**Depression**

**Exploration**



If I keep my head down they will move onto the next thing and I won't have to do anything

No one checks if I've logged in anyway

I'm building it into my weekly and monthly habits

This is an essential business tool

Great, I can get my team to manage their own performance and update me through the system.

I haven't got time to do this.

What's the point of filling these forms in when nothing happens with the data?

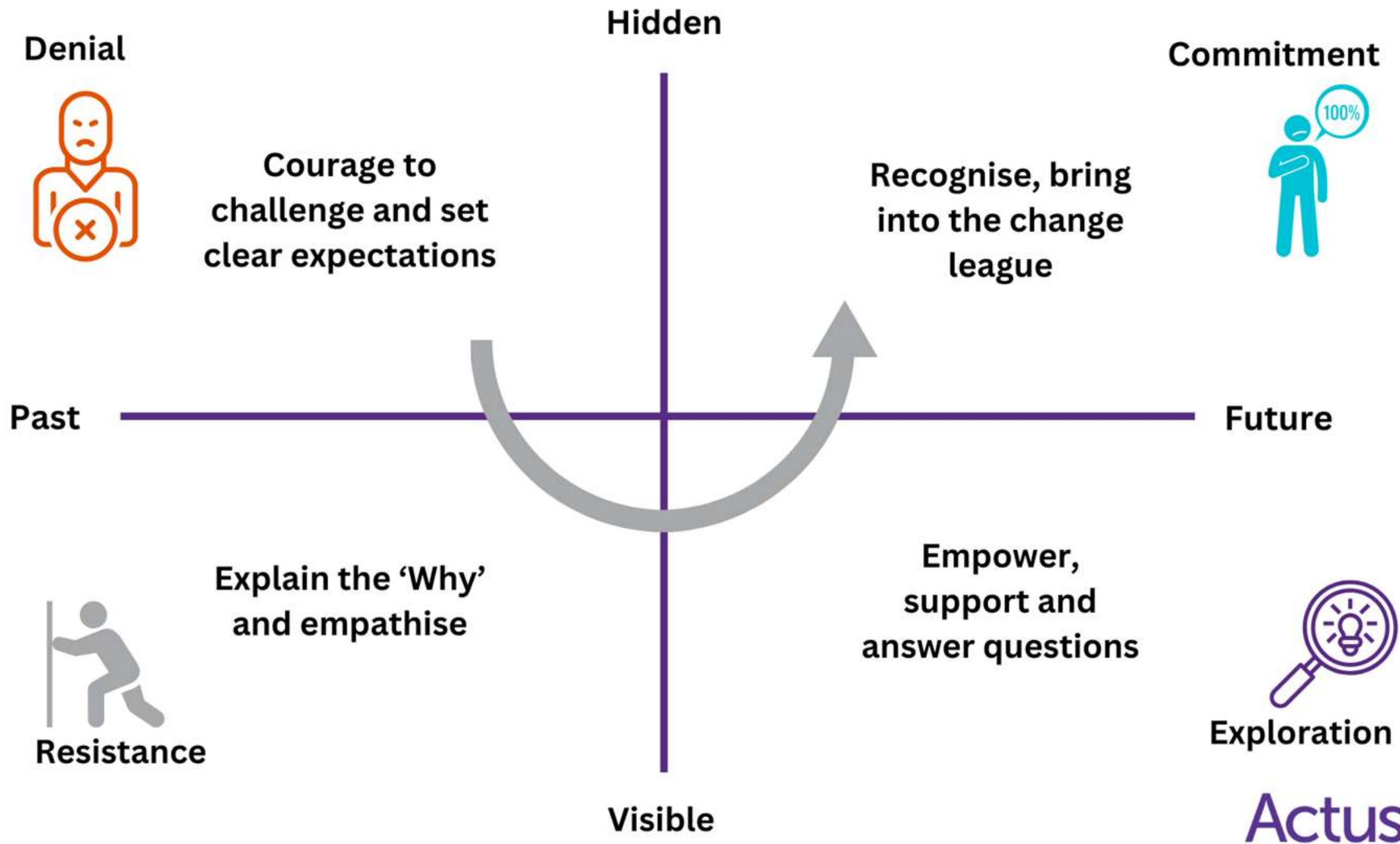
Things will never be the same again

Where would I log my...?

How do I find out more about the functionality?

Who sees the information?

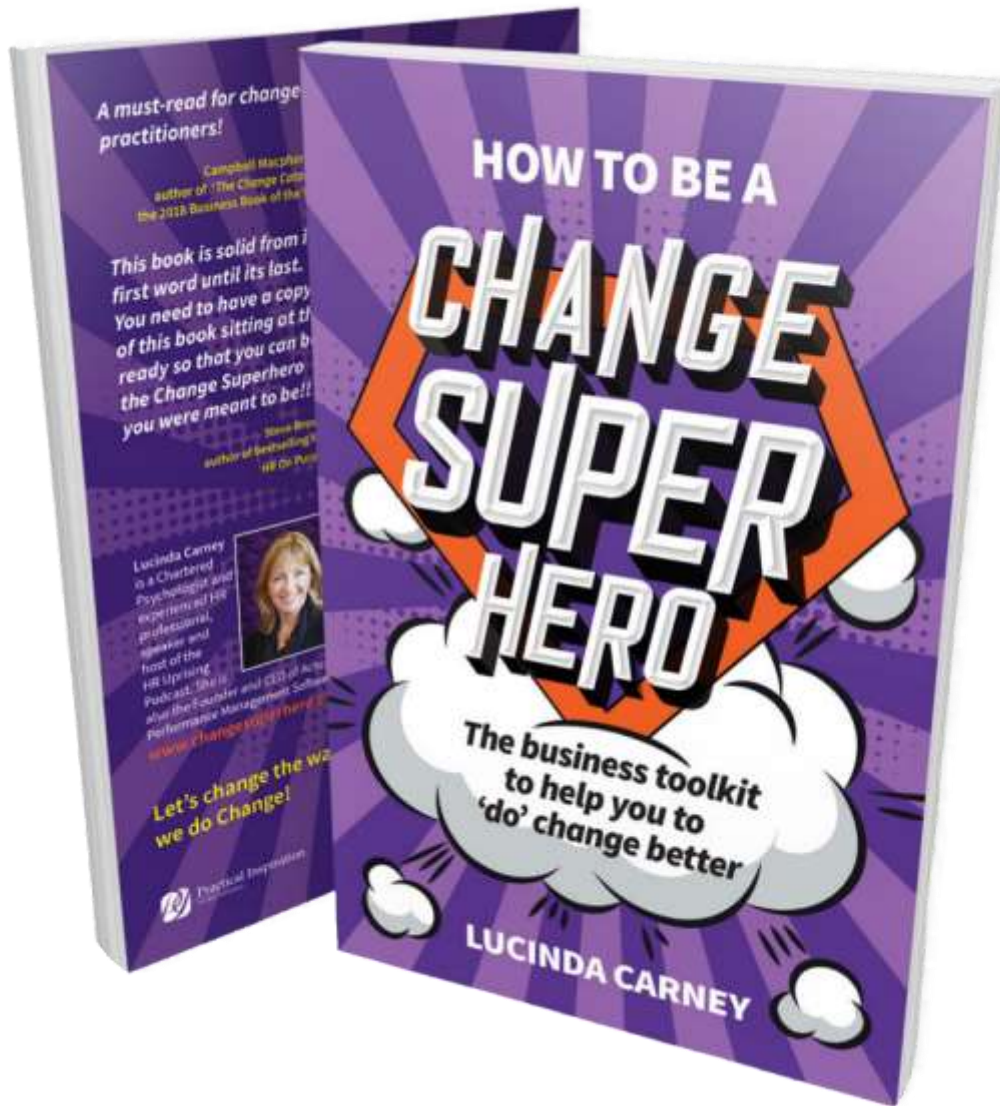
Could I use it for...?



# 8 steps to leading others through change







## Change Superhero Book Club offer!

**3 x free lunch & learn webinars hosted by Lucinda**

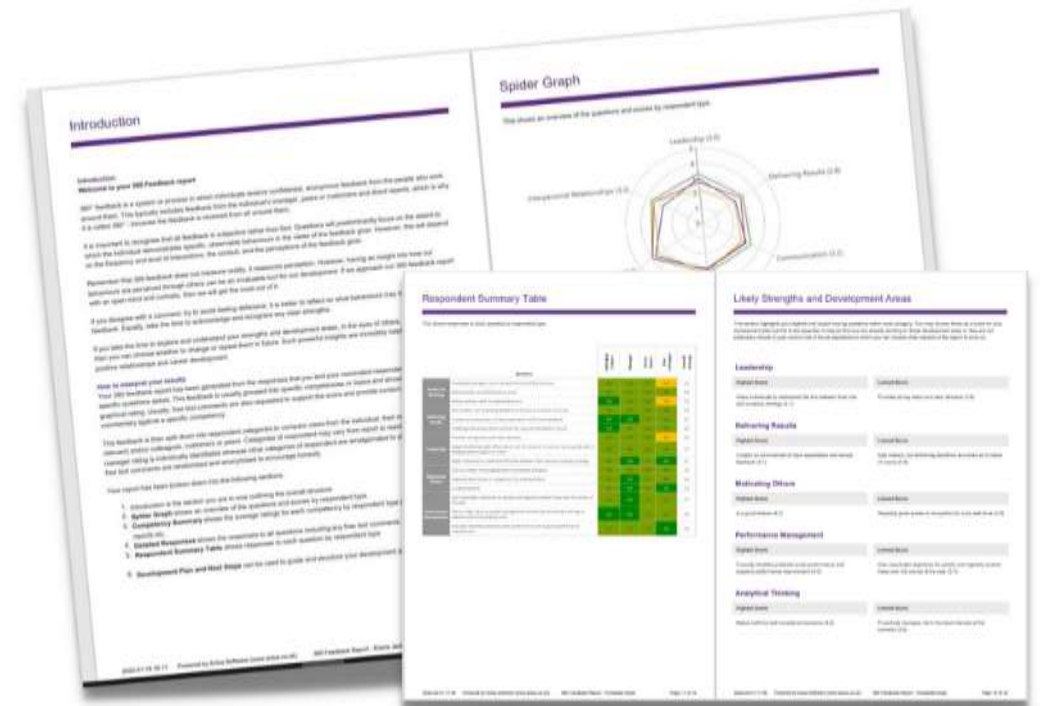
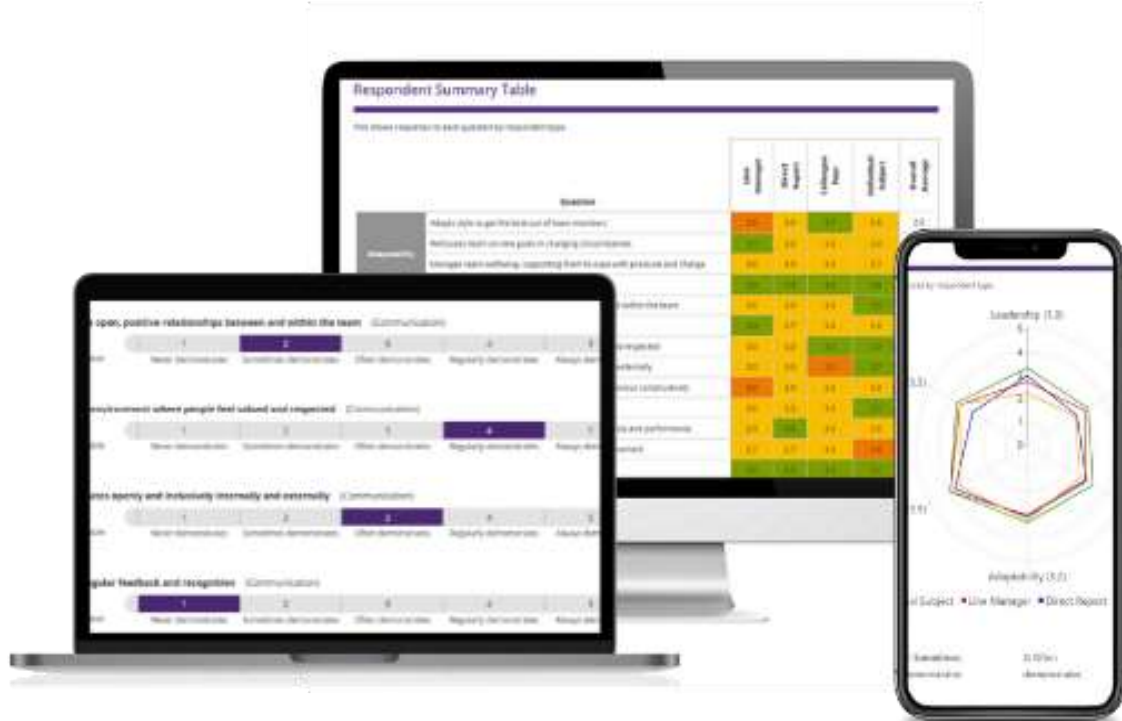
\*1 book/Audiobook per attendee to be purchased

### How to be a Change Superhero

- Available to order now on Amazon:
  - [Paperback](#)
  - [eBook](#)
  - [Audible](#)

# ACTUS 360NOW

- Increase the self-awareness and skills of your leadership team or managers
- Measure and embed a psychologically safe culture.
- simple, efficient and user-friendly solution for managing 360 degree feedback.



**Experience 360  
Feedback**

Try 360 Feedback on  
yourself with a standard  
template & one to one  
feedback for just

**£175**



# MANAGEMENT BOOSTER SERIES

75 minute long, virtual, training sessions are a perfect way to introduce or re-energise the skills of your management population.

Ideal for an audience of 4-16 managers they are a key tool for establishing or reinforcing best practice.

Many clients use them as a taster before following up with one of our customised training programmes.

## £475

per session

“This has been one of the best training courses I have ever attended. I wish I'd attended years ago!”



### Option 1 Managing Underperformance

Learning outcomes include:

- Potential performance 'red flags'
- What most commonly causes underperformance?
- Sustainable prevention of performance issues
- Management takeaways



### Option 2 Managing for High Performance

Learning outcomes include:

- Defining high performance in a virtual world
- Establishing the foundation for highest performance
- Management behaviours that create high performance
- The role of feedback and recognition

Each attendees receives the Actus management essentials Toolkit which include white papers, e-books & guides

# What's Coming Up...



## Webinars – Autumn Change Series:

October 15<sup>th</sup> 12.30pm How to plan & manage culture change

November 19<sup>th</sup> 12.30pm Leading organisational change

[Click here](#) to find out more.

Watch Previous Webinars in the Performance Series:

[Click here](#)

# Useful Resources

Change Superhero Toolkit: [Download here](#)

NEW RESOURCE: [The Actus 360 Question Dictionary](#)

NEW RESOURCE: [Actus Survey Dictionary](#)

[Blog: 5 key skills for delivering Organisational Change](#)

Burke Litwin Model of Change: [Download here](#)

[All HR Uprising Podcasts on Change](#)

*Have you subscribed to our monthly Actus newsletter? Email [info@actus.co.uk](mailto:info@actus.co.uk) to subscribe now.*



# Useful Links

## Actus Webinars

View our schedule of upcoming webinars: [Find out more](#)

## Our In House Training Programmes

People Management Essentials Management: [Find out more](#)

How to be a Change Superhero: [Find out more](#)

Listen to The HR Uprising Podcast- featured in People Management Magazine as one of their 'Top 10 essential resources for a winning HR career!': <https://hruprising.com/>

Our New On-Demand Learning Platform: [Actus Academy](#)

The Complete Performance, Learning & Talent Suite:  
[www.actus.co.uk](http://www.actus.co.uk)



# Contact Details

---



[Lucinda@advancechange.co.uk](mailto:Lucinda@advancechange.co.uk)



[/lucindacarney](https://www.linkedin.com/company/lucindacarney)



[@lucindacarney](https://twitter.com/lucindacarney)



[@lucinda\\_hruprising](https://www.instagram.com/lucinda_hruprising)



[How to be a Change Superhero Book](#)



[www.hruprising.com](http://www.hruprising.com)



[www.actus.co.uk/](http://www.actus.co.uk/)