Change Management and KM

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Categories of Change

* Incremental
  * Happens every day, continuous, imperceptible

* Cataclysmic
  * Consequence of uncontrollable natural or social phenomena/activities

* Paradigmatic
  * Paradigm shift – a new way of perceiving what was known before

Source: Greer, Roger C., *Introduction to the library and information professions*, Libraries Unlimited, Inc. 2007
A way to get something accomplished

- Common Framework
  - Common set of definitions, approaches and simple checklists that everyone is familiar with

- Integration
  - Is it part of your business/strategic plan and not an add on?

- Accountability
  - Needs to be systematic and rigorous

Four phases of a persuasion campaign

- Change is imperative and this is the right direction to take
- Create preliminary plan and gather feedback
- Manage employee issues and expectations with communications
- Monitor behavior to ensure that the change continues

Goal is to create a continuously receptive environment for change and that something useful will come out of it

Requires management oversight, capacity and understanding of resistance

Leadership Lessons from Star Trek: The Next Generation – Make it So.

Chapter on Communication

“And so it is that despite the sophistication of the Federation’s technology, the fundamental challenge of effective communication in the 24th century remains as it was in all preceding millennia: messages given must not only be received, they must also be understood. To be sure, this challenge cannot be met by communications technology alone.”

Admiral Andrea Brand, Superintendent, Starfleet Academy

What we have experienced

* Incremental
  * Mobile apps for digital content
  * Social media engagement with customers
  * Yammer
* Cataclysmic Change
  * Colorado Wildfires
* Paradigmatic
  * MITRE Way
  * Collaboration coves
  * Big data