

**PMI NJ Chapter
Seminar at Sea 2009
29 August – 3 September 2009**



Cruising through the Challenge of Change

Part I

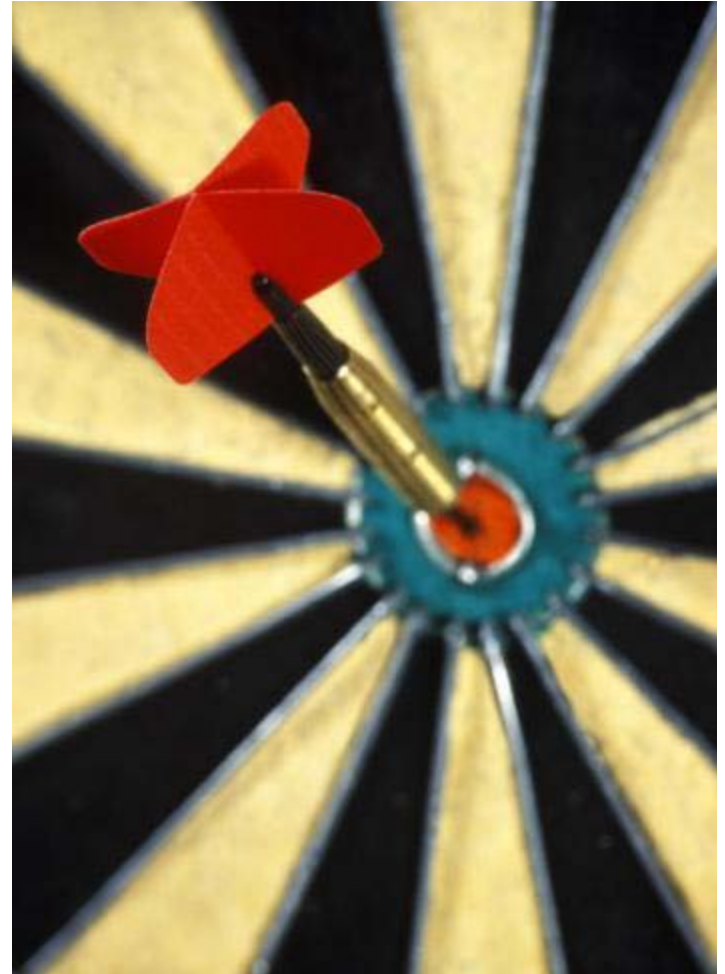


**Beth Ouellette, PMP, PgMP
The Ouellette Group, LLC
Monday August 31 @ 5:45pm – 7:00pm**



Agenda

- What is it?
- Existence of Change
- Evidence of Change
- Execution through Change
- Questionnaire





Discussion

What is change?

2 minute discussion with your neighbor.





Change – What is it?

Dictionary.com:

1. to make the form, nature, content, future course, etc., of (something) different from what it is or from what it would be if left alone. . .

Bing.com:

1. become or make different: to become different, or make something or somebody different. . .





Existence of Change





Existing in a time of change



NOW!



Excruciating 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.”

-- Niccolo Machiavelli





Expected Emotions with Change

	How to Recognize	Underlying issues	Supportive Behavior
Sadness	Sulking Associating with old friends/ practices Resisting new friends/ practices “I used to be...” “It used to be...”	Hanging on to the old ways Sense of the rug being pulled out	Preserve important past practices Avoid discarding the baby with the bath water Explore and time to talk Open-ended questions
Fear	Questioning Worrying, catastrophizing Overly detail-oriented Can't set priorities Trivial pursuits	Confusion over where he or she fits in	Clarify key issues Flush underlying problems Provide information and details Clarify priorities Develop framework, goals and plans

From Life Changes: Growing through Personal Transitions
by Sabina A. Spencer and John D. Adams



Expected Emotions with Change

	How to Recognize	Underlying issues	Supportive Behavior
Withdrawal	Quit/retire on the job Minimum commitment Won't discuss or ask questions Loss of interest or initiative Hard to find	Wait it out until normality returns	Pull back and reflect Gentle confrontation Listen and be persistent Take the initiative
Anger	Raised, intense voice Walks out Sabotage Back stabbing Misery loves company	Loss of significant portion of reality	Get issues out Permit/legitimize venting

From Life Changes: Growing through Personal Transitions
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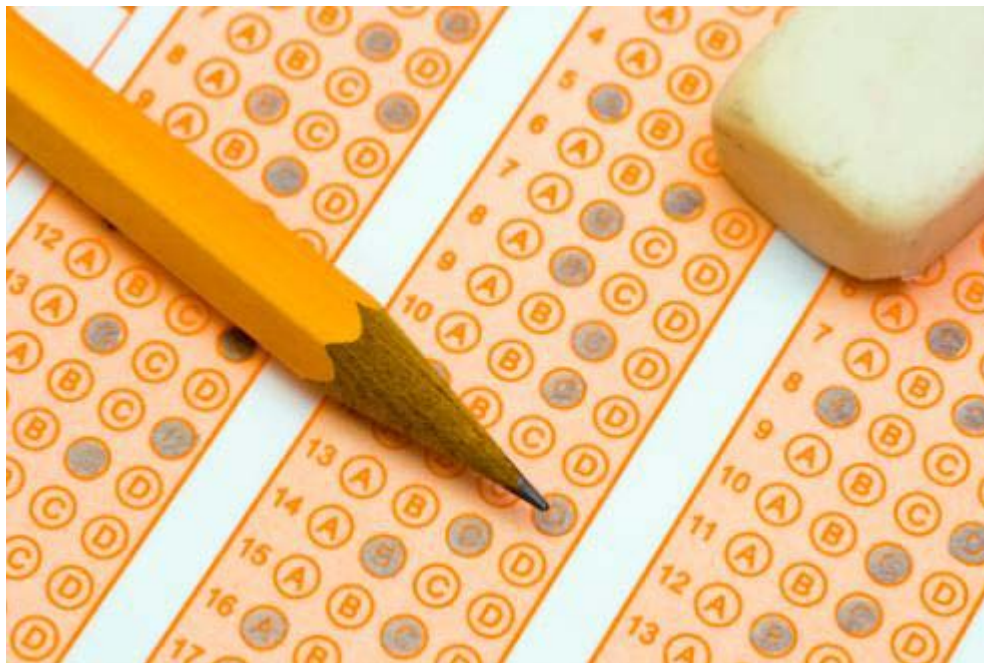


Execution through Change





Questionnaire



Cruising through Change

Part II

See you on Wednesday!



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Cruising through the Challenge of Change

Part II



**Beth Ouellette, PMP, PgMP
The Ouellette Group, LLC**

Wednesday September 2 @ 11:30am – 12:30pm



Agenda focus: You and your project

- Evidence of Change
- Execution through Change
- Emotions and Change
- Experience of Change
- Enhancing Soft skills to manage Change
- PM 101 still applies
- Questionnaire final results
 - Feedback will be integrated throughout the workshop





Evidence of Change





Execution – questions to ask





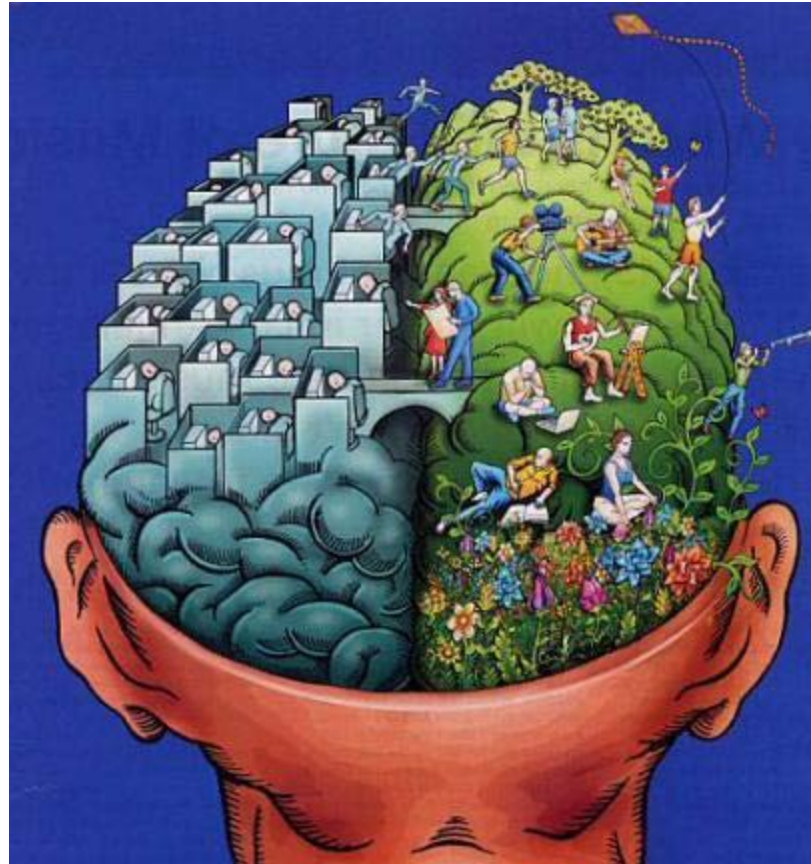
Emotions and Change : Understanding the Psychology of Change

What research tells us



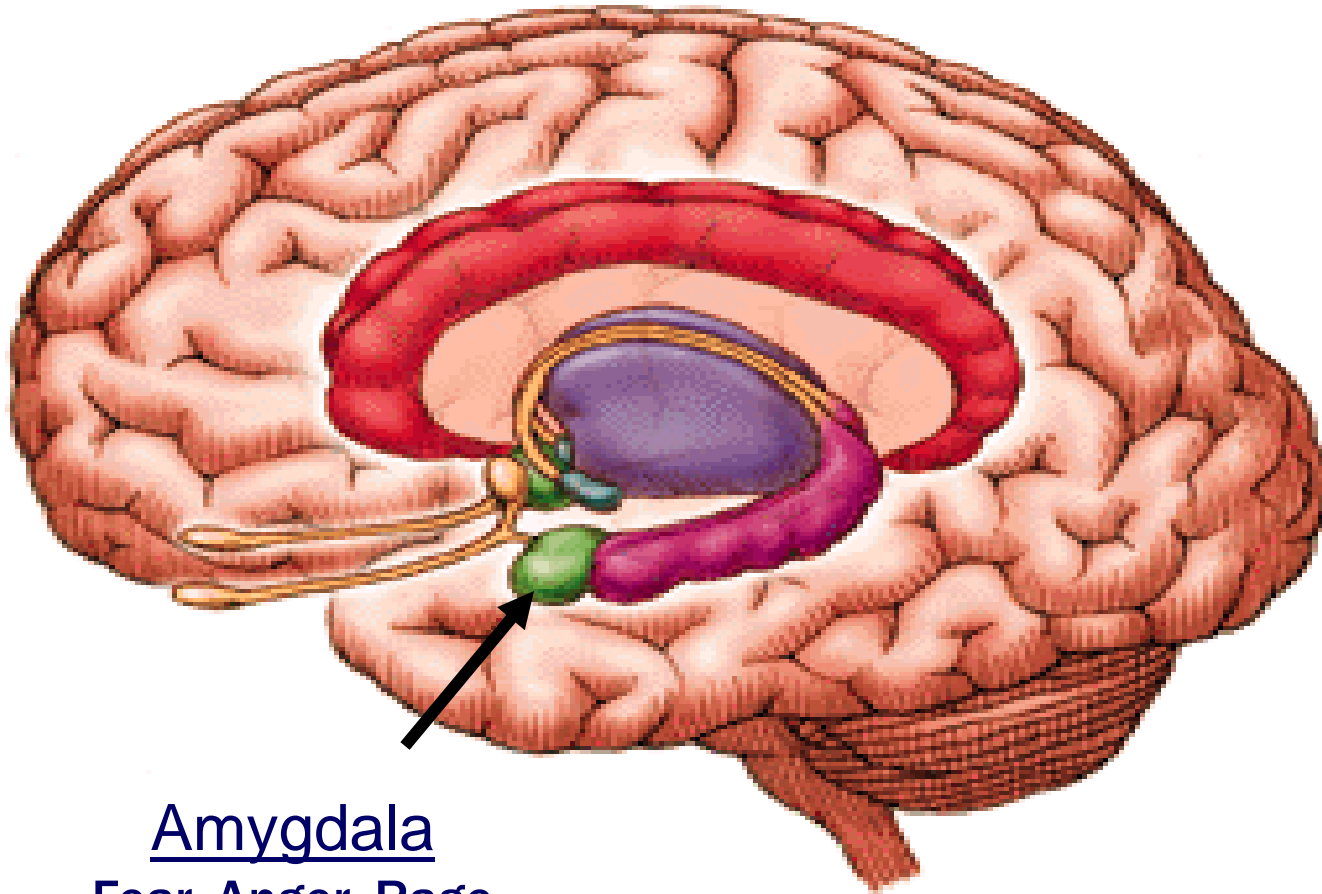


Experience of Change: How our Brain Processes “Stuff”





Experience of Change: Limbic System



Amygdala
Fear, Anger, Rage

Enhancing our Soft Skills to Manage Change



Sharpen these skills to stand out in the crowd!



Embracing the Change





PM 101 STILL applies to change

- Changes in stakeholders?
- Changes in business strategy?
- Changes in priorities?
- Changes in scope, time, budget elements?
- Other?





Success keys

- Expect and plan
- Prepare
- Be aware
- Enhance soft skills
- PM 101 applies
- Communicate
- Create a positive experience





Survey says:





Life is Change;
Growth is optional;
Choose Wisely;
It's up to you!

