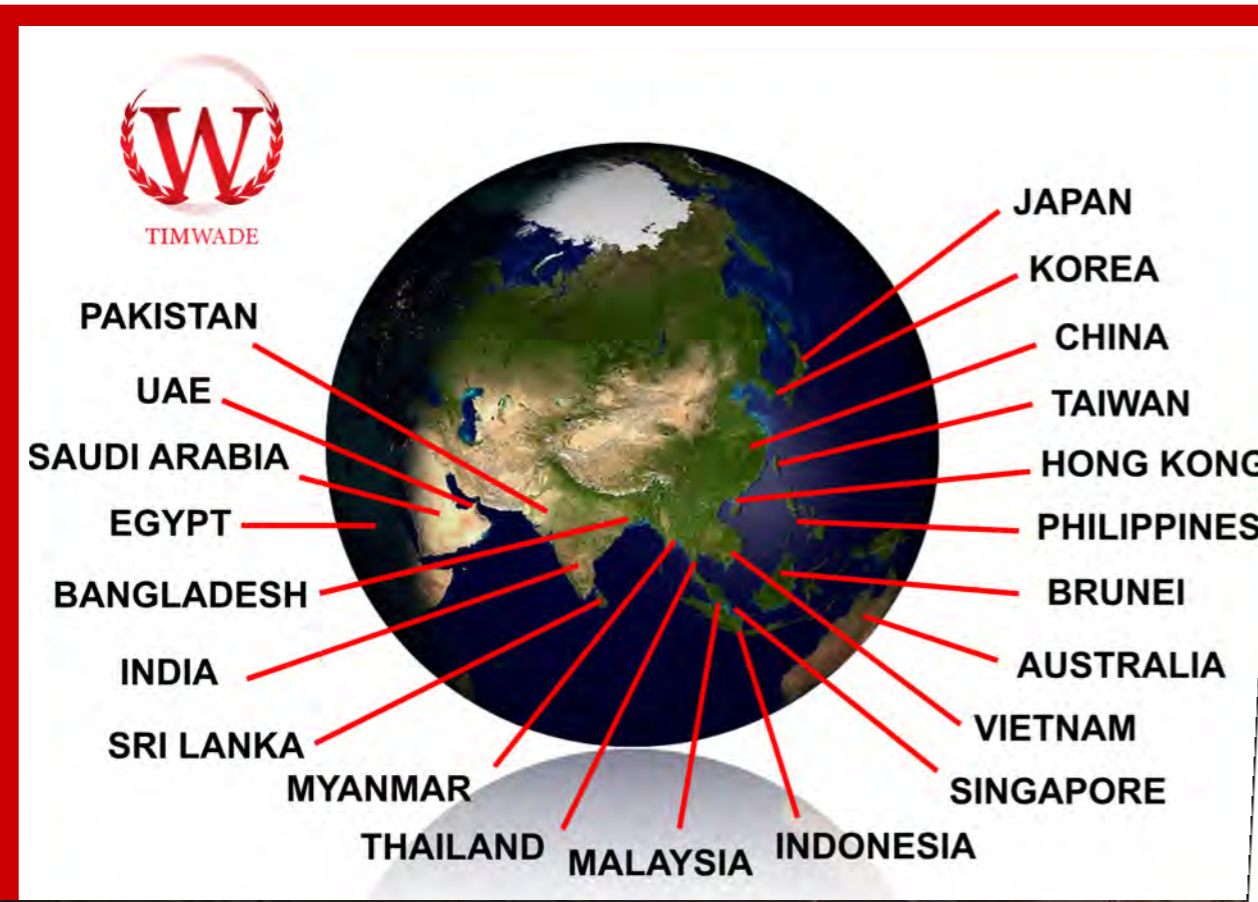


Change, Results and Presentations

for Positive Business Results

Tim Wade

SPMI
Singapore, 23 Sep 2014



P&G **DR. REDDY'S** **aps** **Simmons** **SingTel** **wi-tribe** **banglalink**

Unilever **MONSANTO** **AXIS BANK** **NATIONAL FOODS** **SC global** **SLA** **PRIMUS TELECOM**

Baiduri Bank Group **DAIMLER** **Singapore Government**

Al Rajhi Bank **CREDIT SUISSE** **COURTS** **NYP** **Nanyang Polytechnic**

HSBC **PRUDENTIAL** **Alpha** **IELTS** **TRINITY**

BLACKROCK **Wesley** **SINGAPORE PRISON SERVICE** **OUR ARMY**

DIAGEO **MOTOROLA** **DIGITALGLOBE** **abacus** **Carnival**

Microsoft Dynamics **ca technologies** **hp** **AMERICAN EXPRESS** **Operation Smile**

TASNEE **SUMITOMO** **W TIMWADE**



To impact this...

VISION

CHANGE

INFLUENCE

PRODUCTIVITY

LEADERSHIP

GROWTH



Requires...

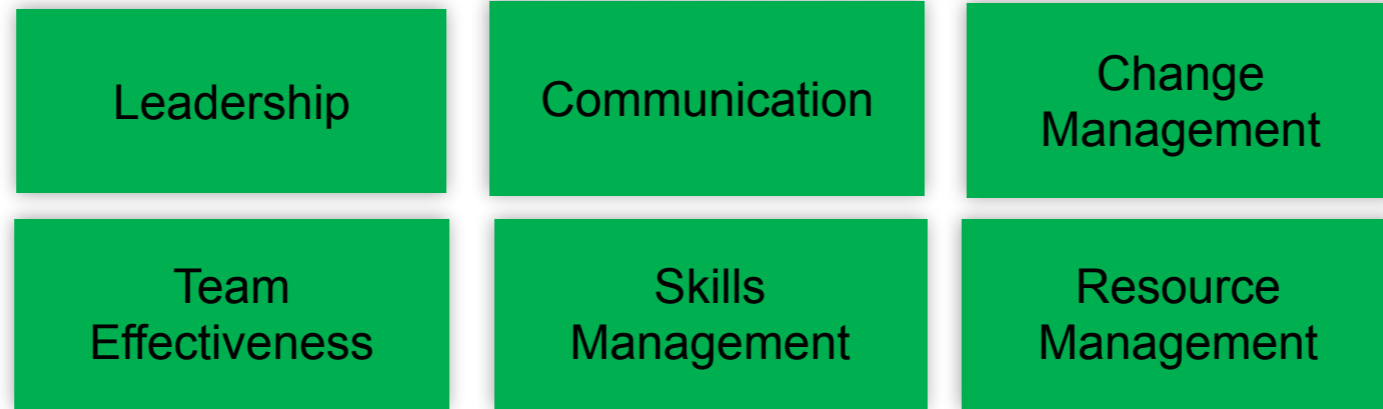
**Relationship
with Self**

**Relationship
with Others**

VISION

Corporate Vision & Mission

EXECUTION



EXECUTION

Compliance & Governance

Financial Effectiveness

Supply Chain

Performance Reporting

Strategy

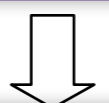
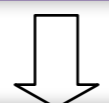
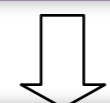
Innovation

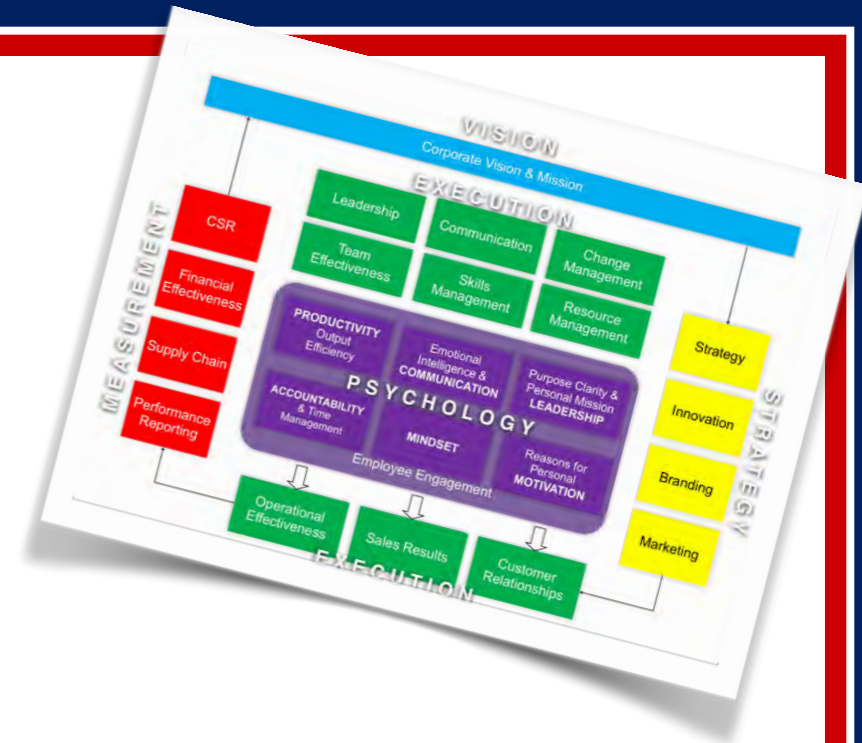
Branding

Marketing

MEASUREMENT

STRATEGY





Why Change?

(to increase value)

Organisational Goals: Value Exchange

SEEK:

AWARENESS
ACCOUNTABILITY
SELF-LEADERSHIP
PRODUCTIVITY
DISCIPLINE
DIRECTION
LEARNING

GIVE:

TIME
IDEAS
SKILLS
FEEDBACK
RESOURCES
EXPERIENCE
KNOWLEDGE
OPPORTUNITIES
ENCOURAGEMENT
ENTHUSIASM
A CHANCE
A VOICE
AN EAR
THANKS
SERVICE

LEAD:

TEAMS
CUSTOMERS
RELATIONSHIPS
INNOVATION
INFLUENCE
STRATEGY
SALES

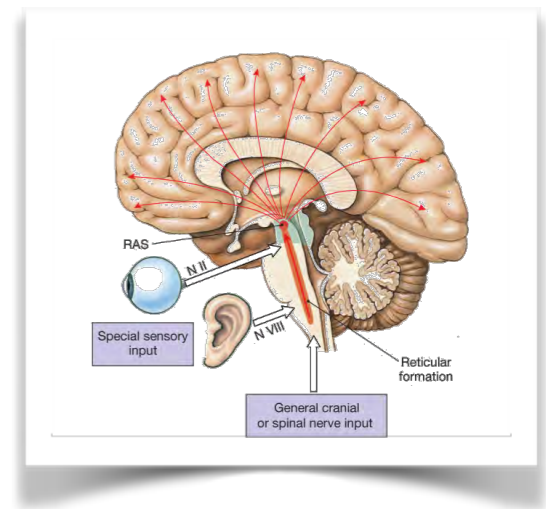
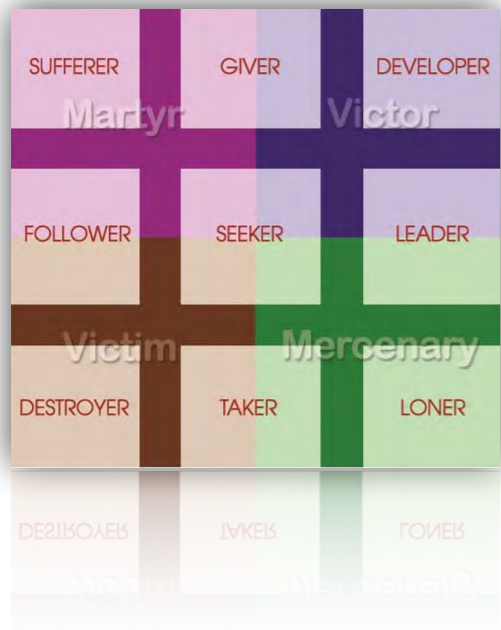
DEVELOP:

LEADERSHIP SKILLS
COMMUNICATION SKILLS
PRESENTATION SKILLS
COACHING SKILLS
AUTHENTICITY
INNOVATION
CREATIVITY
COURAGE
PEOPLE



CELEBRATE VICTORY:

REWARD
RECOGNISE
REGENERATE
THANK EACH OTHER
INVEST IN RELATIONSHIPS



Mindset of Victory



Self-actualization

morality,
creativity,
spontaneity,
problem solving,
lack of prejudice,
acceptance of facts

Esteem

self-esteem,
confidence, achievement,
respect of others, respect by others

Love/Belonging

friendship, family, sexual intimacy

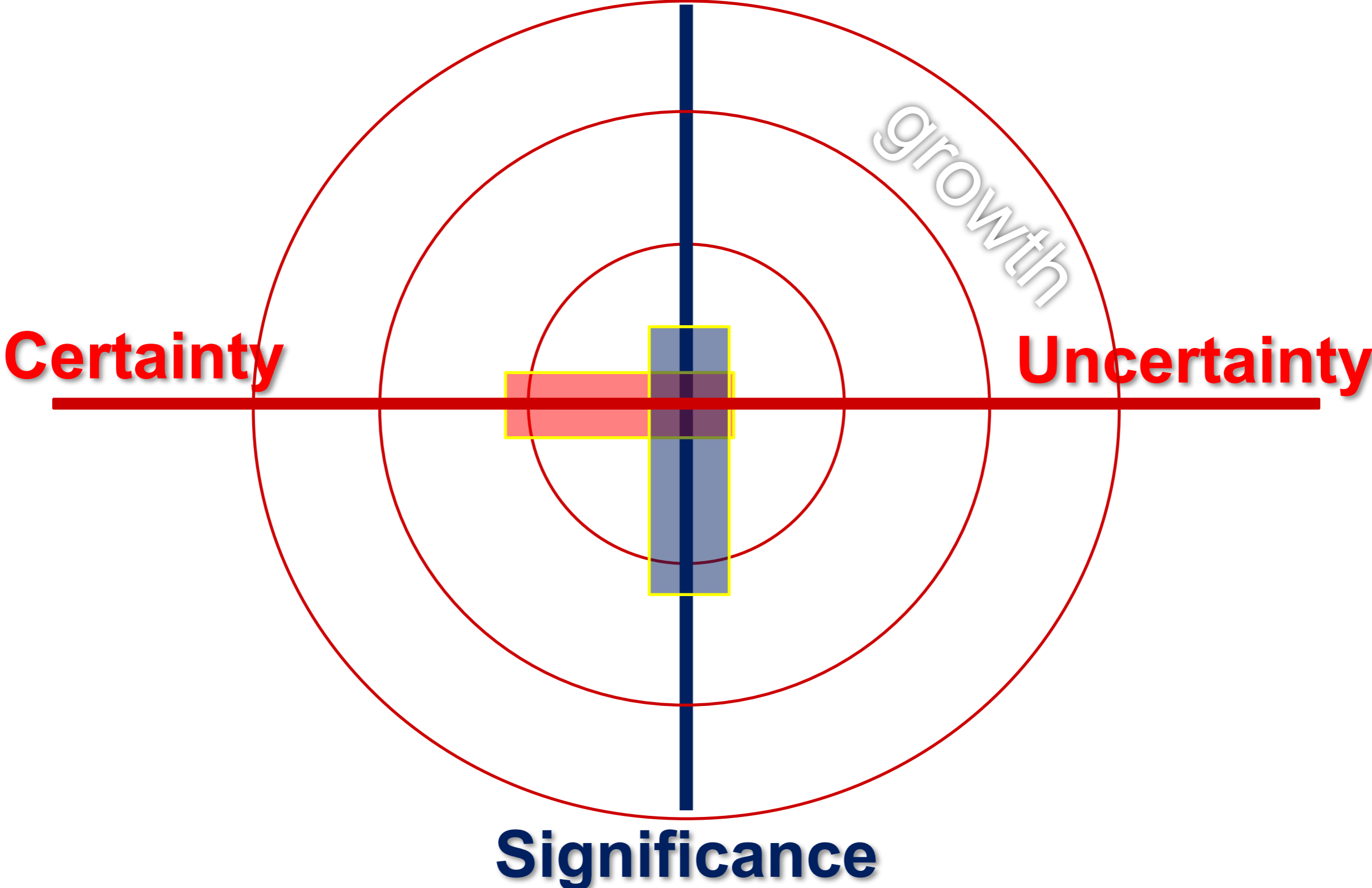
Safety

security of body, of employment, of resources,
of morality, of the family, of health, of property

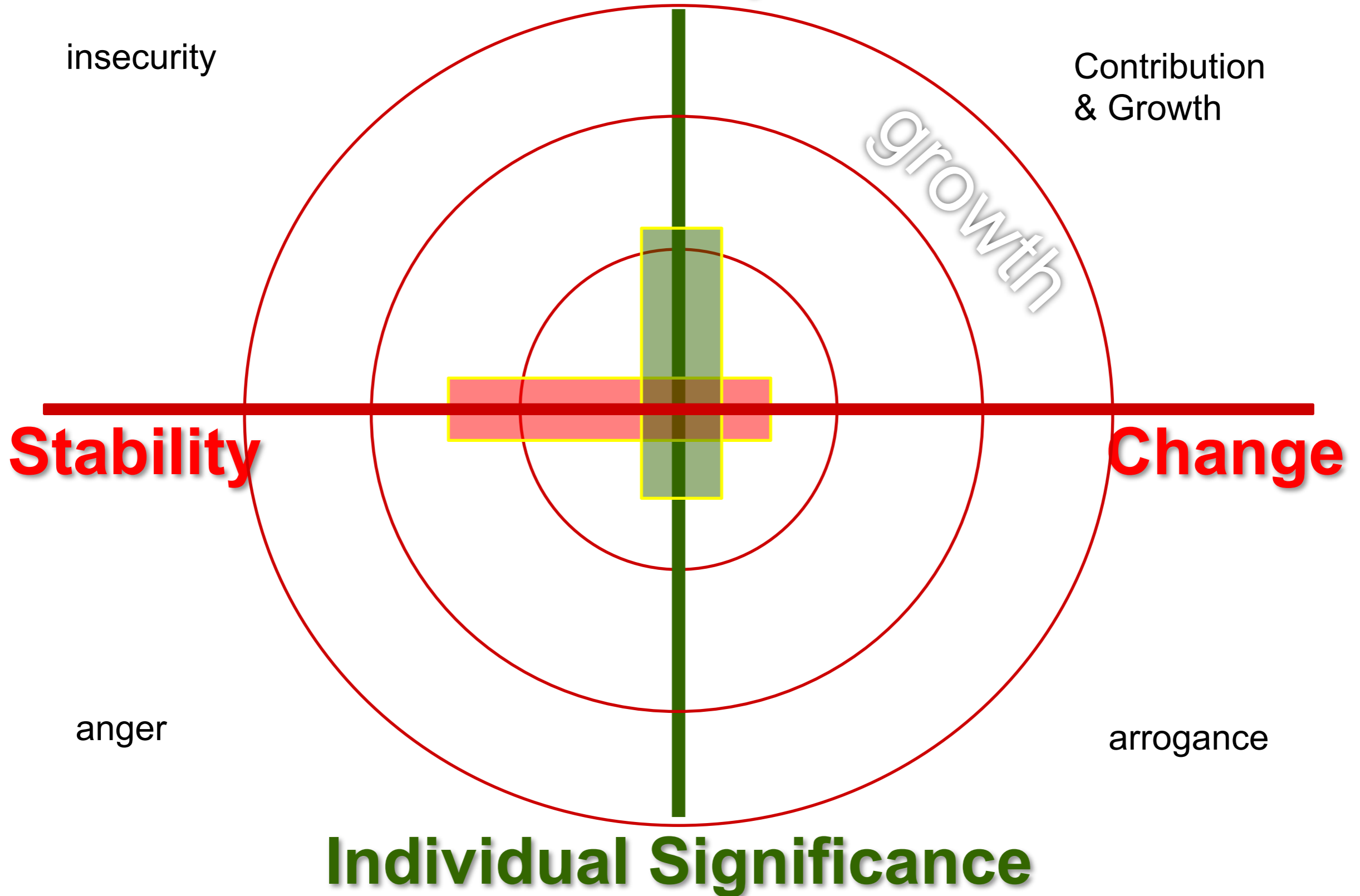
Physiological

breathing, food, water, sex, sleep, homeostasis, excretion

Love / Connection



Team Acceptance



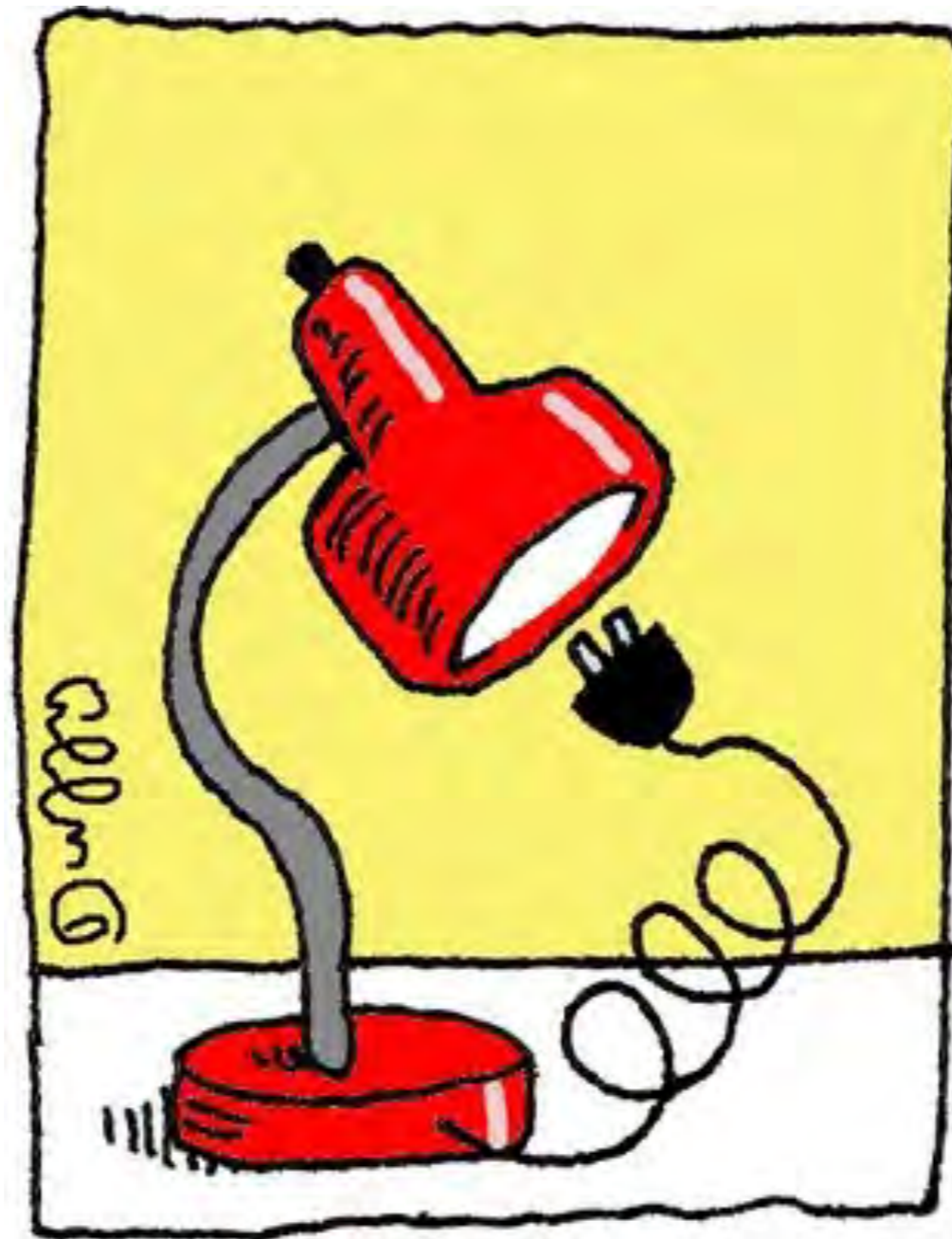
Why?



- We are **conditioned** to think a certain way (mindset)
- What we **think** about determines our moods / feelings / **emotions** (character)
- Our feelings can determine the extent of our **actions** (motivation)
- Our actions determine our **results**



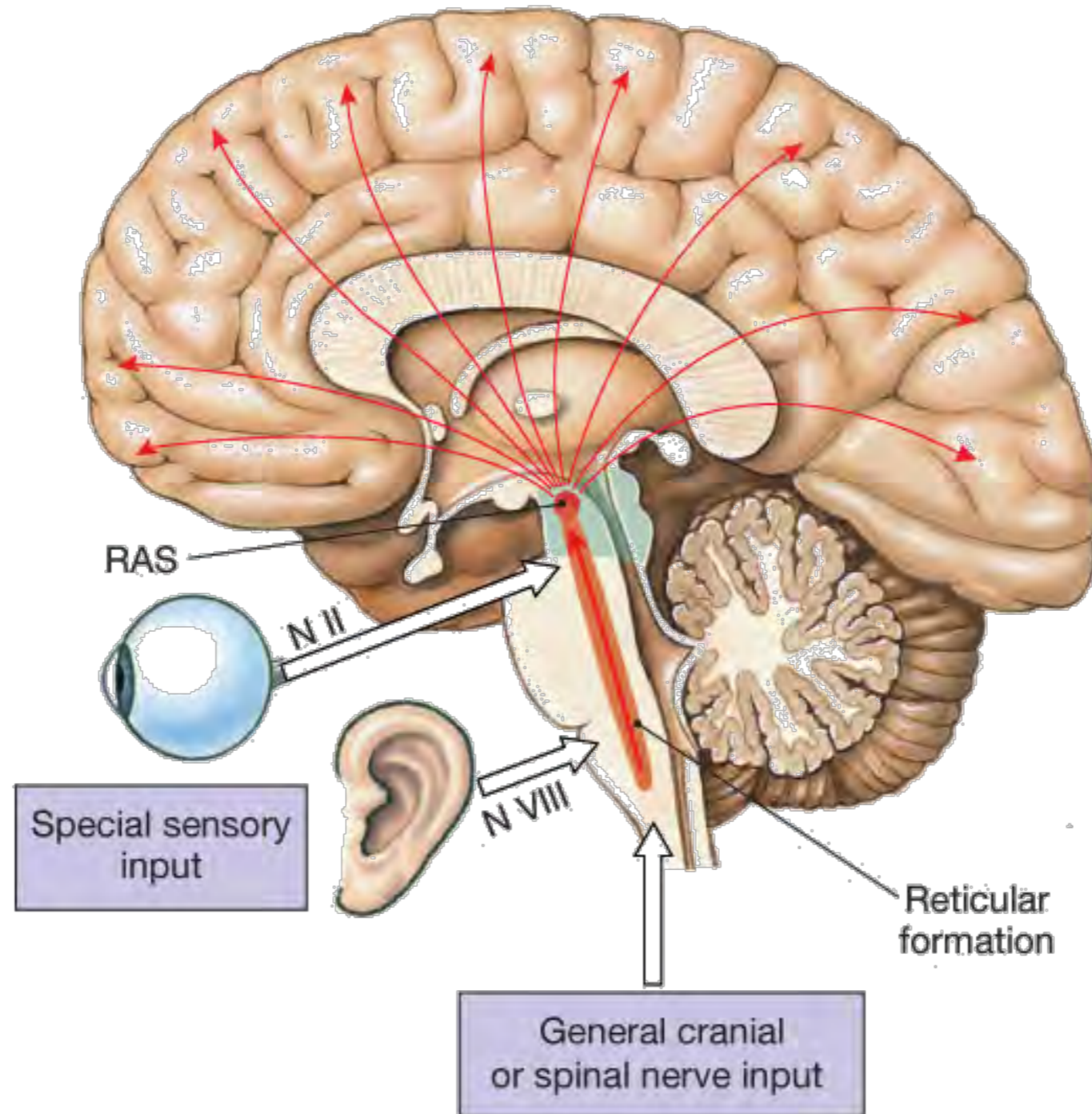
So how do we change our conditioned responses?



Habits?

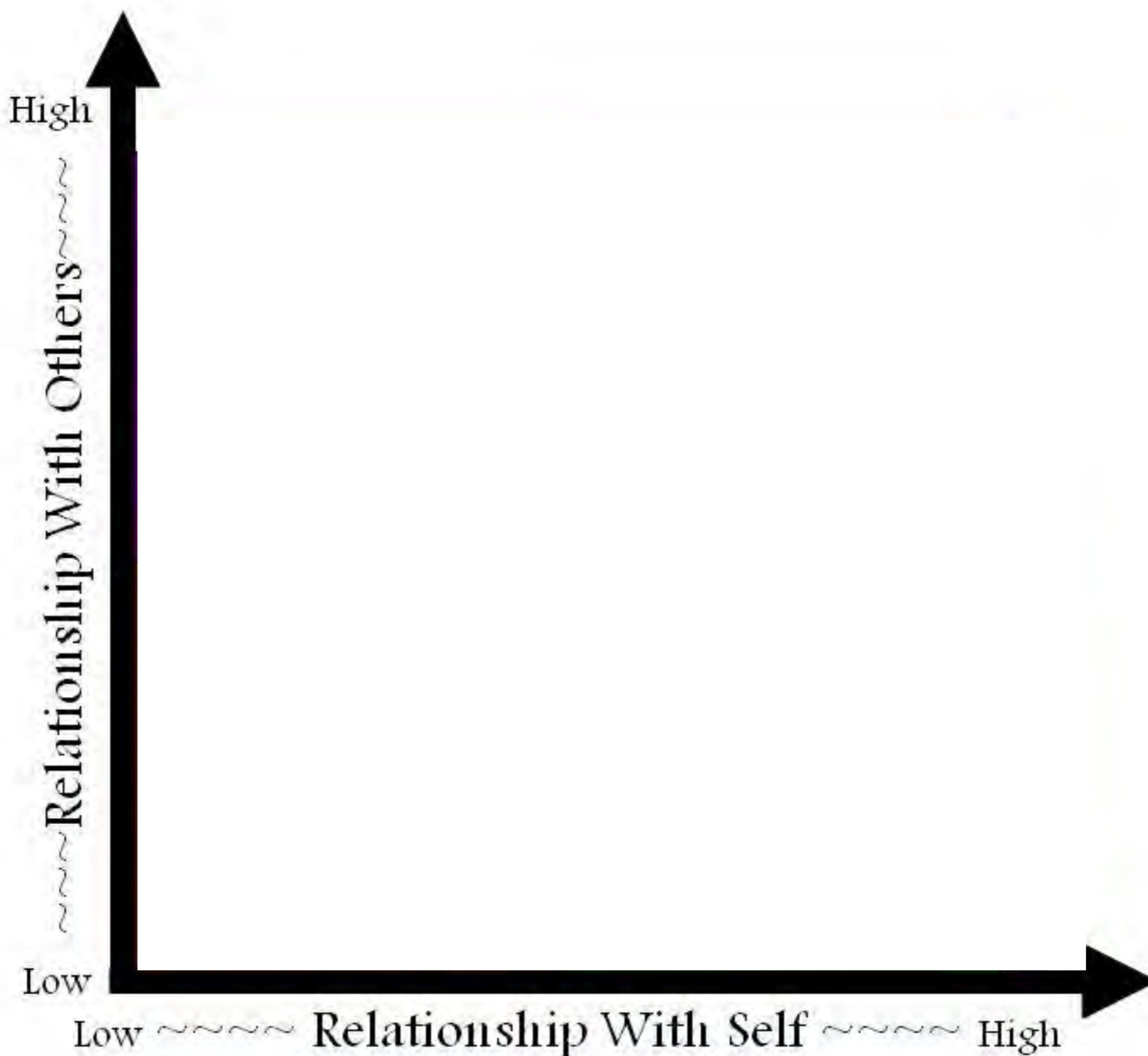
BROWN

Reticular Activating System

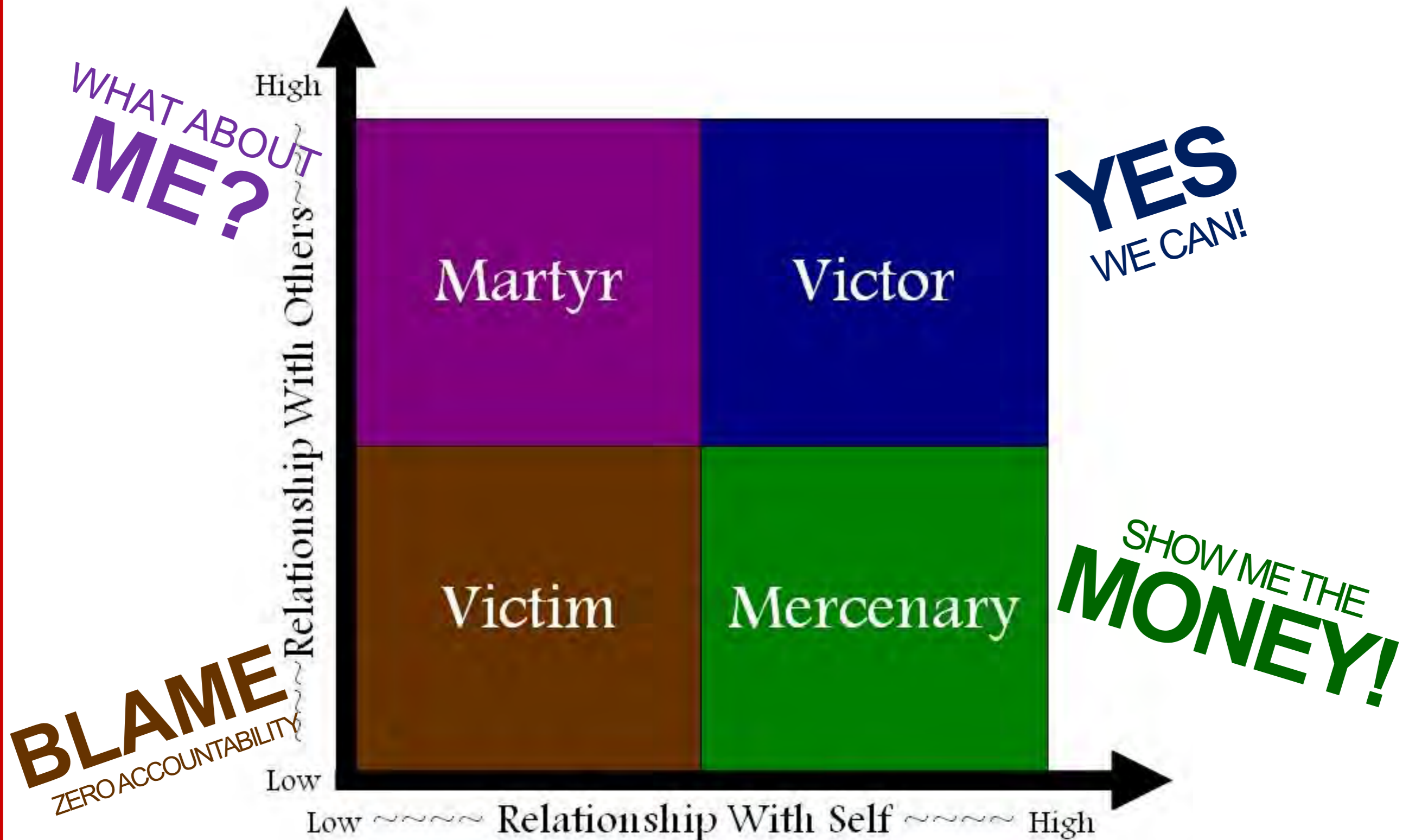


radio

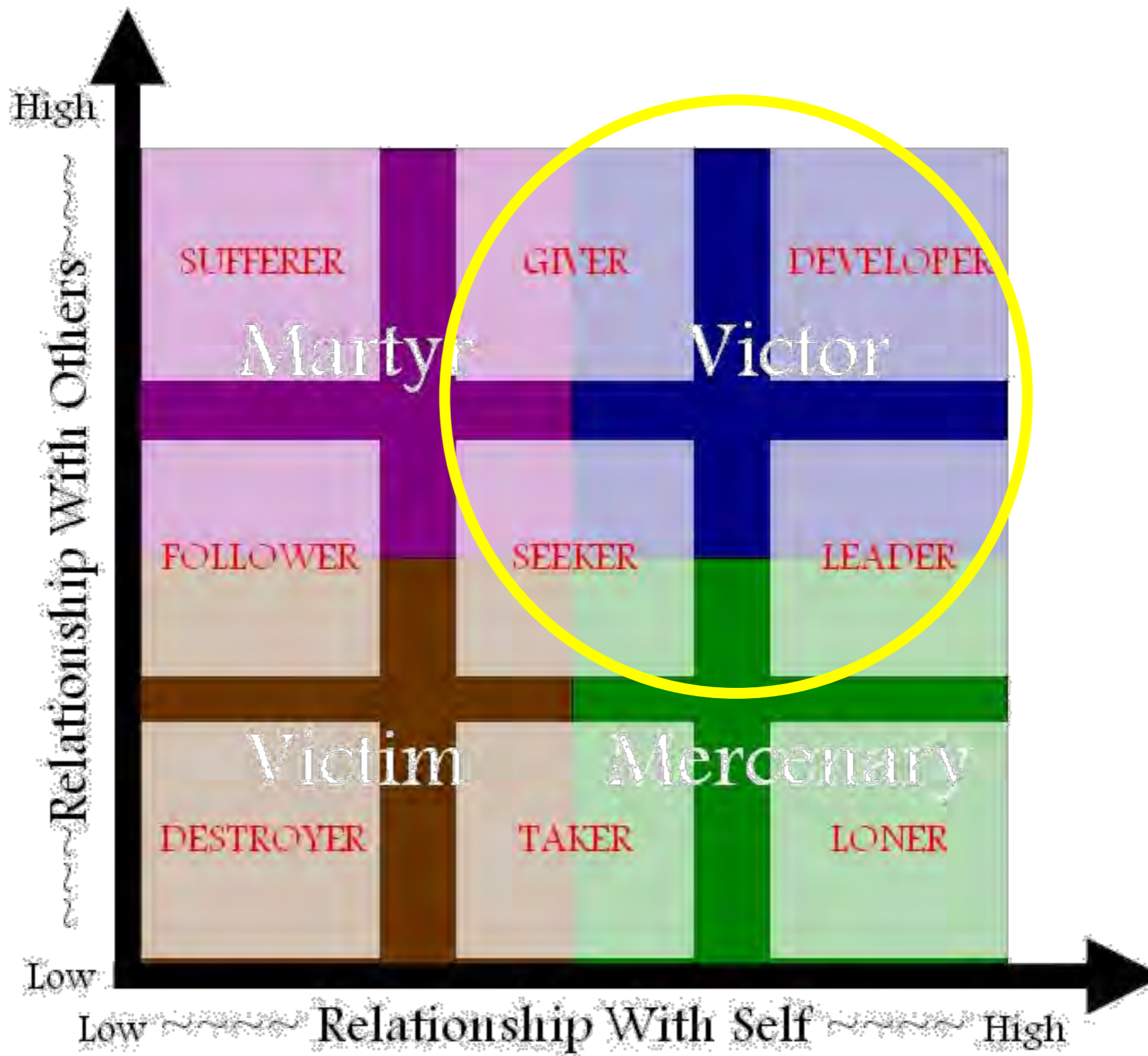
Strengthen Relationships with Self & Others



4 Conditioned Mindsets



Mindset of Victory model



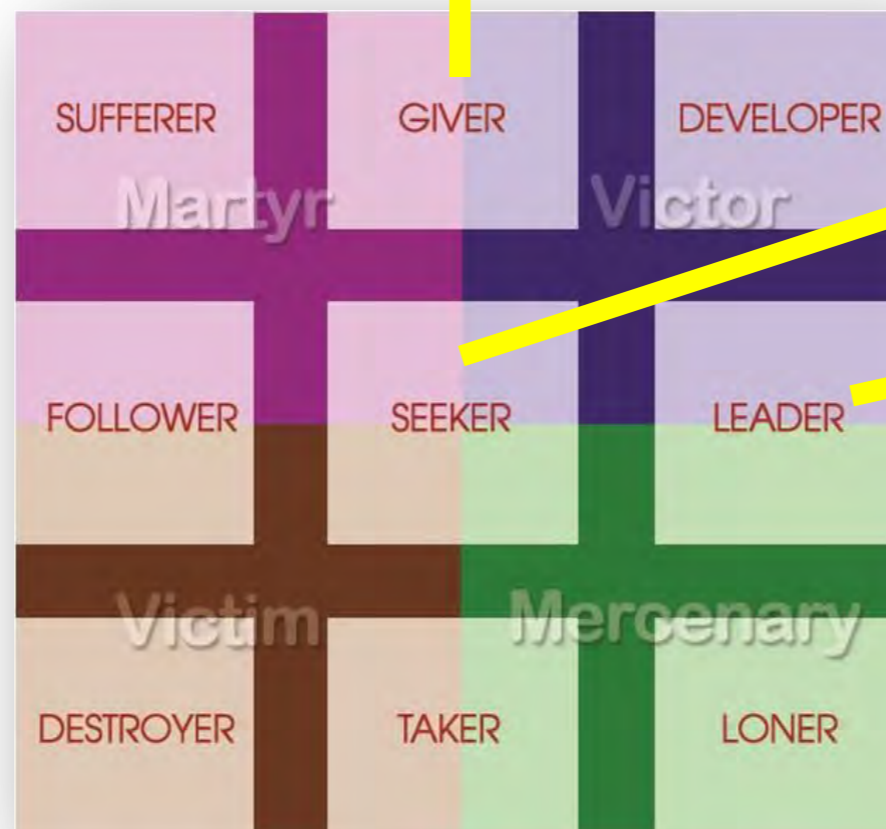
REMOVE BARRIERS AND GO FOR GOLD

Adapted from Marshall Goldsmith's
What Got You Here Won't Get You There

- 12. Making excuses
- 13. Clinging to the past
- 19. Passing the buck

- 4. Making Destructive Comments
- 5. Starting with "No," "But," or "However"
- 8. Negativity, or "Let me explain why that won't work"

4. Expressing gratitude



- 7. Speaking when angry
- 9. Withholding information
- 10. Failing to give proper recognition
- 14. Playing favourites
- 17. Failing to express gratitude
- 20. An excessive need to be "me"



5. Following Up

- 1. Feedback
- 3. Listening

2. Tell the world

- 1. Winning too much
- 2. Adding too much value
- 3. Passing Judgment
- 6. Telling the world how smart we are
- 11. Claiming undeserved credit
- 15. Refusing to express regret
- 16. Not listening
- 18. Punishing the messenger
- 21. Goal Obsession

Organisational Goals: Value Exchange

SEEK:

AWARENESS
ACCOUNTABILITY
SELF-LEADERSHIP
PRODUCTIVITY
DISCIPLINE
DIRECTION
LEARNING

GIVE:

TIME
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SKILLS
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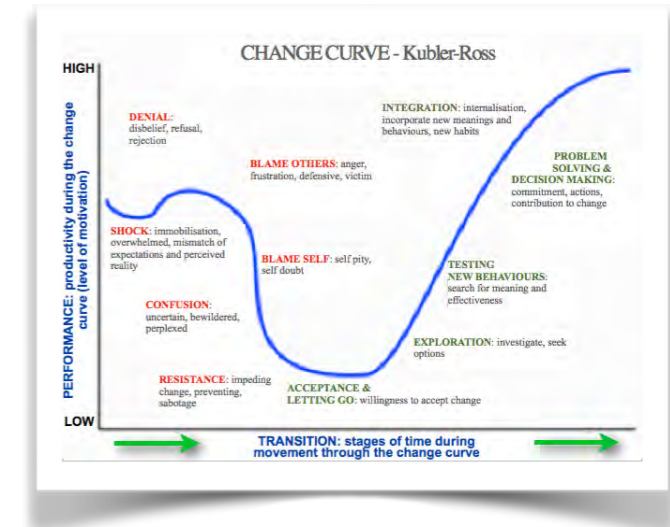
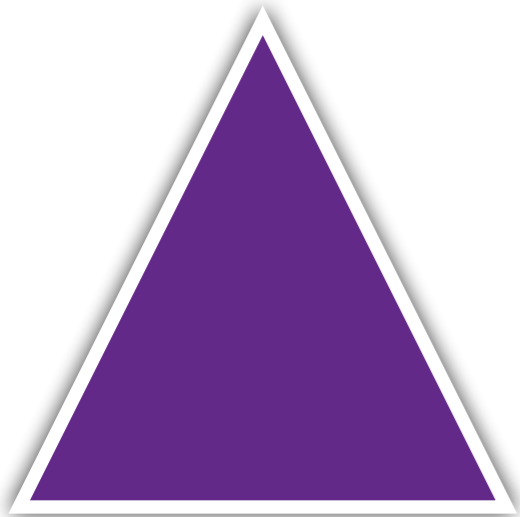
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PRESENTATION SKILLS
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INNOVATION
CREATIVITY
COURAGE
PEOPLE



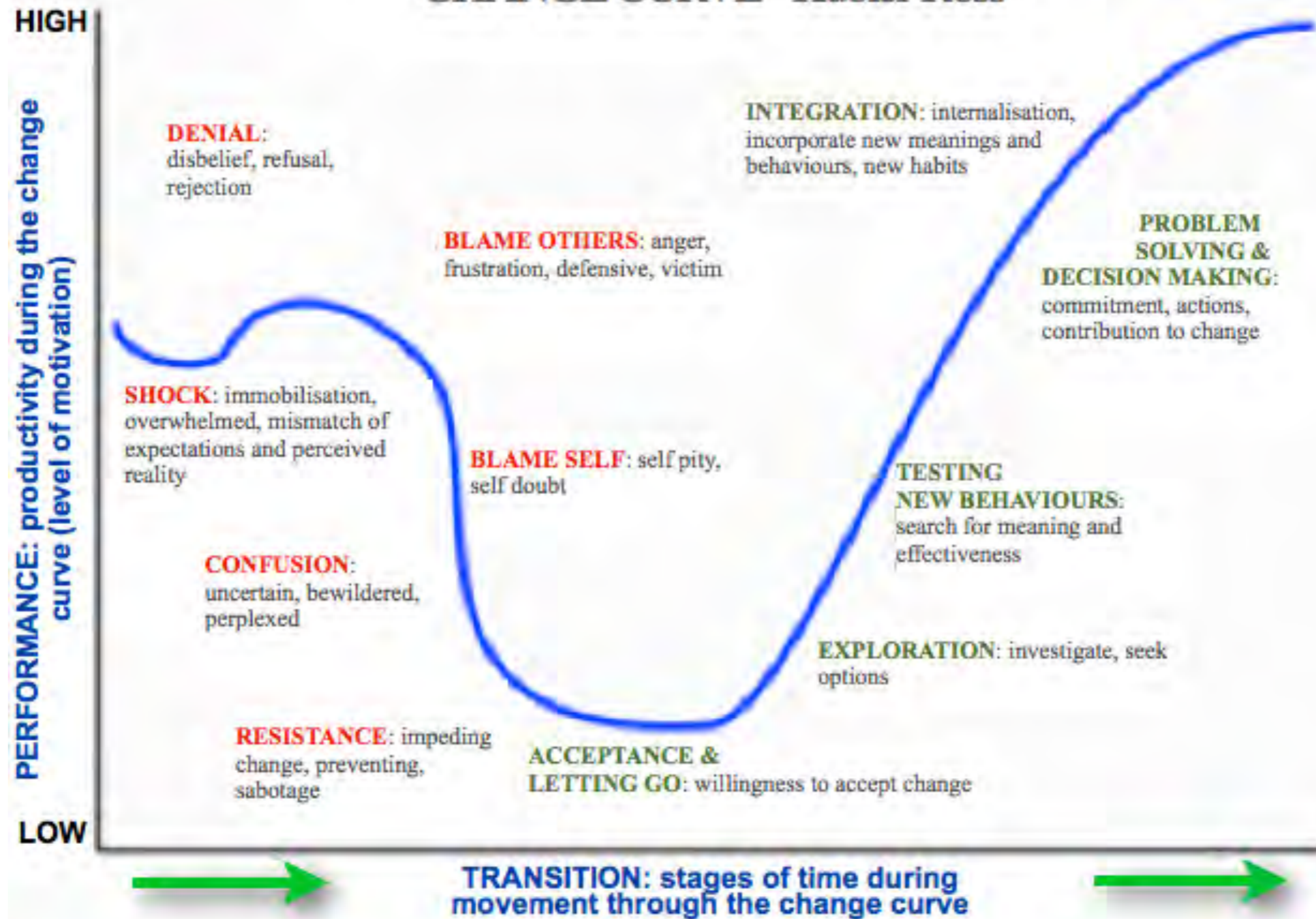
CELEBRATE VICTORY:

REWARD
RECOGNISE
REGENERATE
THANK EACH OTHER
INVEST IN RELATIONSHIPS



Leading & Embracing Change

CHANGE CURVE - Kubler-Ross





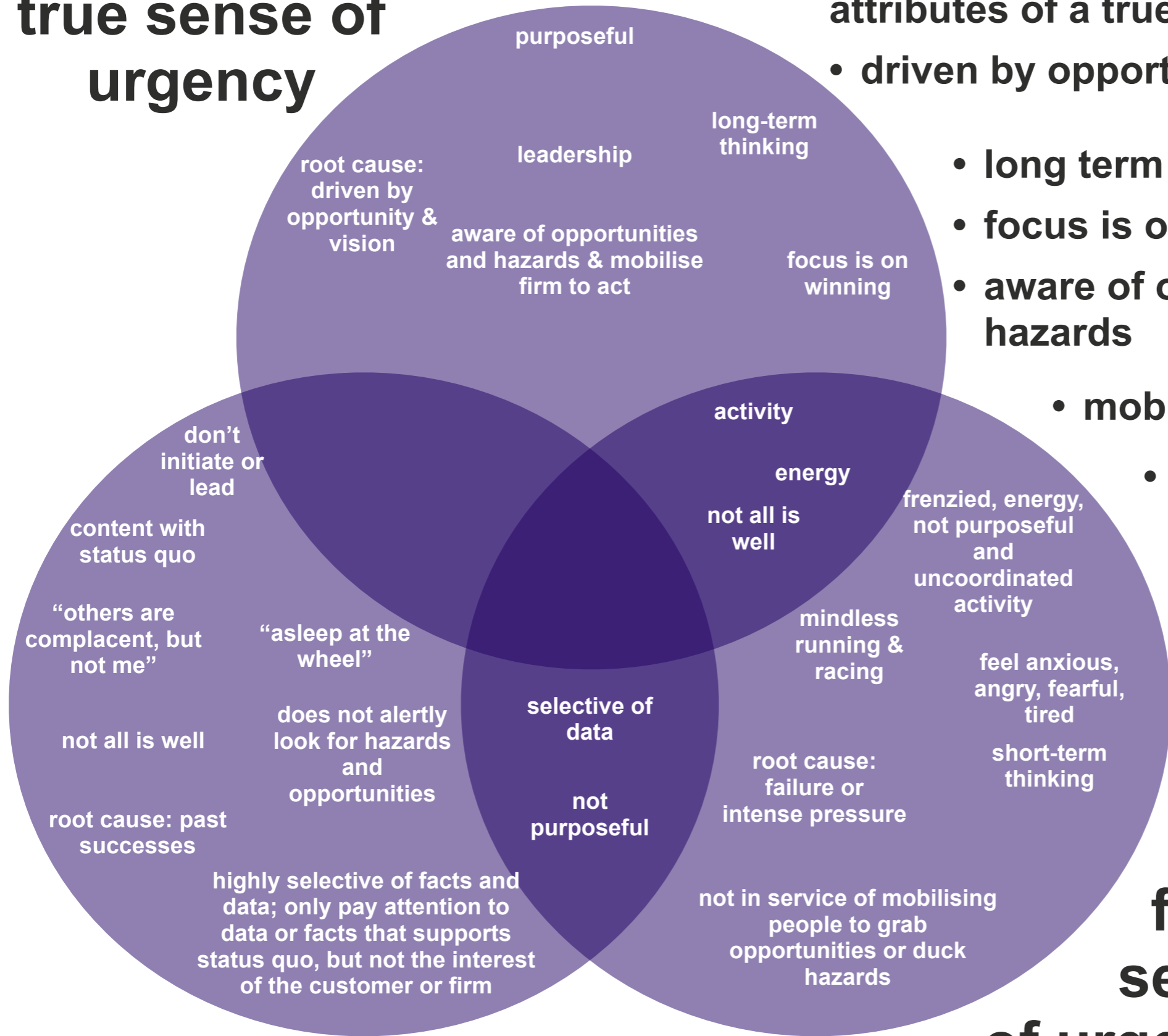
8 change stages

1. Increase **urgency**
2. Build a **guiding team**
3. Have a motivating **vision**
4. **Inform & engage**
5. Remove **barriers**
6. Deliver **quick wins**
7. **Finish the race**
8. **Integrate**

true sense of urgency

attributes of a true sense of urgency:

- driven by opportunity and vision
- long term thinking
- focus is on winning
- aware of opportunities and hazards
- mobilises firm to act
- leadership

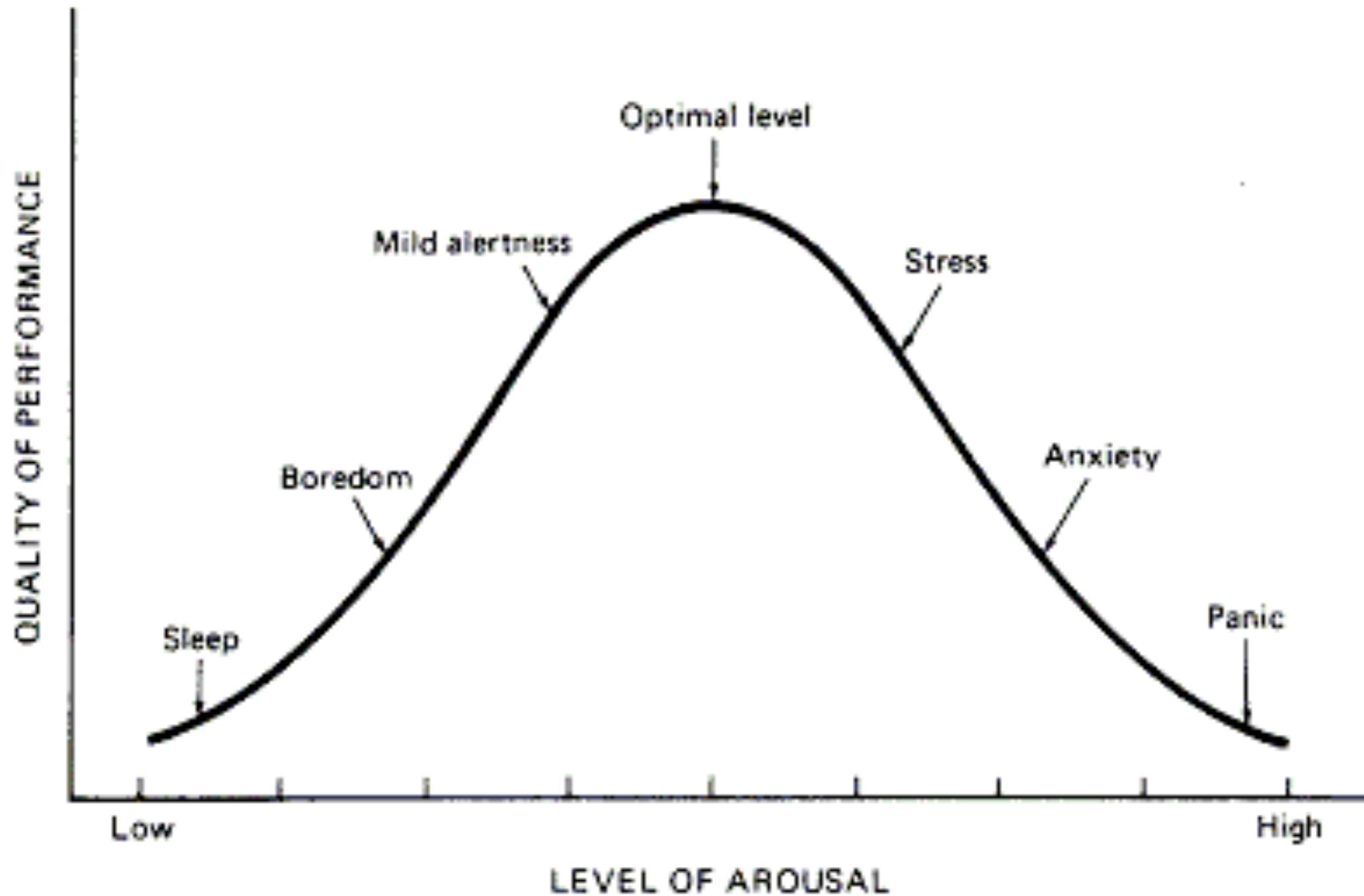


false sense of urgency

complacency

Create a optimum amount of stress

Yerkes-Dodson Law 1908





8 change stages

1. Increase urgency
2. Build a **guiding team**
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8. Integrate

Create a team to guide your organisation through the change.

Include change-positive people from all levels of your organisation.



Remember: change starts with **individuals** not organisations.



8 change stages

1. Increase urgency
2. Build a guiding team
3. Have a motivating **vision**
4. Inform & engage
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4 steps to goal accomplishment

1. Write down your **goals**
2. Articulate your **next steps**
3. **Tell** someone
4. **Report** progress regularly



8 change stages

1. Increase urgency
2. Build a guiding team
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The one-page business case

Initiative Title

Introduce the problem, why it is a problem, how it was caused and the key elements required to fix it.

Scenario:

Scenario description

Costs and resources required

Benefits / savings / revenue

Risks / projections / long-term costs

Payback period / ROI

	0	1	2	3
Scenario description	Do Nothing	Cautious	Balanced	Extreme
Costs and resources required	zero	\$ X	\$ X+Y	\$ X+Y+Z
Benefits / savings / revenue	None	Minimum	Mid-High	Very High
Risks / projections / long-term costs	High	Minimum	Min-Mid	Mid-High
Payback period / ROI	N/A	Mid-Long	Min-Mid	Mid-Long

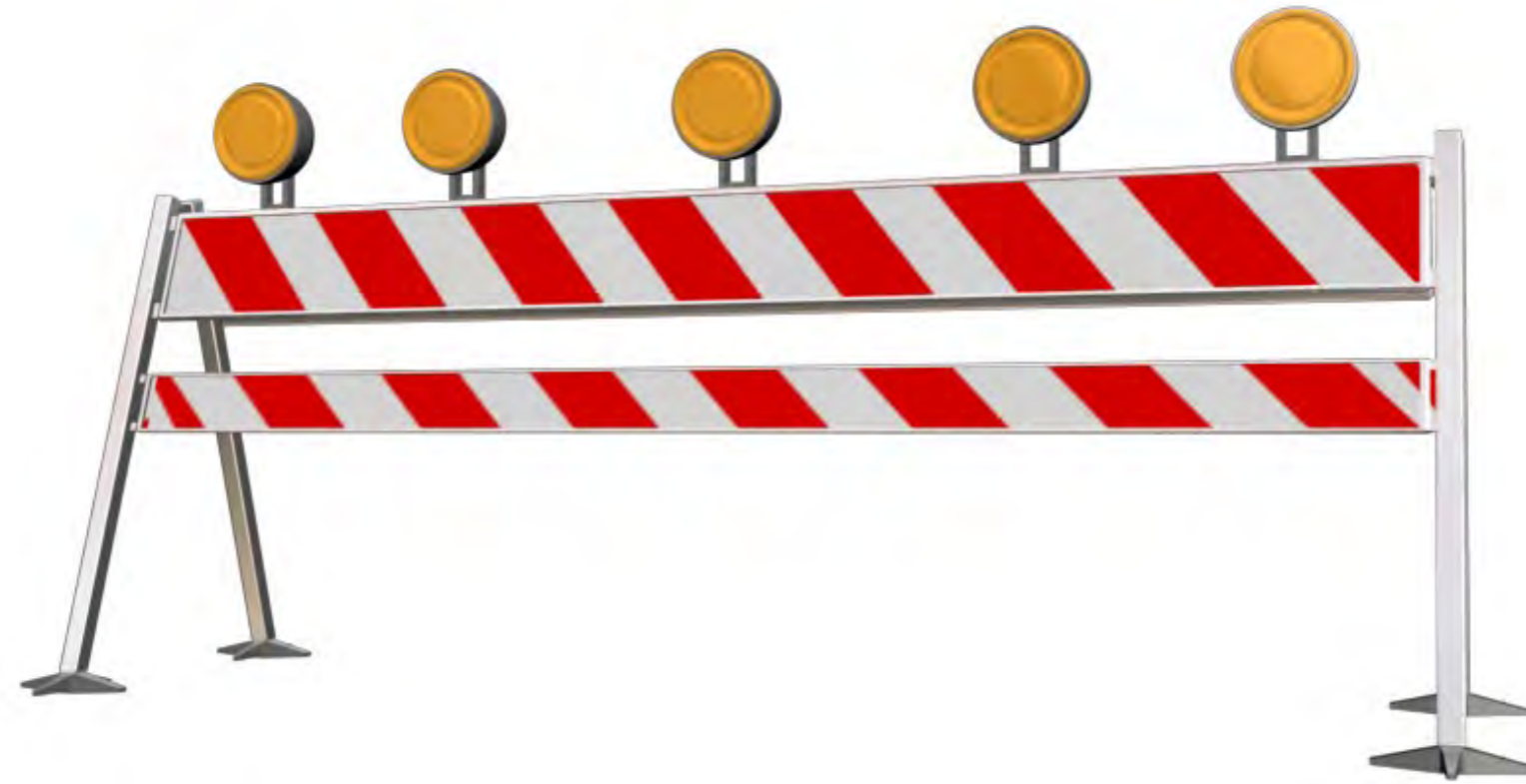
State recommended solution is Scenario 2 and explain the rationale

Highlight required approval, resources, next steps and recommended way forward



8 change stages

1. Increase urgency
2. Build a guiding team
3. Have a motivating vision
4. Inform & engage
5. Remove **barriers**
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Barriers to change include:

Failure to **see**

Failure to **move** and

Failure to **finish.**



8 change stages

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“The common denominator of success is: successful people **formed the habit of doing things that failures don't like to do.**”

Albert E. N. Gray, 1940



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tim@timwade.com