ISO 17025 & Change Management
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Past State

I So Overwhelmed!
Why Change Management?

Would you want parachute training after jumping from the plane?

Change Management Tools

- Effective Leadership
- Employee Empowerment
- Future State
- Communication, communication, communication and did I mention communication?
Effective Leadership

First Follower
A Movement is Born!

Employee Empowerment

- Job Enlargement
- Job Enrichment
  - Safe Failure
  - Reward Self–Improvement
  - Support Independence
  - Appreciate the Effort
  - Require Accountability
Get the Vision Right!

- Imaginable: They convey a clear picture of what the future will look like.
- Desirable: They appeal to the long-term interest of those who have a stake in the enterprise.
- Feasible: They contain realistic and attainable goals.
- Focused: They are clear enough to provide guidance in decision making.
- Flexible: They allow individual initiative and alternative responses in light of changing conditions.
- Communicable: They are easy to communicate and can be explained quickly.

Communication

- Transparent
- Simple
- Frequent
- Timely
- Various methods (meetings, emails, newsletter)

Repeat, repeat, repeat.
If you do not change direction, you may end up where you are heading – Lao Tzu

Change is the law of life and those who look only to the past or present are certain to miss the future – John F. Kennedy