



Navigating Change: How L&D Can Help Steer the Course

Chatbox

11:02:50 From Maureen Flanagan to Everyone:

It's Fri-YAY

11:03:09 From Victoria Nelson to Everyone:

So glad it's Friday. It's been a long week.

11:03:10 From Maureen Flanagan to Everyone:

It has felt like a loooooong week. Glad it is Friday.

11:03:23 From Brandy Rodine to Everyone:

A long week that has flown by

11:03:24 From Nancy Cattle to Everyone:

Doing well. Halloween party tomorrow.

11:04:16 From Maureen Flanagan to Everyone:

What is your costume, Nancy?

11:05:19 From Erica Beggan to Everyone:

Happy Friday everyone! 🍷🍂

11:05:20 From Maureen Flanagan to Everyone:

Or a big wig and be Bob Ross

11:08:54 From Nancy Cattle to Everyone:

2nd time

11:08:58 From Erica Torres to Everyone:

My first coffee chat!

11:09:05 From Victoria Nelson to Everyone:

I've been away for a bit. Happy to be back!

11:09:11 From Erica Beggan (she/her) to Everyone:

Reacted to "My first coffee chat..." with 🥳

11:10:01 From Erica Beggan (she/her) to Everyone:

I haven't been here in a few months, so I'm happy to be back.

11:10:29 From Erica Beggan (she/her) to Everyone:

Replying to "I've been away for a..."

Yay, welcome back Victoria! Congrats on the masters!

11:10:54 From Erica Beggan (she/her) to Everyone:

Replying to "2nd time"

Thanks for coming back Nancy! Loved your costume!

11:11:27 From Victoria Nelson to Everyone:

Replying to "I've been away for a..."

Thank you, Erica! It's good to see you on here. Welcome back to you too!

11:11:36 From Erica Beggan (she/her) to Everyone:

Reacted to "Thank you, Erica! I..." with 💜

11:11:42 From maureen boland to Everyone:

Reacted to "I've been away for a..." with 🙌

11:12:09 From Maureen Flanagan to Everyone:

Fear (anxiety)

11:12:09 From Brandy Rodine to Everyone:

Frustration

11:12:09 From Monica Herzberg to Everyone:

Concern

11:12:09 From Susan Manos to Everyone:

frustration

11:12:09 From Erica Beggan (she/her) to Everyone:

confusion

11:12:09 From Leslie Fritz to Everyone:

exhausting

11:12:10 From Nancy Cattle to Everyone:

Is it good or bad

11:12:11 From Martha Potter to Everyone:

Fear

11:12:12 From Victoria Nelson to Everyone:

Optimism

11:12:13 From Jeanette Hawkinson to Everyone:

Excitement for myself but dread for training others.

11:12:14 From Caitlin Barrett to Everyone:

Challenge of all types

11:12:18 From Erica Torres to Everyone:

discomfort

11:12:24 From maureen boland to Everyone:

inevitable

11:12:41 From Erica Beggan (she/her) to Everyone:

Reacted to "inevitable" with 👉

11:13:13 From Maureen Flanagan to Everyone:

Much of the negativity comes from not (generally) having a strong business sponsor

11:13:22 From Victoria Nelson to Everyone:

Reacted to "Much of the negativi..." with 🙄

11:13:24 From thomas wivinis to Everyone:

employment

11:14:19 From Leslie Fritz to Everyone:

I have to catch myself from being a negative nelly

11:14:21 From Erica Beggan (she/her) to Everyone:

Oddly, I didn't put a word about my perception of change, but a general sentiment within workplaces....

11:15:01 From Maureen Flanagan to Everyone:

Without a Sponsor, the Learning & Development/Training group becomes the messenger. We become the firing line and targets for those who are not happy with the change or case for change.

11:15:33 From Maureen Flanagan to Everyone:

Transformative in the past has been code for layoffs

11:23:52 From Maureen Flanagan to Everyone:

Begin with the WHY

11:24:41 From Erica Beggan (she/her) to Everyone:

That's a good point Shannon

11:25:39 From Susan Manos to Everyone:

I think organizations have a tendency to focus on the HOW (execution) and just totally skip the WHY

11:29:22 From Maureen Flanagan to Everyone:

Reacted to "I think organization..." with 🙌

11:30:50 From Victoria Nelson to Everyone:

Partner with leadership and make sure they are aware of the critical role they play in the change effort. If leadership isn't bought in, there's a good chance the change will flop.

11:31:15 From maureen boland to Everyone:

customize the why for different stakeholders

11:31:30 From Maureen Flanagan to Everyone:

Within training, we need to have a plan for launching a change which compares what has occurred in the past and what it will be moving forward. Separately, there needs to be resources that only focus on what IS. People who are new to the company or role don't know (and may not care) what it was in the past. Focus on what is needed to be successful today.

11:33:13 From maureen boland to Everyone:

sometimes I ask leading questions

11:33:22 From Shannon Tipton to Everyone:

Reacted to "sometimes I ask lead..." with 🙌

11:34:55 From maureen boland to Everyone:

and then say its good of them to think of that and I can help you with that

11:35:06 From Maureen Flanagan to Everyone:

Reacted to "and then say its goo..." with 👍

11:35:53 From Erica Beggan (she/her) to Everyone:

Replying to "Within training, we ..."

I love the final point you make here @Maureen Flanagan! I've repeatedly let my clients know that there's no need to include content that focuses on "when we were using/doing..." in

training for the reason you've outlined - those that are new don't know previous states. And a previous state does not do anything to move the needle forward.

11:36:26 From Susan Manos to Everyone:

Reacted to "sometimes I ask le..." with 🙌

11:39:02 From Maureen Flanagan to Everyone:

Reacted to "I love the final poi..." with 👍

11:39:37 From Erica Beggan (she/her) to Everyone:

My partner calls it being an "evil genius"

11:39:46 From Susan Manos to Everyone:

Reacted to "My partner calls i..." with 😊

11:40:39 From Maureen Flanagan to Everyone:

Reacted to "My partner calls it ..." with 😊

11:41:01 From Susan Manos to Everyone:

A DRIP Campaign!!!

11:42:44 From Victoria Nelson to Everyone:

Consistency is key. Also pointing out the milestones/successes achieved that support why the change is good.

11:43:06 From Susan Manos to Everyone:

Reacted to "Consistency is key..." with 👍

11:43:17 From Erica Beggan (she/her) to Everyone:

100% agree with what Susan is saying - it's the fault of the "need to know" and "one and done" mentality that many in leadership take. And, I tie this to a previous point Maureen F. made - they don't want to give change enough time. They don't realize the amount of time it took to get to current state, but they expect change to be instantaneous.

11:43:35 From thomas wivinis to Everyone:

DRIP is???

11:43:47 From Susan Manos to Everyone:

Not an acronym

11:43:50 From Susan Manos to Everyone:

just emphasis

11:43:56 From Maureen Flanagan to Everyone:

Reacted to "100% agree with what..." with 🙌

11:44:00 From thomas wivinis to Everyone:

Aaaaah

11:44:09 From Susan Manos to Everyone:

Reacted to "100% agree with wh..." with 👍

11:47:03 From Maureen Flanagan to Everyone:

Where possible, I think the case for change needs to be framed as something positive we are moving towards versus what (negative) circumstance we are moving from. Our case for change years ago was this burning platform. We are on a burning platform in the middle of freezing waters, surrounded by sharks.

11:47:54 From Maureen Flanagan to Everyone:

Guerilla marketing versus gorilla 🦍 marketing :-)

11:48:35 From Susan Manos to Everyone:

Leading or supporting PILOTS -- get some relevant data that provides insights

11:50:04 From Victoria Nelson to Everyone:

L&D can find and support the early adopters/change champions and leverage them to help with the change effort. Coordinate lunch and learns or informal gatherings where they can share the (positive) impact of the change on them.

11:50:13 From Susan Manos to Everyone:

Reacted to "L&D can find and s..." with 🙌

11:50:18 From Shannon Tipton to Everyone:

Reacted to "L&D can find and sup..." with 🙌

11:50:43 From Victoria Nelson to Everyone:

For our software implementation, we've had some of these change champions share how their teams are leveraging the tools and how it's helped with their workflows.

11:50:52 From Shannon Tipton to Everyone:

Reacted to "For our software imp..." with 🙌

11:51:25 From Erica Beggan (she/her) to Everyone:

and that requires cross collab with others within orgs (like comms dept, or ops)

11:51:28 From Maureen Flanagan to Everyone:

Reacted to "L&D can find and sup..." with 🙌

11:51:34 From Victoria Nelson to Everyone:

Reacted to "and that requires cr..." with 🙌

11:51:36 From Maureen Flanagan to Everyone:

Reacted to "For our software imp..." with 🙌

11:51:36 From maureen boland to Everyone:

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11:51:50 From Maureen Flanagan to Everyone:

Reacted to "Leading or supportin..." with ♥

11:52:02 From Erica Beggan (she/her) to Everyone:

Reacted to "For our software imp..." with 🙌

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Reacted to "Leading or supportin..." with 🙌

11:52:55 From Erica Beggan (she/her) to Everyone:

Reacted to "Guerilla marketing v..." with 😊

12:00:55 From Erica Beggan (she/her) to Everyone:

A reminder for all of us to remain curious when changes are afoot.

12:01:05 From Victoria Nelson to Everyone:

Reacted to "A reminder for all o..." with ♥

12:01:06 From Susan Manos to Everyone:

Reacted to "A reminder for all..." with ♥

12:01:48 From Maureen Flanagan to Everyone:

@Shannon Tipton - this tool looks amazing. Much more inviting than the Excel spreadsheets my group is currently using. This is a better first step to strategize than needing to type text into Excel cells.

12:02:03 From Susan Manos to Everyone:

November 8 (vs October) correct, Shannon?

12:02:16 From Susan Manos to Everyone:

JD Dillon is AWESOME! I hate that I'll miss that one

12:02:24 From Victoria Nelson to Everyone:

Thanks so much! This was a great conversation! Have a great weekend!

12:02:31 From Maureen Flanagan to Everyone:

Have a great weekend!!!

12:02:45 From Caitlin Barrett to Everyone:

Thank you!

12:02:54 From Susan Manos to Everyone:

Grandson's birthday

12:03:00 From Susan Manos to Everyone:

FOUR

12:03:10 From thomas wivinis to Everyone:

cleaning out the garage


12:03:18 From Erica Beggan (she/her) to Everyone:

Filling out my ballot

12:03:22 From maureen boland to Everyone:

FEMA research

12:03:28 From Susan Manos to Everyone:

Reacted to "Filling out my bal..." with 

12:03:33 From maureen boland to Everyone:

Reacted to "FOUR" with 

12:04:04 From Susan Manos to Everyone:

Thanks everyone - have a great weekend!

12:04:11 From Erica Beggan (she/her) to Everyone:

Thank you for the great conversation everyone. Take care!