

Change Management

Meeting 3

6 March 09

Chair: Mike Novak

Attendees: Cheryl Young, Anthony Watkins, Richard Detsch

1. Cheryl went over her section on Cultural Change
 - a. Some highlights
 - KM and K sharing
 - Obama named CIO today who embraces KM
 - Need incentives tied to agency outcomes,
 - Need to measure Knowledge Sharing (future step); will follow K audit
 - KM oringlly based on philosophy; now on IT/Western slant
 - Need both perspectives + Eastern ideas
 - Envision OPM-training-center equivalent for KM
 - Senge's Learning Organizations
 - Chalange our mental models
 - Annual meeting → 2 or 3 x /year
 - Remove barriers – includes process change
 - Head is not knower of all things → embrace networks
2. Mike went over sections #4 Communication and #7 Consolidate Gains
 - #4 communicating
 - Critical to success (Mike used some fancy French term I'm not familiar with)
 - Need to get out there; repeat
 - People need to hear same message multiple times
 - Multi-media Blitz

 - #7 – consolidate gains
 - Overlaps communication
 - Look what ... did; I want you to do similar
 - Move onto larger scales
 - I've found when change comes into my organization, they
 - get low hanging fruit then STOP; but as a kid
 - we had to climb up ladder to get all the fruit
 - Hard ones give most and best results
3. Where do we go from here:
 - a. Meeting 29 April goals: 25 word + 10-pager + 1-PowerPoint Slide + Longer PowerPoint
 - i. **Monday, 16 Mar 09 – Everybody.** Turn your Kotter point into a chapter of our 10-page white paper. At this point each point should have 3-page max, double spaced, 12-point font. Include references. Also capture in one PowerPoint slide. Post these to wiki
 - ii. **Thurs, 19 Mar 09 – Everybody.** Post your comments on each others 3-page writeups and single PowerPoint slides

- iii. **Fri, 20 Mar 09 – Everybody.** We will go over 3-page write ups and single PowerPoint slides during weekly web conference.
 - iv. **Thurs, 26 Mar 09 – Mike Novak.** Draft 25-word statement.
 - v. **Thurs, 26 Mar 09 – Mike Novak.** Pull together draft 10-pager.
 - vi. **Wed, 8 Apr 09 – Everybody.** Reach consensus on 10-pager.
 - vii. **Fri, 10 Apr 9 – Mike Novak.** Hand off 10-pager to Neil.
 - viii. **Shortly before 29 Apr – Mike and helpers.** Generat the 1-slide PowerPoint that captures work.
 - b. What's after 29 April
 - i. Agreed we will still have to continue, but not on as tight a schedule
 - ii. Will have to work synergistically with the other groups
 - iii. It was noted that Mike retires on 1 July 09. Will be fishing in Michigan for six months. Not out of the picture all together though.
- 4. Workdres needed. Mike will be asking for people to man poster and/or make presentation at 29 Apr meeting.
- 5. We may want to invite Neil to one of our web meetings in April
- 6. Discussion on meetings and coolaboration:
 - a. Friday meetings are working
 - b. Should increase coolaboration throug emails and comments on wiki
- 7. What's after 29 April:
 - a. Agreed we will still have to continue, but not on as tight a schedule
 - b. Will have to work synergistically with the other groups
 - c. It was noted that Mike retires on 1 July 09. Will be fishing in Michigan for six months. Not out of the picture all together though.
- 8. Brainstorm effort:
 - a. We need to brainstorm the what's after 29 April part
 - b. This could take up to a year
 - c. **Richard Detsch** volunteered to start a wiki page to start this process.
 - d. **Everyone** needs to contribute
- 9. Maintaining our Kotter wiki page
 - a. **Everybody.** Add status section at end of Kotter point that captures what still needs to be done.
 - b. **Everybody.** Add section on metrics associated with your Kotter points.
- 10. Mike out till 17 Mar. Use his mike706160@aol.com email until then.