



ROD STREET

Handling Change

I am a consultant who works with organisations on strategic change, where I bring a combination of structure, advice, facilitation and leadership to individuals and teams facing market and organisational challenges.

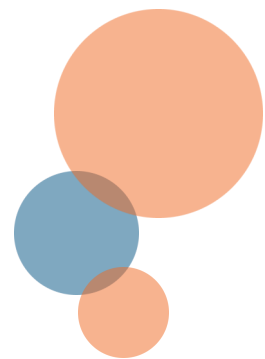
I previously led European consulting at a company called Symphony IRI, who operate around the world collecting price, sales, and other data from every kind of shop. I have just joined them having been at PwC and IBM where I was a consulting partner and led the market and customer practice. I have always had a passion for helping organisations engage with their customers and markets more effectively – as these are the people for whom they exist. In practice this means that I have spent the best part of 30 years working with clients on how to plan, execute and manage change effectively – as that is the only time that clients realise value from working with consultants! As a result I have probably worked on well over 200 projects in my consulting life, all embodying change; in processes, organisations, people, locations, products or whatever is the pressure point that my clients have faced.

I became a follower of Christ in my teens and moved with a real sense of calling into business after university, joining Unilever, enjoying the delights of Lancaster, a pretty fierce recession and several rather wet years before moving farther away from the hills and landing in the Midlands.

Here in addition to my client work I have led market and customer consulting for IBM and PwC. My work has included: strategy support, helping transform sales and service operations, working on systems implementations and supporting the development of innovation with companies such as J&J, Volkswagen, Philips, Nestlé, Heineken and Coca-Cola. As a consultant I have been a frequent presenter and have authored numerous papers. My interest in leadership and change grew from one of my first research projects which examined how businesses could become more innovative. I have since worked with many clients helping them to plan and lead all sorts of changes - strategic, organisational, commercial and cultural.

Over the last few years I have worked with many Church of England Dioceses to plan and organise strategic initiatives, particularly around mission development and church plants.

I am married to Carol who for many years worked for CPAS and we have a married son who lives in London. I like reading, walking and red wine (although struggle with doing all at once). Over the years I have been actively involved with my church both in preaching, teaching and leadership, including spending several years chairing a leadership team at the church, co-leading a youth group and most recently editing our online service. My idea of relaxation is a sunny day, a back garden and an obscure book or, if not available, a coastal path, a theatre or a good restaurant.



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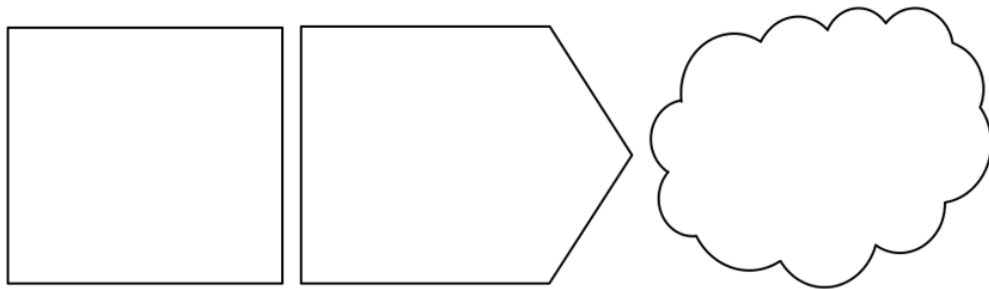
Consultant, Facilitator and Coach

HANDLING CHANGE

Session 1: The Pattern of Human Change

Change vs Transition

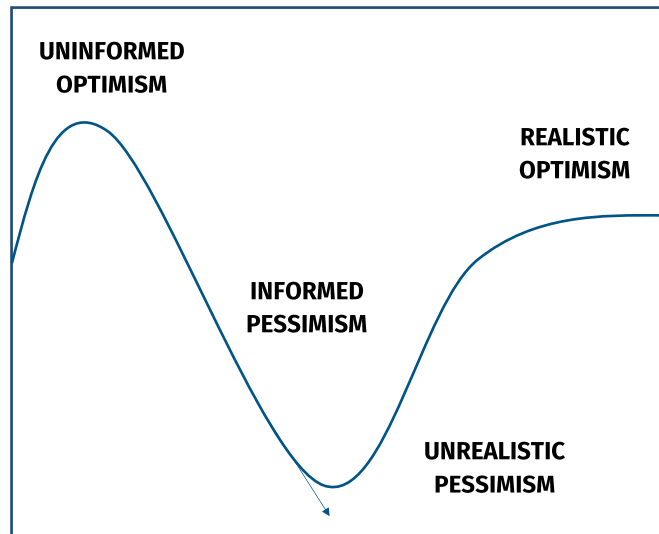
Pattern of Change



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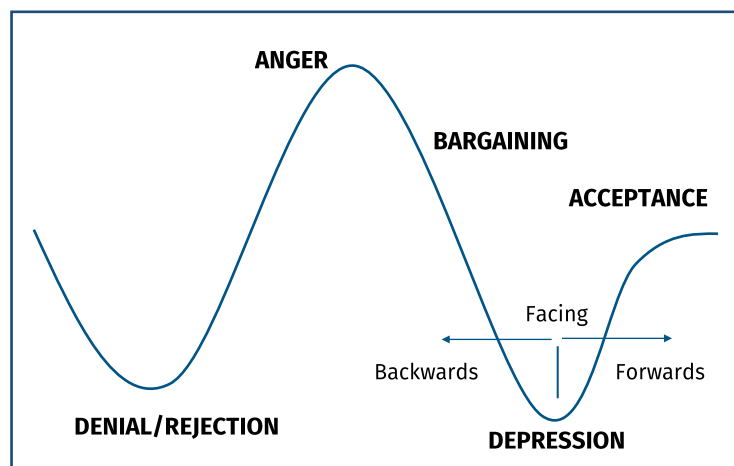
Session 1: The Pattern of Human Change

Positive Change



Source: The career/entrepreneurial transition curve

Negative Change



Source: On Death and Dying, Elisabeth Kübler-Ross, 1969

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Session 2: The Role Leaders Play

Four Key Roles

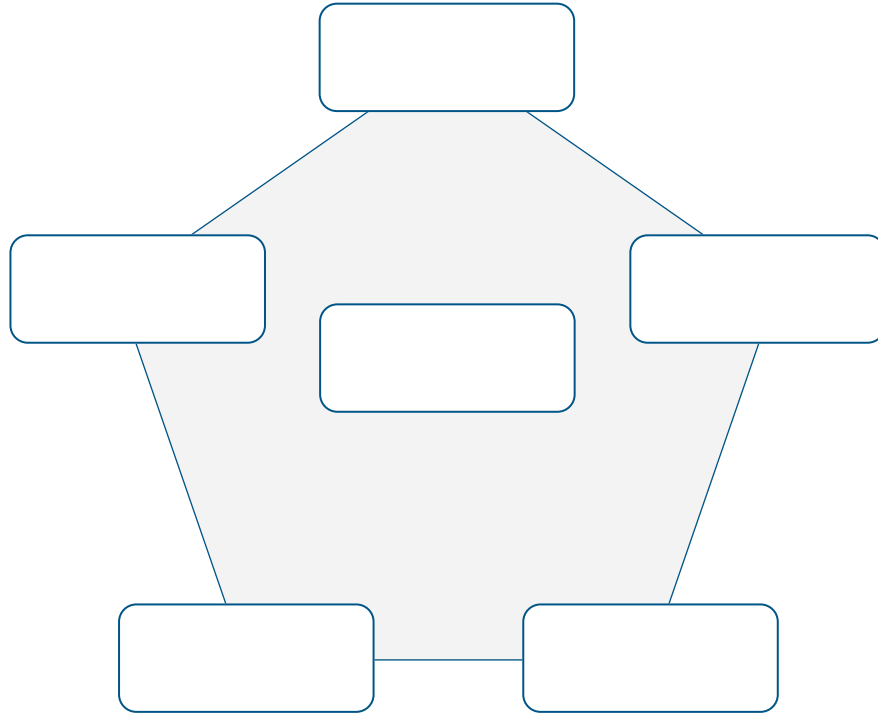
WE MUST DO WHAT WE
CONCEIVE TO BE THE RIGHT THINGS
AND NOT BOTHER OUR HEADS OR
BURDEN OUR SOULS WITH
WHETHER OR NOT WE'RE GOING TO
BE SUCCESSFUL. BECAUSE IF WE
DON'T DO THE RIGHT THINGS, WE'LL
BE DOING THE WRONG THING AND
WE'LL JUST BE PART OF THE DISEASE
AND NOT PART OF THE CURE.

E F SCHUMACHER

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Session 2: The Role Leaders Play

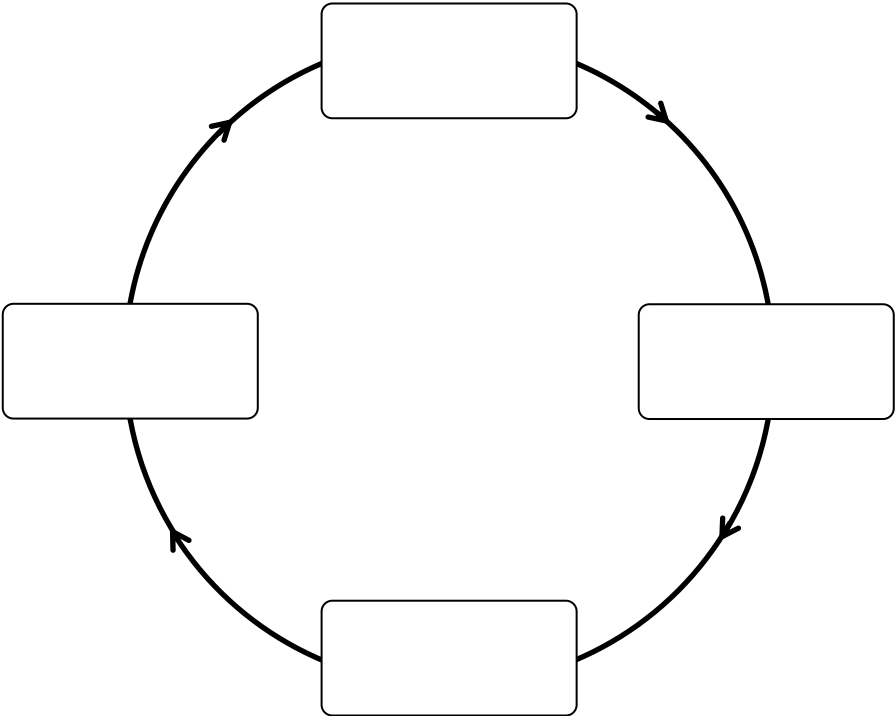
Principles



'SHOW UP. SPEAK UP.
LOOK UP. TEAM UP.
DON'T GIVE UP. LIFT
OTHERS UP.'
ROSABETH MOSS KANTAR

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Session 3: Process



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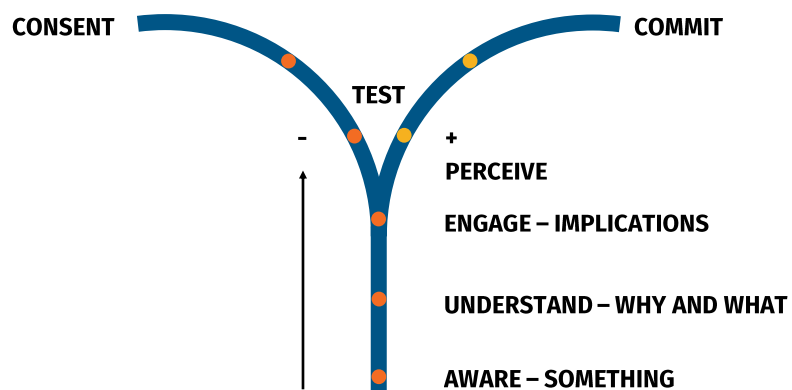
Session 3: Process



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Session 4: Getting Going and Handling Resistance

Approaching the Difficult Conversations



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Session 4: Getting Going and Handling Resistance

Four Main Reasons

Six Main Strategies

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Session 4: Getting Going and Handling Resistance

VISION	+	SKILLS	+	INCENTIVE	+	RESOURCE	+	ACTION PLAN	=	CHANGE
		SKILLS	+	INCENTIVE	+	RESOURCE	+	ACTION PLAN	=	
VISION	+			INCENTIVE	+	RESOURCE	+	ACTION PLAN	=	
VISION	+	SKILLS	+			RESOURCE	+	ACTION PLAN	=	
VISION	+	SKILLS	+	INCENTIVE	+			ACTION PLAN	=	
VISION	+	SKILLS	+	INCENTIVE	+	RESOURCE	+		=	