



Leading Positive Change

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Agenda

- ✓ **Change is everywhere!**
- ✓ **External and Internal Forces: New Initiative, New Culture**
- ✓ **Six Keys to Leading Positive Change**
- ✓ **The Power of Voice**
- ✓ **Your Stories of Leading Positive Change**
- ✓ **Strategies for Resistance to Change**
- ✓ **Action Steps to begin**
- ✓ **Closing Reflection, Further Study**

Six Keys to
Leading Positive
Change
Rosabeth Moss
Kanter,
Professor,
Harvard Business
School

**GOAL: "making the
world a better place"**

**Try to provide other
people tools for
making the world a
better place, by giving
people leadership skills**

Show Up...

Leading change is a critical skill - especially while inspiring and engaging your staff

Active listening, engaging in dialogue, coaching for development

All involve leading positive change

2. SPEAK UP

- ❖ Use the power of your voice!
- ❖ Voice your opinion...just talk...shaping the agenda...
- ❖ Framing the issues for others, make people think in another way
- ❖ *“Speak your mind, even if your voice shakes” Maggie Kuhn*

SPEAK UP

- ❑ Start with telling powerful and compelling stories of where your organization has been, where it is now, and where it needs to go**
- ❑ And Why!**
- ❑ Let staff discuss tensions and resistance to change**
- ❑ Ensure staff's concerns are heard and discuss proactive ways forward together**

3. LOOK UP

- **Think about the higher principles, bigger issue**
- **Leadership without bigger vision and values is hollow!**

Look Up: Stand on Positive Higher Ground

- ❑ Person genuinely happy and positive...people mirror these qualities
- ❑ Emotions of others proven to affect people's thinking and decision-making skills along with interpersonal relationships within the organization

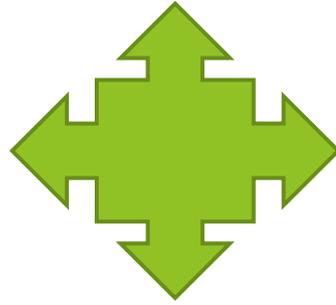


4. Team Up

- ❖ **Everything goes easier with partners. Nothing is so difficult than doing it on your own**
- ❖ **Collective effort**
- ❖ **Hold everyone accountable**

I've learned that people will forget what you did, people will forget what you said, but people will never forget how you made them feel. Maya Angelou

Team Up



- ▶ **Change leaders must go beyond storytelling, motivation, and mobilization efforts**
- ▶ **Leaders of Positive Change need to provide resources so that the organization has what it needs to succeed in the new**

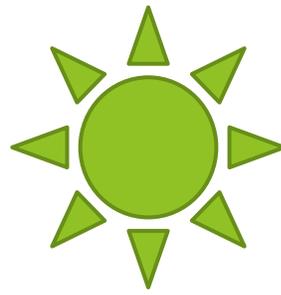
5. Never Give Up

Kantor's law: Everything can look like a failure in the middle. There will always be roadblocks

Leading Positive Change requires the skill of resilience, surprises are the new normal

Challenges are seen as opportunities

Change is everywhere....



Never Give Up

Change is inevitable in our lives. And some of those changes aren't always welcome. We can sit on the sidelines and ask, "Why did this happen? Why me?" Or we can slowly make progress forward, even if our feet slip, toward that big shiny goal, sparkling with promise.

6. Lift Others Up

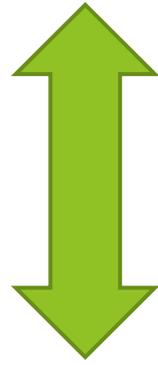


Share success

**Elevate other
people within
the team**

**Build support
for the future**

Lift Others Up



- ▶ **Positive actions include compassionate support of staff and volunteers**
- ▶ **Honoring people for their contributions**
- ▶ **Provide authentic recognition**
- ▶ **Learn from one another (we are all teachers and learners) especially when we make mistakes (resilience)**

Your Stories of Leading Positive Change

- ▶ Tell us a story of when you lead or were part of a team creating positive change.
- ▶ What ways do you handle resistance to change?
- ▶ What difference does emotional intelligence have in leading positive change?
- ▶ How do you show up, speak up, lift others up?

The Importance of Being a Positive Leader

- ▶ See the potential of greatness in everyone and everything
- ▶ LEADER - someone who inspires, challenges, motivates, and provides a vision
- ▶ Practical definition = OPTIMISTIC regardless of how bad things are...HOPE for a better day

Embody Positive Change

Being positive, staying motivated, pursuing my vision, making a difference in the world is not something I can be committed to once

Everyday, recommit to my goals and vision

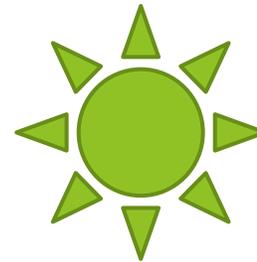
Leaders Create a Change Culture



- ▶ Leaders must dig deep, introspection, be honest with themselves, acknowledge strengths, weaknesses
- ▶ Lead living with positive practices
- ▶ Create an ‘Change Culture’ when people know where leaders stand, they will openly and willingly **CHOOSE** to follow and be prepared to positively act

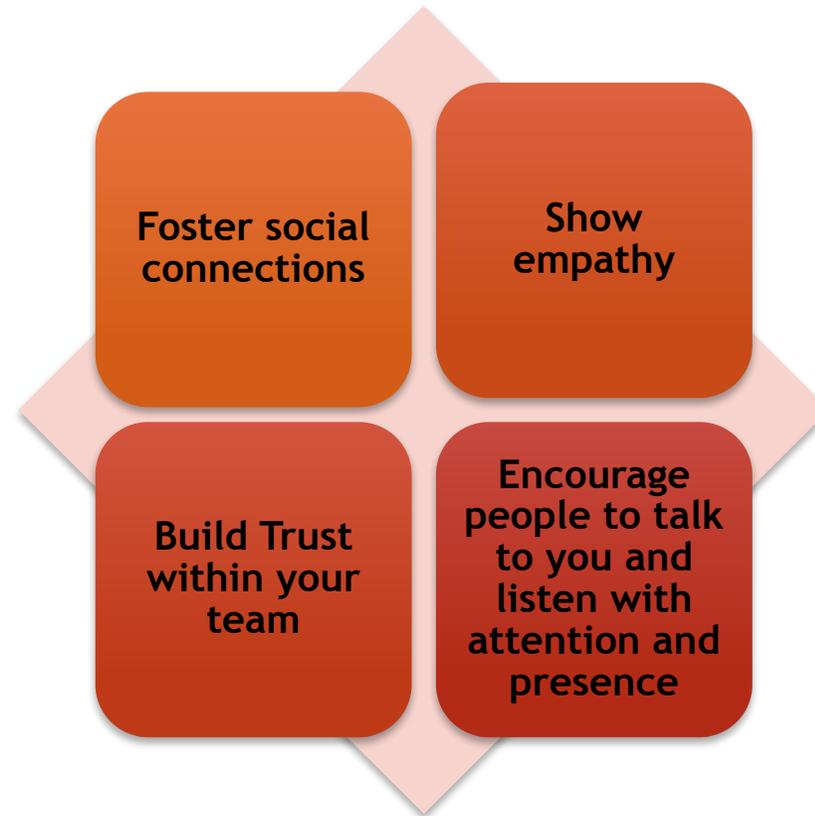
Take Positive Steps Every Day

- ▶ **Attitude of Gratitude**
- ▶ **Leaders possess a deep desire to emulate the right actions everyday**
- ▶ **Respect garners respect**
- ▶ **Everyone can be a positive leader**



POSITIVE WORKPLACE CULTURE

Emotional Intelligence Competencies



In Summary...

- ▶ **Positive Change workplace is more successful over time because it increases positive emotions and well-being**
- ▶ **Improves people's relationships with each other and amplifies their abilities and their creativity**
- ▶ **Buffers against negative experiences such as stress, thus improving staff's ability to bounce back from challenges (RESILIENCE) and difficulties while bolstering their health**
- ▶ **Attracts staff, making them trust and feel empowered (RETENTION) to leader and to the organization as well as bringing out their best strengths**
- ▶ **Positive Change Cultures = Higher Levels of Organizational Effectiveness, Customer Satisfaction, Productivity, and Staff Engagement**



Harvard's Top 11 Tips Positive Psychology Graduate Course

1. Oh, the questions you'll ask
2. Believe - in yourself and others
3. Learn to fail or fail to learn
4. Give yourself the permission to be human
5. Open up (journal and/or person)
6. Cultivate the merit finder (express gratitude)
7. Simplify
8. Cultivate relationships
9. Remember the mind-body connection
10. Differentiate yourself (be known)
11. Introduce behavioral change NOW

Leading Positive Change

- ▶ ***Leadership is accepting responsibility to create conditions that enable others to achieve shared purpose in the face of uncertainty*** *Marshall Ganz*

Leading Positive Change Resources

- ▶ Rosabeth Moss Kanter, *Confidence*, Leading Positive Change, TED Talk
- ▶ Daniel Goleman, *Working with Emotional Intelligence*
- ▶ John Kotter, *Leading Change*
- ▶ Brene Brown, *Daring Greatly*
- ▶ Sheryl Sandburg, Adam Grant, *Option B*
- ▶ Amy Cuddy, *Presence*
- ▶ William Bridges, *Transitions*

If you don't like something, change it. If you can't change it, change your attitude. -Maya Angelou

Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has. -Margaret Mead