

Change Response and Versatility

“Change is the only constant.”

“We are navigating in permanent white water.” You’ve heard all the clichés. There is a basic element of truth behind these succinct and pithy sayings. The magnitude, speed, and frequency of the changes we face today have increased dramatically over the last decade. Global competitive forces, changing demands of customers, and emerging technologies are some of the reasons why. If organizations cannot respond quickly to these business conditions, they will lose out to agile organizations that embrace change and adapt quickly.

Facts About Change

People both fear and seek change. Change is a highly emotional process, often described by experts as a “psychological process”. Research shows that 20% of people will be open to change while 80% will initially be resistant. This is due to the fact that what is unfamiliar and unpredictable often creates apprehension, self-doubt and fear.

Change is certain...progress is not.

Navigating change involves resilience and agility. Many say that these two skills are the most critical skills necessary in the 21st century.

Resilience = The ability to bounce back, to return to the original form, position, etc., after being bent, compressed, or stretched. The ability to recover readily from illness, depression, adversity, or the like; buoyancy.

Agility = The quality or state of being agile; marked by ready ability to move with quick, easily, and with grace. Nimbleness; mentally quick and resourceful.

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welcome change as an opportunity to improve oneself and the workplace. Personal agility assumes resilience.

Organizational Agility is having the attitudes, processes, and energy to execute new business strategies quickly and effectively. Organizational agility assumes the ability to maintain resilience, that is, to stay productive and move forward in times of change.

“When the rate of change outside the organization is faster than the rate of change inside the organization, the end is near.” - Jack Welch

Individual Change Response and Versatility

How does one demonstrate these abilities? Here are a few examples from successful organizations:

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