



SOCIETY OF ACTUARIES

**Health Spring Meeting
June 2009**

**Session # 43 IF: How To Become More Influential
in Business- The Most Critical Ingredient**

Moderator:

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**How To Become More
Influential In Business:
The Most Critical Ingredient**

David C. Miller, MS, PCC

SOA Health Spring Meeting

June 9, 2009

Personal & Professional Change Management System



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...is the central activity of the human experience
 ...is the heart of every relationship.
 ...is the purpose of every job.

All behavior is geared toward change and adaptation.

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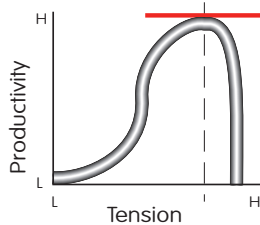
...is the ability to regulate, direct or influence the outcome of a process or event.
 ...is the goal of every change.

People always move in the direction of a better alternative.

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...is the level of physical, emotional and intellectual activity a person is experiencing at any given moment in time.
 ...is the critical ingredient which determines what changes will be made and when those changes will take place.

In the absence of tension, there is no productivity.



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... the level of tension at which someone will take immediate, definitive action.

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...the change must enhance control.

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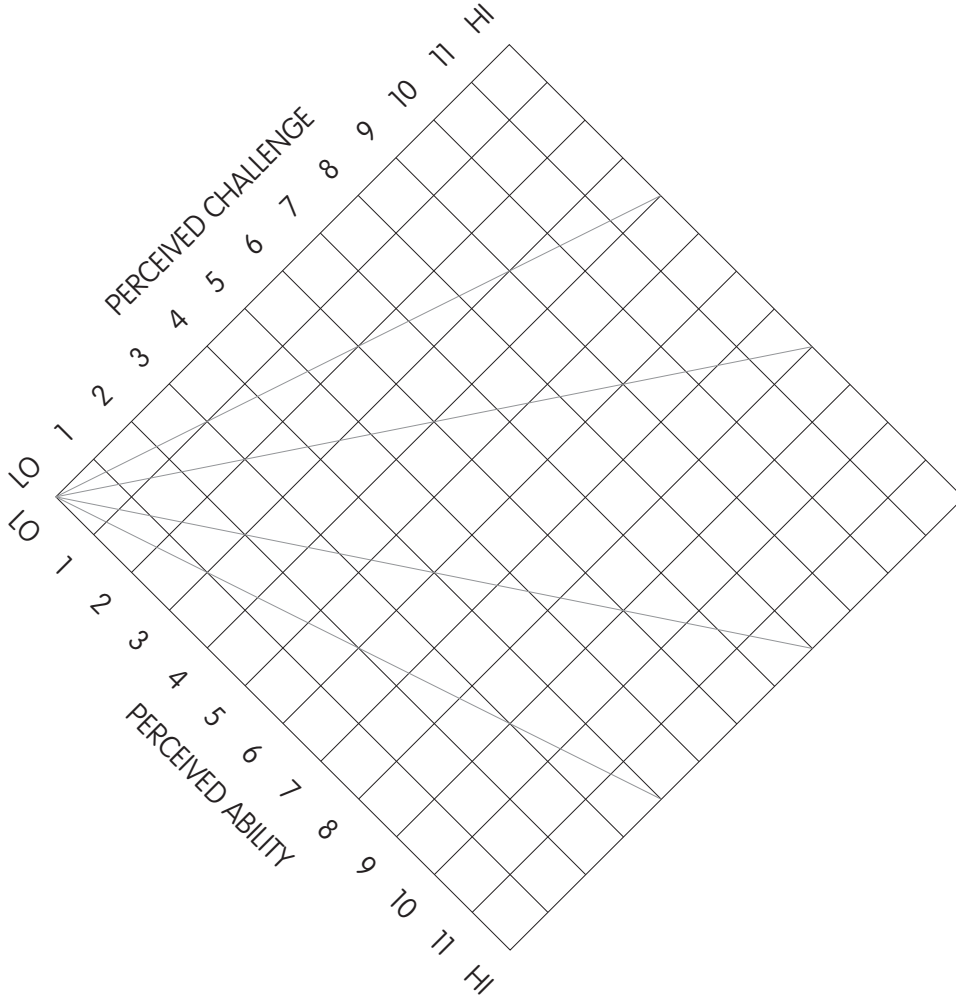
...the resources must be available.

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...there must be a sense of urgency.

LOG	FEAS	TEN	?
Y	Y	Y	
N	Y	Y	
Y	N	Y	
N	N	Y	
Y	Y	N	

The ChangeGrid



Activities for this Reading:

#		A	C
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

#		A	C
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

#		A	C
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			

Change Action Planner

Activity:

Current Response

- Stress
- Power•Stress
- Power
- Power•Apathy
- Apathy

Desired Response

- Stress
- Power•Stress
- Power
- Power•Apathy
- Apathy

ChangeGrid Maneuvers

- DownGrid Maneuvers:
 - 1) Normalize
 - 2) Simplify
 - 3) Restore Resources
 - 4) Add Resources
- UpGrid Maneuvers:
 - 1) Increase Standards
 - 2) Change Task

Step 1:

Step 2:

Step 3:

Step 4:

ChangeWorks!TM
Personal & Professional
Change Management System

