



SESSION TWO

Change Leadership Muscles



LEARNING CANVAS

CHANGE CURVES

my key take-aways

AHA!

what I'd like to experiment



surprises...observations



other notes...good to know

Six Leadership Shifts



The 3 x Cs

Change Communication
Collaboration &
Co-creation
Community

Leadership

Adaptive
Distributed
Servant

Qualities

Empathy
Vulnerability
Curiosity

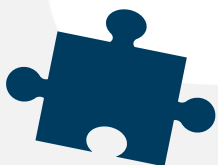
Agile

Fail Fast & Feedback
Minimum Viable Product
Done is Better Than
Perfect



The 3 x Rs

Readiness
Resilience
Resistance



Human Centred Change

Psychological Safety
Personas & People
Employee Journeying

Three Leadership Approaches

TO LEAD IN UNCERTAIN & AGILE ENVIRONMENTS

ADAPTIVE



- Framework for continuous change in times of uncertainty, with no known solutions
- Technical v adaptive challenges
- Relies on collaborative problem solving, not one expert
- What to do when you don't know what to do

Responsive
over reactive

SERVANT



- The servant leader is a servant first
- Natural desire to put people first OVER desire for position and status
- Demonstrates empathy
- Promotes autonomy

Service
over ego

DISTRIBUTED



- Leadership is a shared practice
- An outcome of all interactions is more important than the leader's skill or knowledge
- More people become informal leaders

Informal
over formal
leadership

FOR MOST PEOPLE, THIS MEANS LETTING GO OF OLD PRACTICES AND A SHIFT IN MINDSET

Qualities of Change Leadership

What one thing could I do to be a little more ...

Empathetic...

Vulnerable...

Curious...



3 Cs of Conversations of Change

Thinking about a conversation you wish you could do over how might you apply the 3 C framework

Curiosity

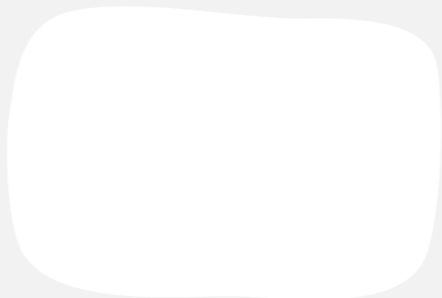
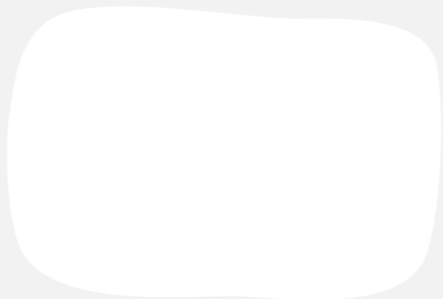
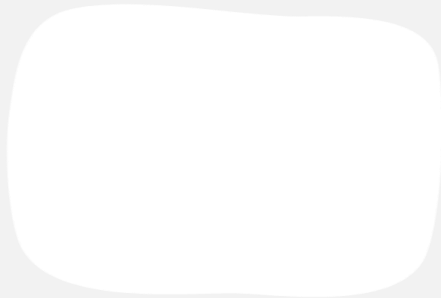
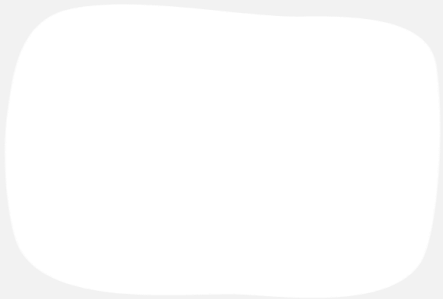
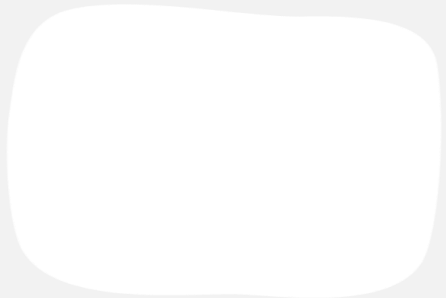
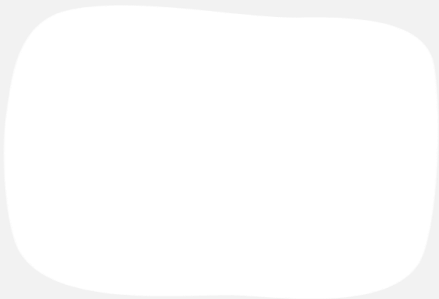
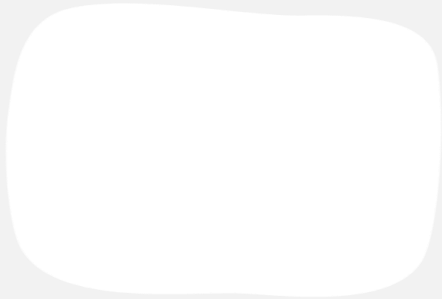
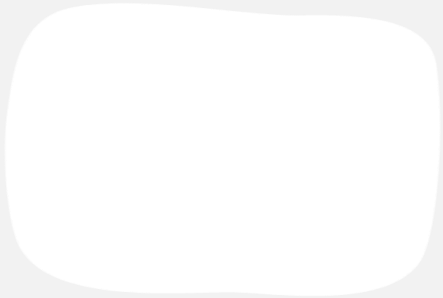
Courage

Compassion



Recap

WHAT'S IN MY TOOLKIT NOW?



Reflection

BETWEEN NOW AND NEXT SESSION

What do you need to let go of?

Complete

The Cost of Change online quiz
<https://costofchange.scoreapp.com/>



NOTES

