

SILVER BULLET

FOR PEOPLE KEEN ON BETTER IMPROVEMENT

Silver Bullet equips people that want to make a difference in the workplace with tips and keys to help them dramatically improve their performance.



Silver Bullet 25 - Change!

Happy New Year, Friend!

I am excited about 2012 and what it offers. I hope you see the future as brightly.

We have often talked about the importance of a positive and sensible work attitude. As I look around my client's workplaces, now more than ever, I see just how defeating a negative, complaining attitude can be in the workplace. I hope this year delivers you great success and that your workplace is progressive and an enjoyable place to work.

Lets start the year with a reminder of those seven timeless keys that give you the best chance of delivering successful change (or anything really!)

Kind regards

Dan

7SIM Founder

The Keys to Successful Change

Change is hard! Don't make it harder by having complex methodologies and strict templates to manage change. Change management is more biological than mechanical. Sure, you need to do things consistently but methods and process are no where near as important as these keys to success. So if you want to start 2012 on the right foot, make sure you take into account these seven keys:

An unrelenting focus on the customer. Whether the customer is internal or external, take the time upfront to identify who is the customer for the project - who will benefit from your change efforts? Then, focus on *their* needs not yours.

Support from senior sponsor. Firstly make sure you have a sponsor that will support you and provide you the resources to be successful. Senior leader sponsorship correlates overwhelmingly with successful change. If the senior leader isn't interested... don't

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Thank you for taking the time

start the project.

Have a crystal clear vision. Be really clear about your purpose and what you expect success to look like. Don't start your project until all people involved have 100% clarity.

Speak plainly and extensively. Use simple words, avoid jargon, communicate widely and sensibly. It seems self evident but most organizations do this poorly. Avoid acronyms and impressive words; rather choose to communicate simply - it's remarkable how effective a simple messages can be. If the message is unclear, normally the author is unclear.

Involve your best people in change. Identify your most impressive people and (no matter how busy they are), ease up their work schedule and get them involved. People that are influential, results oriented and have personal credibility are the team members you want to support you.

Actively manage change. Communication should be simple, repetitive and jargon free, AND it should be systematically managed. Simple messages delivered informally and formally but delivered to a well thought through communication plan.

People transition through change at different paces. The tempo for change differs with each person. Some get on board straight away, others take longer, others take longer still. Manage this sensibly. Apply resources and time to helping people transition through change. That said, don't waste time on the 5% that won't get onboard no matter what you say.

So that's it. Take action on these 7 keys and I guarantee your change will succeed!

THINK *differently*, ACT *deliberately*, SUCCEED *greatly*.

Dan

Dan Jackson
7SIM Founder

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