



# LEADERSHIP SKILLS SUMMIT

DECEMBER 13, 2020 | VIRTUAL GATHERING

## Ten steps of Organizational Change: case study notes from Howard Lichtman

1. Recruit key opinion leaders as champions
2. Conduct listening exercises to get different perspectives-bonus by participating at this stage they are more likely to buy in later
3. Share global best practices
4. Establish diverse leadership teams
5. Sign informal contracts otherwise best of intentions gets lost in other obligations
6. Provide resources
7. Establish new and improved procedures and process
8. Measure results
9. Culture trumps strategy - even language is more than words - speaks volumes as to values
10. Need to move beyond the initial champion change agent or lost -need succession plan