



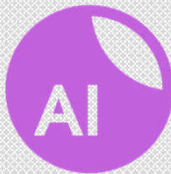
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*transforming your ideas into action*

OPPIA  
October 9, 2025

knowledge transfer  
strategic facilitation  
**consulting**  
training  
project coaching  
change management

# Surfing through chaos: thriving through change



Generative AI



Remote Working



Cybersecurity



“ It is not necessary to change. Survival is not mandatory.”  
– W. Edwards Deming

Private Sector

Public Sector

Research and Academia

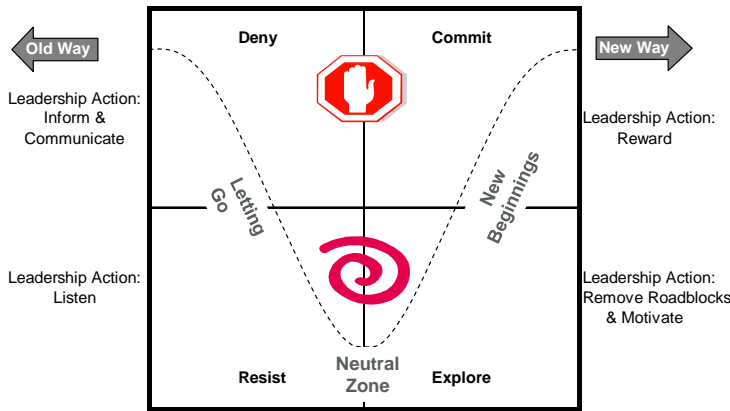
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# Agenda

1. How to Help People Change
2. Handling Ambiguity and Stress

[www.spspro.com/clients/thrive-change](http://www.spspro.com/clients/thrive-change)

# How Individuals React to Change



“ Successful change, at its core, is rooted in something much simpler: How to facilitate change with one person is really a collection of individuals changing.”  
 - "ADKAR: A model for change in business, government and our community", p. 1 by Jeff Hiatt

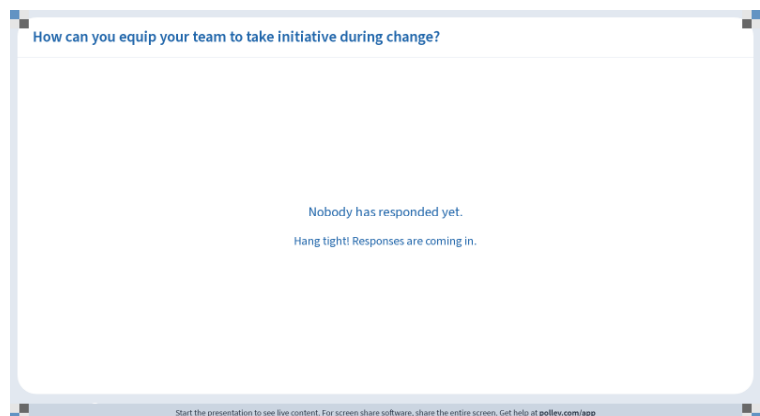
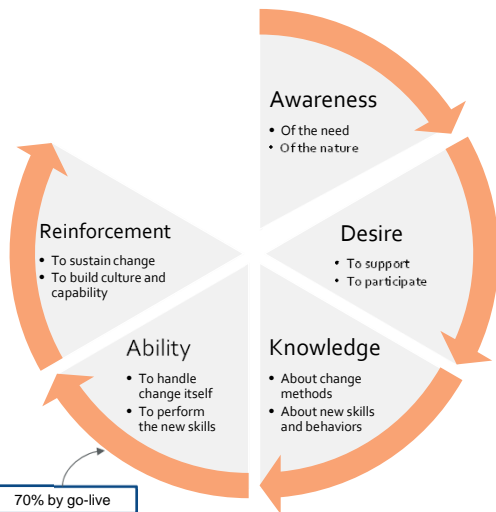
Leaders and advocates tend to be furthest along the curve and wonder why others seem "stuck"

- Project Leaders can:
- Understand sequence of stages
  - Offer appropriate type of help in each stage
  - Plan and manage change like a project

Based on models from William Bridges and Cynthia Scott & Dennis Jaffee

# Equip People to Chart Their Own Path (Prosci ADKAR)

Web: [PollEv.com/jeffo410](https://PollEv.com/jeffo410)  
 Text to 37607: jeffo410 and your answer

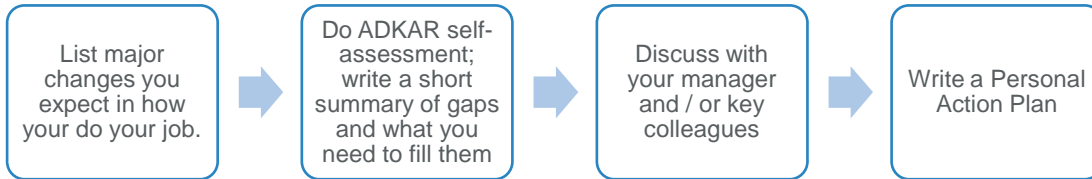


ADKAR model adapted from Prosci. [www.prosci.com](http://www.prosci.com)

# Empower Individuals for Change



**Example: personal action plan**  
Ask others to create plans for themselves. You can do it too.

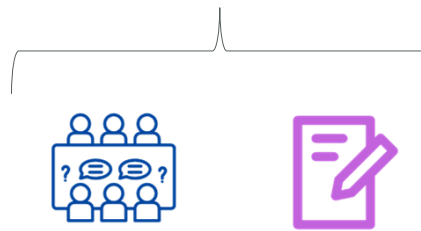


- 1-3 **actions** you will take to prepare yourself for the change.
- 1-3 **things you want from others** that will help you prepare for the change.
- 1-3 **ways you can help others** with the change.

# Discussion 1 – Helping People

1. How can you work with the change curve?
2. How can you help yourself and others thrive during change?
3. Who should be part of the change discussion?
4. How do you encourage people to take initiative rather than be passive?

6 minutes as small groups



Share tips and experiences about your assigned question

Write three top insights to share

1 minute each



If called on, summarize one insight from your group's list

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## How to Lead in Ambiguous Situations

Web: [PollEv.com/jeffo410](https://PollEv.com/jeffo410)  
 Text to 37607: jeffo410 and your answer

What are your favorite techniques for guiding your team during ambiguous times?

Nobody has responded yet.  
 Hang tight! Responses are coming in.

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## Acknowledge the Effects of Stress

Stress reduces a person's ability to process information by **up to 80%**

### People under stress....


- Have difficulty hearing, understanding, and remembering information
- Understand information at four grades below their education level
- React to perceived threats rather than reality
- Want to know you care before they care what you know

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## LEADING A STRESSED TEAM

- 1 Watch for signs of stress
- 2 Hear people
- 3 Increase intrinsic motivators
- 4 Help manage workloads
- 5 Encourage and model resilience-building activities



Details at [www.spspro.com/clients/thrive-change](http://www.spspro.com/clients/thrive-change)


Related to leading during stress  
 Holding - [spspro.com/dont-cheerlead-during-a-crisis/](http://spspro.com/dont-cheerlead-during-a-crisis/)  
 Safety - [spspro.com/psychological-safety/](http://spspro.com/psychological-safety/)

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## Discussion 2 – Stress and Ambiguity

1. How do you help your organization deal with ambiguity and fear?
2. How can you increase organizational capability for ever-faster change?
3. How do you lead a stressed team?
4. How do you make change stick?

**6 minutes as small groups**




Share tips and experiences about your assigned question



Write three top insights to share

**1 minute each**




If called on, summarize one insight from your group's list

# Discussion




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# Take Action



Write down one idea to try in the next 2 weeks



- Grab a copy of these slides
- More ideas: [spspro.com/category/change/](https://spspro.com/category/change/)



“ There is nothing more difficult to take in hand, more perilous to conduct, or more uncertain in its success, than to take the lead in the introduction of a new order of things.”  
– Nicolo Machiavelli

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