Creative Change Management

Program by Karla Brandau, CSP
President of People Skills International
770-923-0883
www.4PeopleSkills.com

IFMA
February 15, 2006
Making S-Curves Work for You

“When things change and new information comes into existence, it's no longer possible to solve today's problems with yesterday's solutions. Over and over again, people are finding out that what worked two years ago won't work right now. This gives them a choice. They can either bemoan the fact that things aren't as easy as they used to be, or they can use their creative abilities to find new answers, new solutions, and new ideas.”
— Roger van Oech

The Phenomenon of the S-Curve

Write down a challenge you are facing that is new or in the start-up phase...at the BOTTOM of the S-Curve:

Write down a challenge you are facing that seems to be working well...in the MIDDLE of the S-Curve:

Write down a challenge you are facing that seems to be stagnant...at the TOP of the S-Curve:
Make Change & Innovation Fun!

I.Q. TEST

Here are some real puzzlers for you! Decipher the hidden meaning of each set of words.

Timing timing

¼ ¼ ¼ ¼

Hand Hand Hand Deck

Dr. Dr.

gges egsg
gegs segg

Head Shoulders Arms Body Legs Ankles Feet Toes

The End

E E Q U A L

SMC

$O E S$}

H W R
Applying Creativity Principles to Innovation

Apply the following creativity tools to one of the problems identified in your S curve exercise:

1. Viewpoint. What other viewpoint can you take?

2. Alternatives. What other alternatives can you choose?

3. Assumptions. What assumptions might you change?

4. Questions. How can you change your question?

5. Similes and Metaphors. Can a simile or metaphor help you with your challenge?

6. Limericks. Write a limerick that describes a solution to your challenge:
Ready, Aim, Improve Executive Retreat
Old Edwards Inn in Highlands, North Carolina
Sponsored by FMC Services and People Skills International

Rejuvenate your spirit! Stimulate your mind! Get in-depth information on how to implement the Ready, Aim, Improve philosophy in your organization to bring about positive change.

April 30-May 2
For more information, call Steve at 770-921-5317. Ask about retreats specifically customized for your management team.

Time and Technology
Réfrush, Renovate and Reinvent Your Time Management Skills

March 1, 2006
World Trade Center Atlanta Club
8:30 a.m. to 12:00 Noon EDT
Registration at 8:00 a.m.
Bring your laptop loaded with Microsoft Outlook
http://www.timeforresults.com/registration
Phone: 770-923-0883

Easy & Effortless Difficult Conversations:
Improve your management skills by learning how to deliver your message so they listen, discover their viewpoint and dissolve conflict.

April 27, 2006
World Trade Center Atlanta Club
1:00 p.m. to 4:00 p.m. EDT
Registration at 12:30 p.m.
Phone: 770-923-0883

Would you like to know if your customers are loyal or if they are ready to jump ship?
If you are ready for the truth, order our semi-annual Customer Satisfaction Surveys today.
Work performed by John Mitchell, PhD, PE
Call 770-845-1820