



知享会  
HR Excellence  
Center

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***Acting as a Change Agent and  
Business Bulldozer to  
prepare for the next  
Business Blossom***



# Today's Topics

- **Company Overview**
- **How to Analyze the trend of Change**
- **Facilitate the change of different types**
- **Mobilizing Key Stakeholders**
- **Summary**
- **Questions**

# How to analyze and identify the trend of change

## Analyze:

- **Attributes of a Change Agent**
  - Embraces ambiguity
  - Change Hardy
  - Culturally sensitive
- **Skills needed to impact change in organization**
  - Strategic Agility
  - Business Acumen
  - Building Relationships
  - Conflict Resolution
  - Perseverance

## Identify:

- Demand scan
- 7S Model
- Leading Change Model
- Seven Critical Success Factors of Change
- Mobilizing Stakeholders

## Revitalization Team

- Provides Support to Strategy
- Reviews Status
- Makes Decisions based on Enterprise
- Removes Roadblocks

# Team Roles Large Scale Change Initiative

## Strategic Team

- Provides Strategy
- Ensures Aligned & Consistent Behavior
- Communicates one message – one team
- Integrates all aspects of change and transition

Top Leader  
(Key Interface)

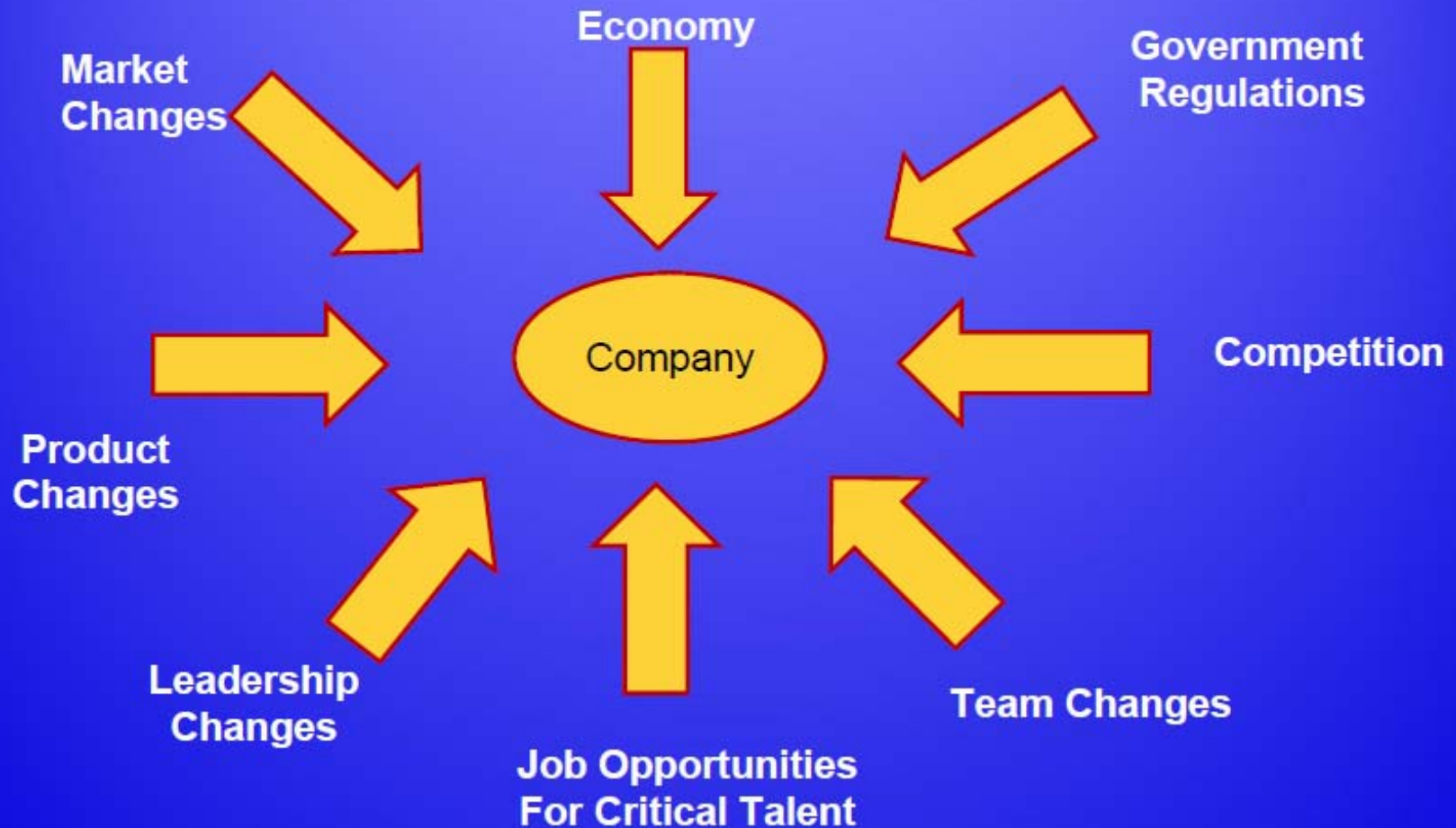
Critical  
Interface  
of teams

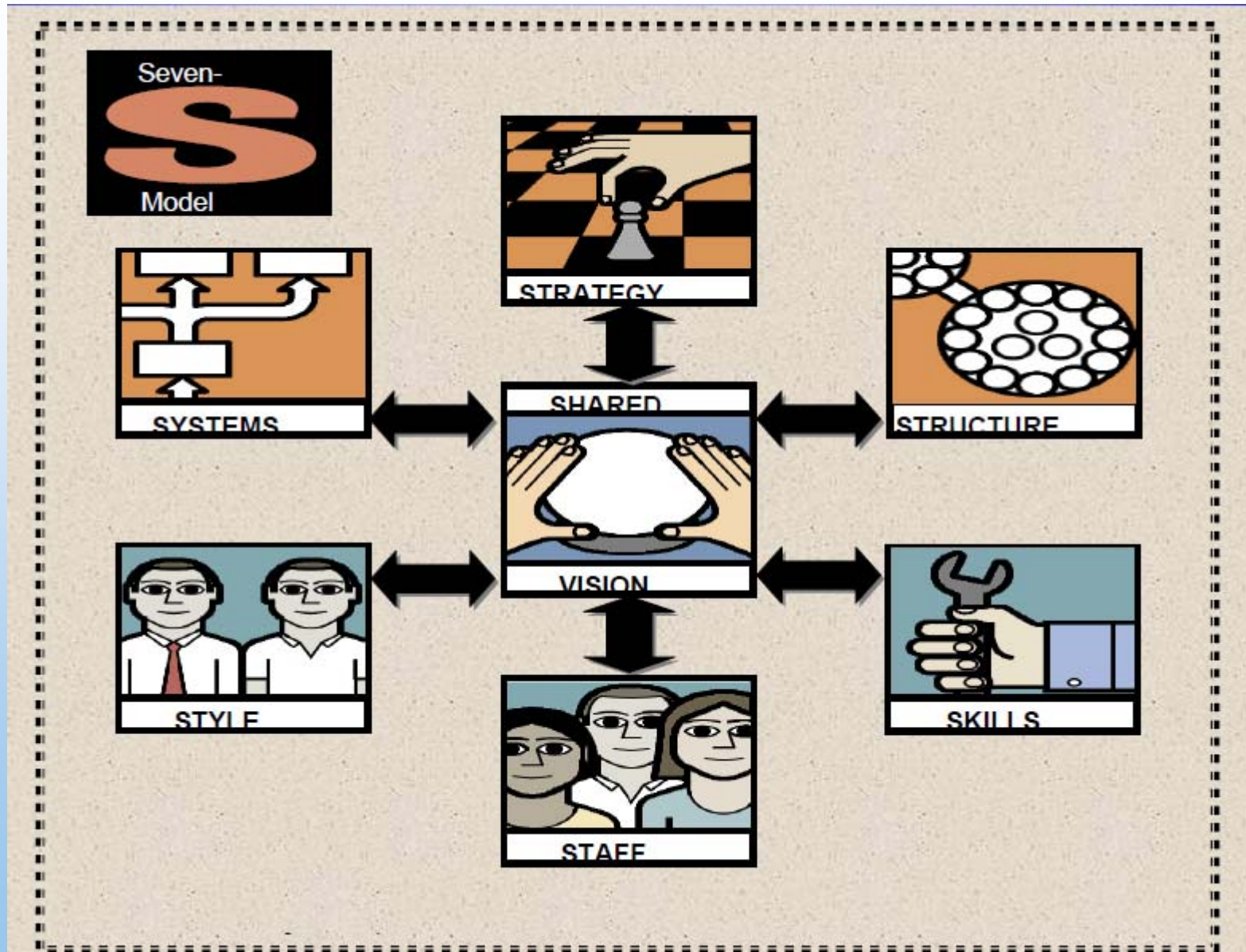
## Operational Team (Execution)

- Focuses on Engagement activities
- Takes strategy and translates to action plans for implementation
- Makes recommendations
- Determines what is in scope and out of scope for change initiative

Key  
Areas that  
can affect  
Change  
participate

## How to Analyze the trend of Change (Demand Scan)





# Leading Change Model

Quality Solution X Employee Engagement = Transformation

## Quality Solution through Project Management

- Project definition and strategy
- Project leader and team appointment
- Detailed master plans of tasks, milestones, deliverables and deadlines
- Resource prioritization
- Risk management
- Contingency planning
- Results tracking

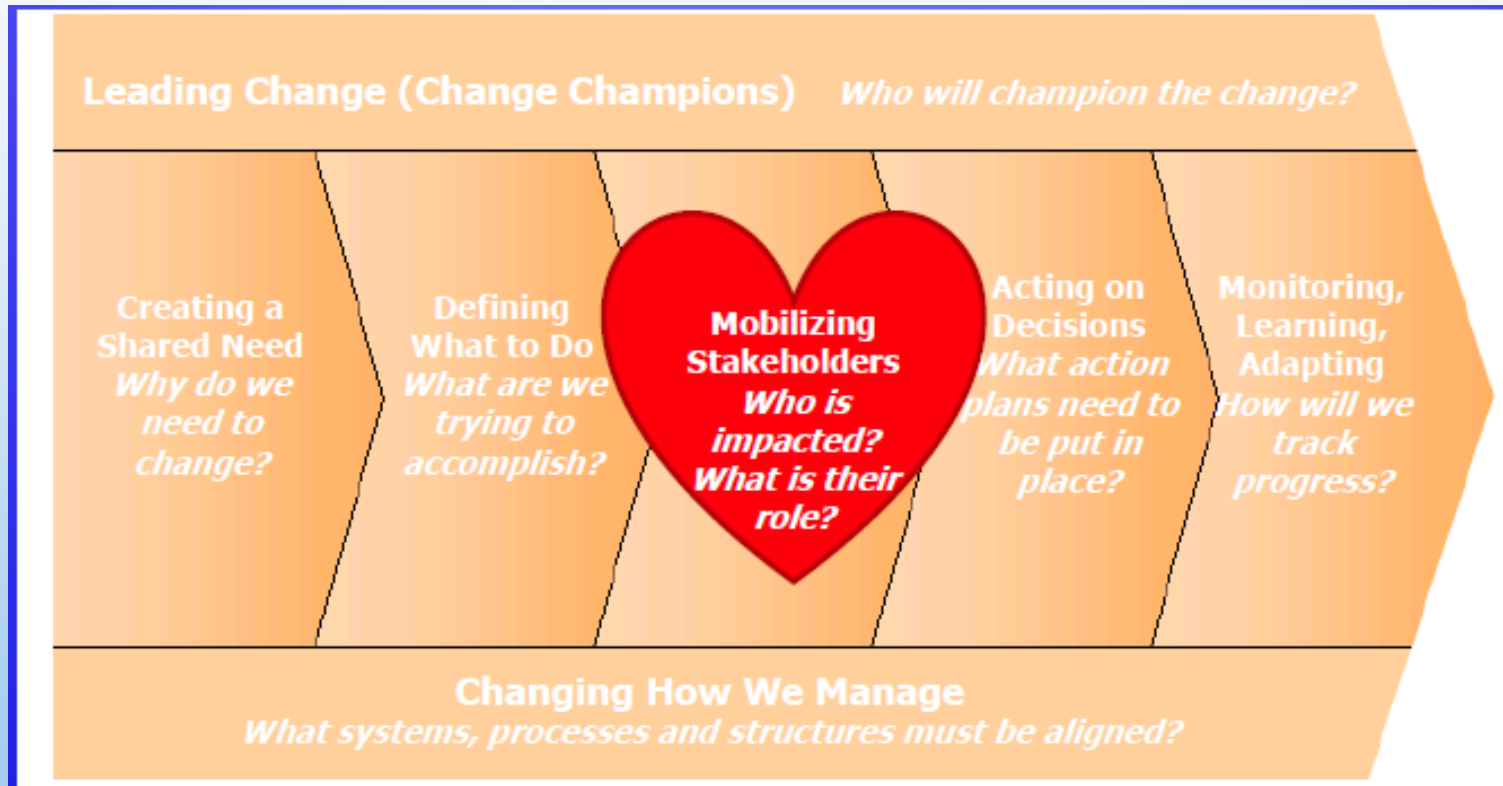
## Engagement through *Leading Change*

- Gain support from all key stakeholders
- Communicate rationale for change
- Anticipate and manage resistance
- Ensure clear vision of future, goals and accountabilities
- Identify roadblocks early and address them quickly
- Change systems and processes to reinforce new ways of working

## Transformation

- Effective transformation is the product of rigorous project management AND strong change management

# Seven Critical Success Factors of Change

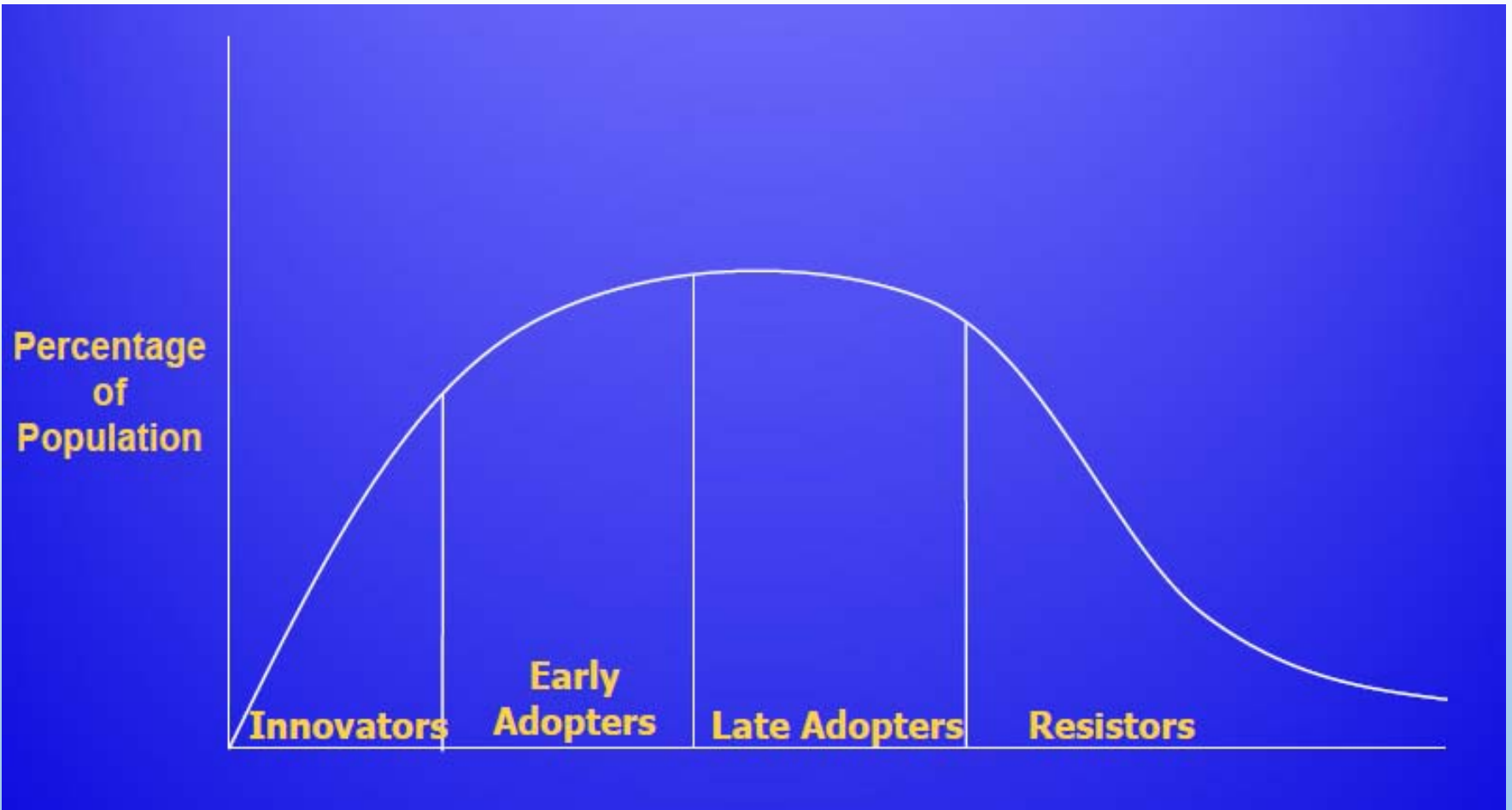


# Mobilizing Stakeholders



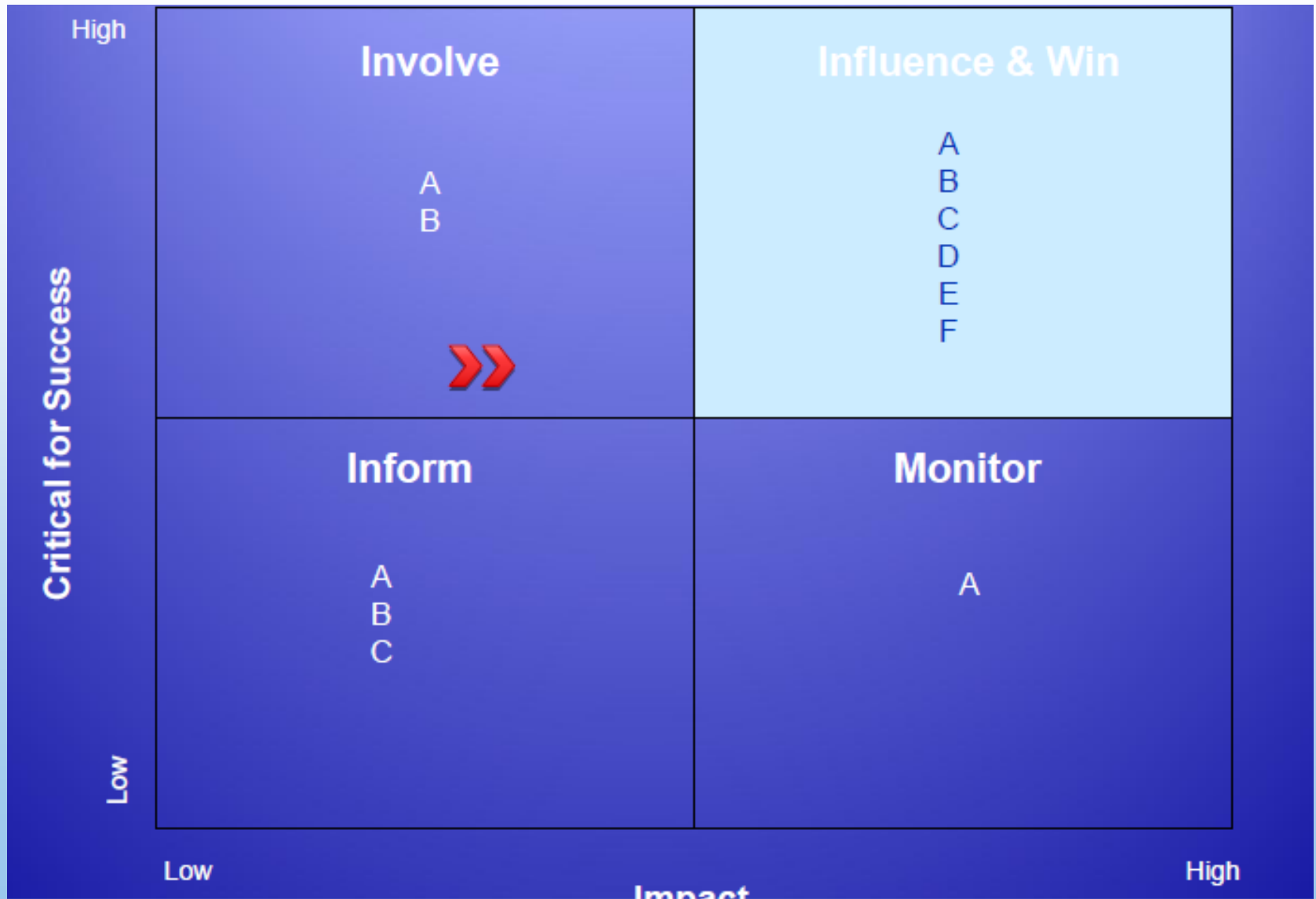
- Identification and Assessment
- Prioritization of Influence
- Influencing Strategy

# Attitude Charting





# Impact / Success Matrix



# Influencing Strategies

Stakeholder	Issues/Concerns	Identify "Wins"	Influence Strategy

# Summary

- **Attributes and Skills of a Change Agent**
- **Tools to Facilitate Change**
- **Process for Successful Transformation of Change**