

WELCOME!



MIKE HINKLEY
VP OF FINANCE, BEACON



JOHN SULLIVAN
***DIRECTOR OF PROJECT
MANAGEMENT, BEACON***

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without **LIMITS**



RESISTANCE!

WHAT DOES RESISTANCE TO CHANGE LOOK LIKE ON MY TEAM?

PEOPLE MANAGERS... ASSEMBLE!!!

HOW CAN I AS A MANAGER HELP MY TEAM MANAGE RESISTANCE TO THE CHANGE AT HAND?!

WHAT'S IN THIS CHANGE FOR ME?!

I DIDN'T SIGN UP FOR THIS!

WHY IS EVERYTHING CHANGING?!

I DON'T WANT TO DO THIS!

THE OLD WAY WAS GREAT! WHY IS THIS NECESSARY?!

I DON'T KNOW HOW TO DO MY JOB NOW!!!

THE NEW WAY SCARES ME!

HELP ME! I DON'T GET IT!

CHANGE CAN BE PAINFUL

IF CHANGE CAN BE SO PAINFUL, WHY DO IT?



WE CHANGE BECAUSE WE WANT TO DELIVER THE BEST POSSIBLE USER EXPERIENCE & SERVICE TO OUR PEOPLE AND CUSTOMERS!



AHHHH!!...SO...MUCH...CHANGE!

- WORKDAY • TRANSFINDER • BYTECURVE • ROUTINGBOX • LYTX
- FLEETWAY
- EDYIR • CONNECTED EXPERIENCE...

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CHANGE IS WHAT WE MAKE IT



TIME TO POWER UP!

AFTER THIS SESSION YOU WILL...



UNDERSTAND THE MAIN REASONS FOR RESISTANCE & WHY YOU SHOULD CARE



BE INTRODUCED TO 5 ROLES THAT GREAT MANAGERS PLAY IN MANAGING RESISTANCE & LEARN WHY GREAT MANAGERS ARE SO IMPORTANT



LEAVE WITH 10 SUPER-TACTICS THAT GREAT MANAGERS USE TO MANAGE RESISTANCE



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What are the Common Reasons for Resistance to Change?



"WHILE RESISTANCE IS INEVITABLE, IT'S NOT INSURMOUNTABLE."

WHY YOU SHOULD CARE ABOUT RESISTANCE

*CHANGES NOT FULLY
IMPLEMENTED*

*PEOPLE REVERT TO THE
OLD WAY OF DOING
THINGS*

***RESISTANCE WILL
HAPPEN!***

***& IF NOT MANAGED
YOU CAN EXPECT...***

LOWER PRODUCTIVITY!

***DIVIDES ARE CREATED
BETWEEN 'US' AND 'THEM'***



WHY YOU ARE IMPORTANT IN MANAGING RESISTANCE



*LISTENING AND TALKING TO YOUR PEOPLE MAKES ALL THE DIFFERENCE
BETWEEN REJECTION AND ADOPTION OF CHANGE*

*EMPLOYEES
TRUST YOU!*

*YOU ARE CLOSE TO WHERE
THE CHANGE HAPPENS*

*YOU ARE BEST
POSITIONED TO
MITIGATE RESISTANCE*

*YOU HELP BUILD
SUPPORT!*



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WHAT ROLES DO YOU PLAY TO MANAGE RESISTANCE?



COMMUNICATOR



LIAISON

**Roles of
People Managers**



ADVOCATE



RESISTANCE MANAGER



COACH



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A small illustration of a superhero character with a yellow cape and blue suit, standing in the bottom right corner.

TINY GESTURES...BIG RESULTS



SPIDEY SAYS...

*JUST LIKE THE SPIDER THAT GAVE ME MY POWER...
BY EMBRACING THEIR ROLES, PEOPLE MANAGERS, CONTRIBUTE TO
SUCCESSFUL CHANGE OUTCOMES BY ENABLING ADOPTION, USAGE &
ABILITY OF THEIR TEAM!*



TINY GESTURES CAN TURN ORDINARY PEOPLE INTO AMAZING AGENTS OF CHANGE!



10 SUPER TACTICS AT YOUR DISPOSAL



1



Listen and Understand Objections

2



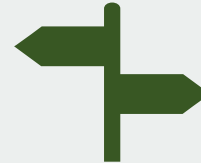
Focus on the 'What' and Let Go of the 'How'

3



Remove Barriers

4



Provide Simple, Clear Choices and Consequences

5



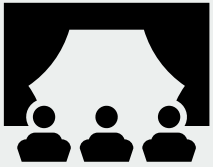
Create Hope

LEADERSHIP *without* LIMITS



10 SUPER TACTICS AT YOUR DISPOSAL

6



Show the Benefits
in a Real and
Tangible Way

7



Make a
Personal Appeal

8



Convert the
Strongest Dissenters

9



Demonstrate
Consequences

10



Celebrate
Successes

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Break-out Session!

- *AS YOU PROBABLY NOTICED BY NOW, YOU ARE IN A HALLOWED HALL OF SUPERHEROES...*
- *NOW THAT YOU'VE BEEN ARMED WITH YOUR 10 SUPER TACTICS IT'S TIME TO PUT YOU TO THE TEST!*
- *EACH HERO STANDING BEFORE YOU PERSONIFIES 1 OF THE 10 SUPER TACTICS*
- *YOUR TASK (WITH THE HELP OF YOUR TEAM) IS TO MATCH EACH TACTIC WITH THE SUPERHERO THAT BEST REPRESENTS THE ATTRIBUTE!*
- *CLUES HAVE BEEN PROVIDED TO YOU TO ASSIST YOU IN YOUR MISSION 😊*
- *YOUR TEAM HAS 5 MINUTES TO COMPLETE THE TASK...*

Go!!



1

**Listen and
Understand Objections**

2

**Focus on the
'What' and Let Go
of the 'How'**

3

**Remove
Barriers**

4

**Provide Simple,
Clear Choices and
Consequences**

5

**Create
Hope**

6

**Show the Benefits
in a Real and
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**Make a
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**Demonstrate
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10

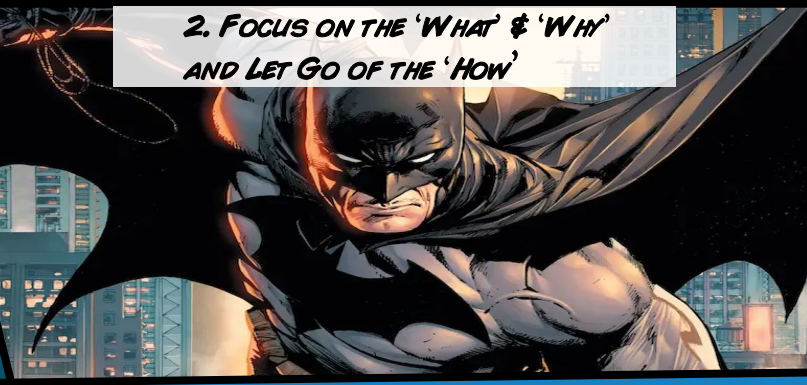
**Celebrate
Successes**



THE 10 SUPER TACTICS AT YOUR DISPOSAL



1. LISTEN AND UNDERSTAND OBJECTIONS



2. FOCUS ON THE 'WHAT' & 'WHY' AND LET GO OF THE 'HOW'

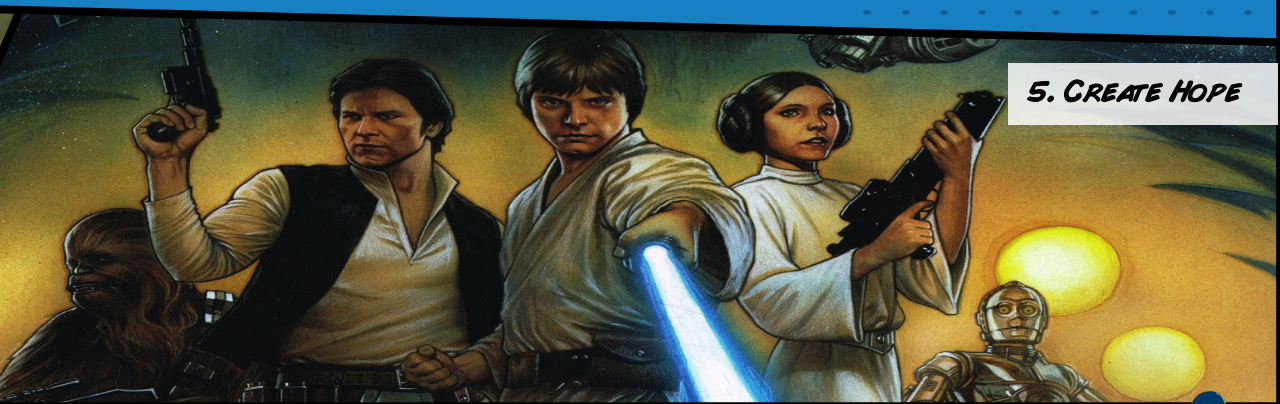


3. REMOVE BARRIERS

10 Super Tactics for Managing Resistance



4. PROVIDE SIMPLE & CLEAR CHOICES



5. CREATE HOPE

THE 10 SUPER-TACTICS AT YOUR DISPOSAL



6. SHOW THE BENEFITS OF THE CHANGE IN A REAL AND TANGIBLE WAY



7. MAKE PERSONAL APPEAL TO TEAM FOR BUY-IN

...Tactics Continued



8. CONVERT THE STRONGEST REBELS INTO ALLIES



9. DEMONSTRATE CONSEQUENCES



10. CELEBRATE SUCCESSSES



So WHO YOU GONNA CALL??

1. WHO DO YOU KNOW THAT PERSONIFIES ONE OR MORE OF THE 10 SUPER TACTICS?
WHO WOULD BE YOUR SUPERMAN, BATMAN...AND WHY?

2. WHICH SUPER TACTIC COMES NATURALLY TO YOU?

WHAT ARE YOUR TAKE-A-WAYS?



- *HOW WILL YOU LEVERAGE TODAY'S LEARNINGS IN YOUR ROLE AS A PEOPLE MANAGER?*
- *WHAT WILL YOU DO DIFFERENTLY TO LEAD YOUR TEAM THROUGH RESISTANCE?*
- *HOW WILL YOU ENSURE THAT YOU ARE SUCCESSFUL WHEN LEADING YOUR TEAM THROUGH RESISTANCE?*



A close-up image of a hand holding a lightsaber, with a bright white beam of light extending upwards from the hilt against a dark, starry background.

THANK YOU!

AND MAY THE FORCE (TO BETTER MANAGE RESISTANCE) BE WITH YOU...

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