



“How many psycho-analysts does it take to change a light bulb?”

“One, but then the light bulb must want to change!” **By Pieter Hugo**

You may have heard the story of the frog and boiling water: put a frog in boiling water, it will immediately

Changing the way things are done and adopting new systems or processes always falls foul to this men

You cannot “sell” people on change – they need to agree with, or understand the need for the change in

Not everyone feels the same way about change – age, personality and people’s strengths and weaknes

Even when everyone agrees on the need to change and what needs to happen, somehow, nothing actu

We need to be prepared for delayed gratification – that the positive rewards may only come after a long

The reality is that the discipline and resolve required to achieve successful change in unpleasant and lab

John Kotter’s eight steps of change are summarised as:

1. Increase urgency – get people moving, inspire them and make goals relevant and achievable.
2. Build the guiding team – you need the right leadership in place who are committed, have the nece
3. Get the vision right – know where you are going, have a vision of the future and a simple plan or s
4. Communicate for buy-in – collaborate, discuss with as many people as possible, make sure every
5. Empower action – remove barriers, provide a feedback mechanism and support from leaders. Re
6. Create short-term wins – in a long-term project, bite-size goals more easily achieved help to keep
7. Don’t let up – determination and persistence are required to foster ongoing change. There needs
8. Make change stick – the value of the change needs to be reinforced in everything you do. The ch

If you have tried implementing new systems or processes into your business and failed, it helps to understand that people are comfortable in the warm water and often don't realise that the temperature may become harmful, that the business is actually heading for trouble. Before you embark on the system change that is necessary, involve employees in the discussions and decisions to ensure that, everyone understands, from the outset, that the water is starting to boil and that something has to be done about it. Then, close the lid so that jumping back in is not an option.

*"The world we have made as a result of the level of thinking we have done thus far creates problems we cannot solve at the same level of thinking at which we created them."
Albert Einstein*