

# Principles of Successful Change Management:

Lessons from the Covid-19 Crisis

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LUPC and SUPC Conference

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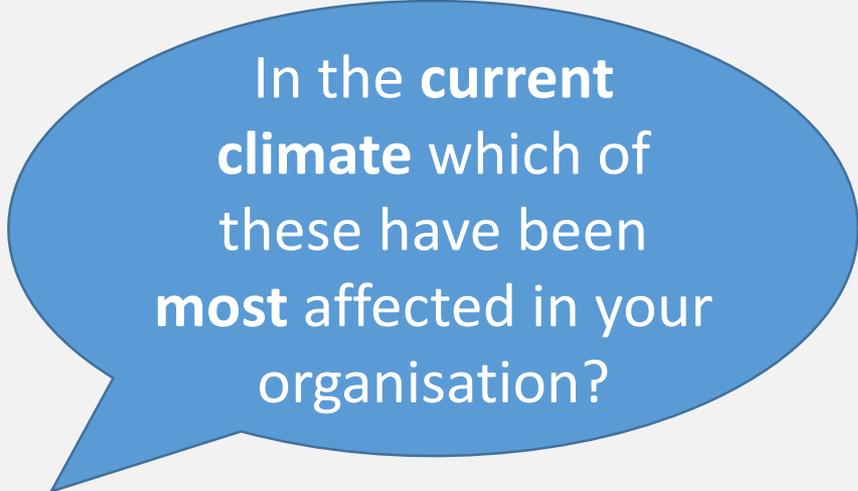
# Key Areas of Focus

- ‘Change’ basics
- Learning for “Now”
- Learning for “post-Covid-19”
- Learning linked to the fundamentals of Change Management



# Areas Affected by Change

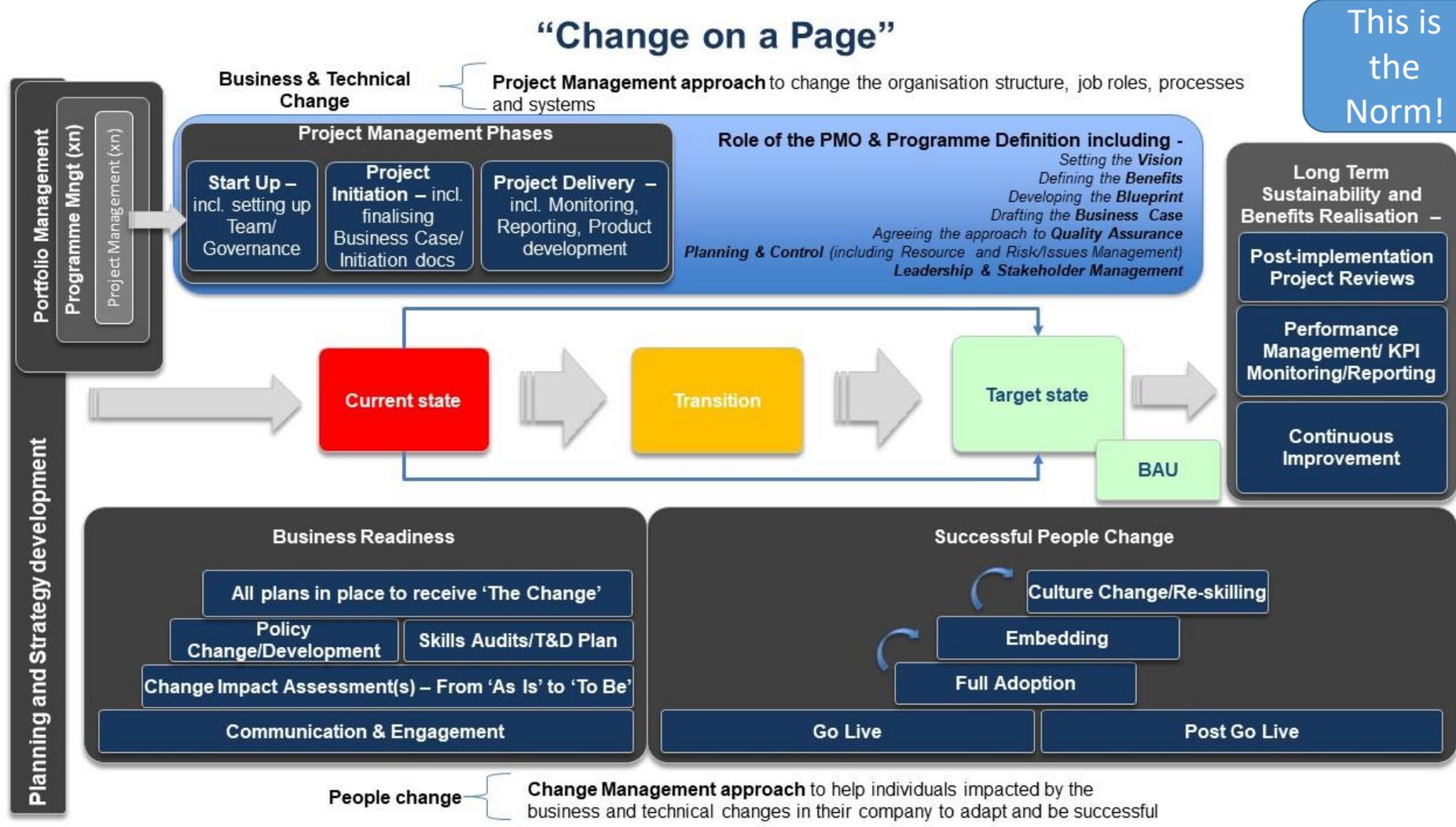
- Relationships with stakeholders
- Work Patterns
- Culture
- Business Processes
- Roles and Responsibilities of individuals
- Organisational Structures
- IT Systems
- Supply Chain
- Vendor relationships



In the **current climate** which of these have been **most** affected in your organisation?

# Change Managers like Plans...

This is the Norm!



# Where we are now

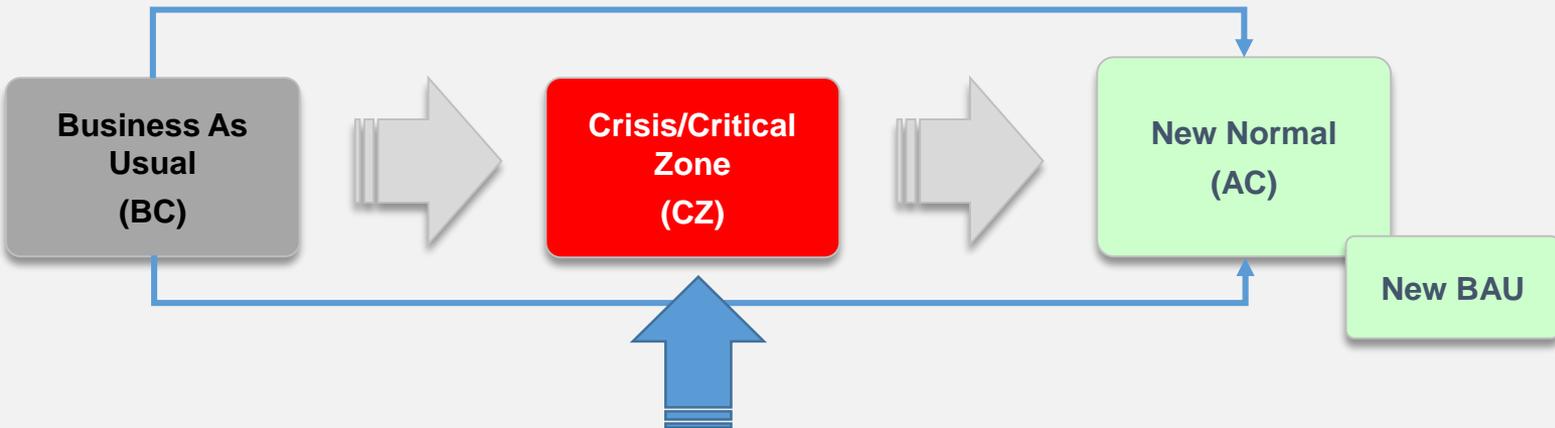
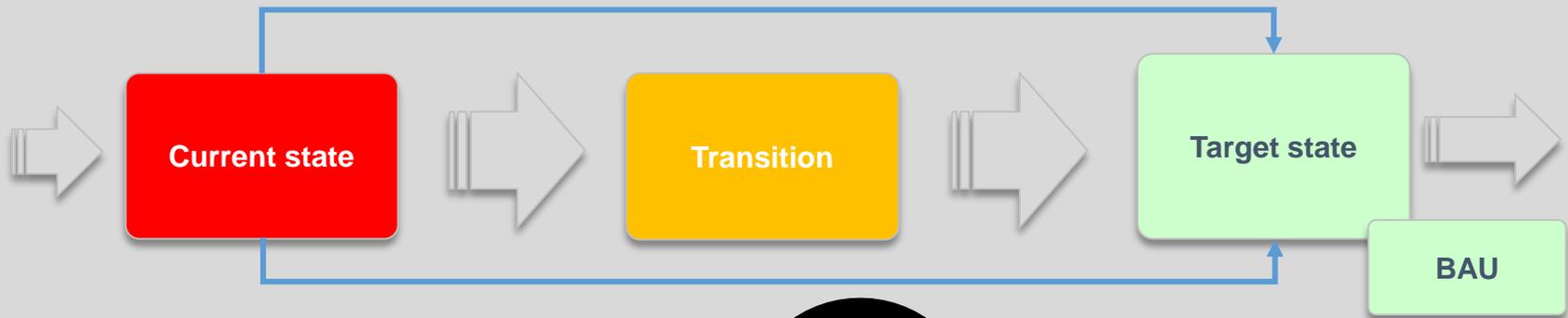
It's not Tyson, it's  
Covid-19

Everyone has a plan,  
until they get  
punched in the mouth



# Normal Change versus Current Change

Planning and Strategy development



# Learning for Now – Working from Home

As a result of the “*Stay at Home, Protect the NHS, Save Lives*” Policy we are all now working from home.

This means:

- Tools to make it work
  - To keep connected
  - To communicate and engage
  - To maintain/enhance productive collaboration
- Training and technical support to facilitate use of the new tools
- Support to ensure wellbeing

**This is Wilson. He is now working from home 😊**



# Reflections Exercise

Words to describe current thoughts and feelings as a result of new ways of working in response to Covid-19!



# Reflections from some HE Change Leads

‘We’ve had months’ worth of change within a few weeks.’

‘We’ve learnt that you can’t just keep to old WoW using new technology.’

‘No protocols in place at the moment for new ways of working – we are still experimenting to find out what works.’

‘What happens when the novelty wears off?’

# Learning for Now – Crisis Mode

- Government
- Industry
- Higher Education
- Individuals

**Making a difference**

**Using skills  
differently to  
achieve a common  
goal**



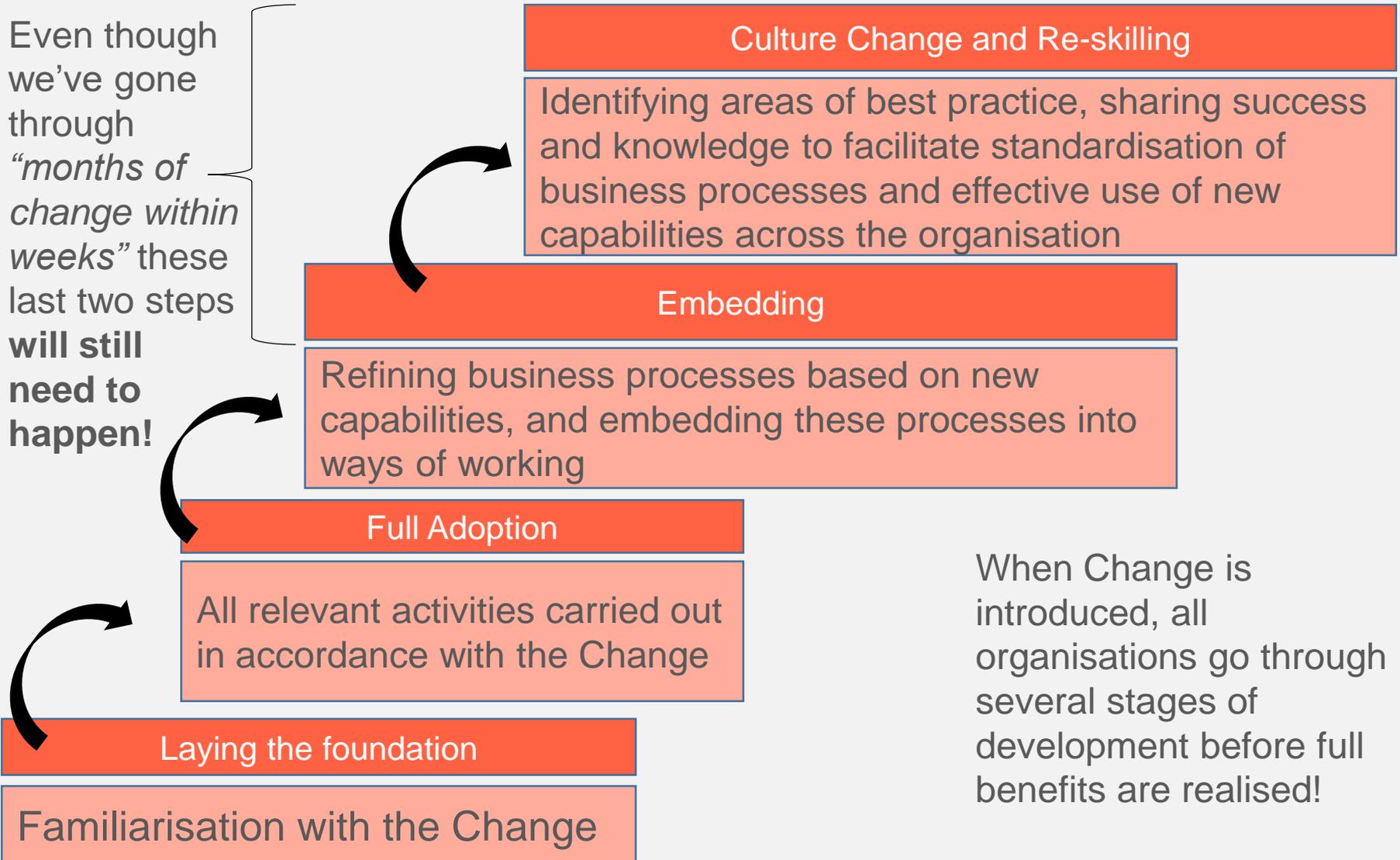
Everyone is looking for:

- Strong leadership
- Clear guidance
- Regular communication
- Consistent messaging
- Simple and timely messaging
- Not to be “*over promised*”



# Learning for Post Covid-19

Even though we've gone through "months of change within weeks" these last two steps will still need to happen!



When Change is introduced, all organisations go through several stages of development before full benefits are realised!

# Reflections from some HE Change Leads

‘We don’t know when or how the ‘AC’ Phase will work.’

‘As Change Leads we need to set the basis for sustainable change on the back of the current crisis.’

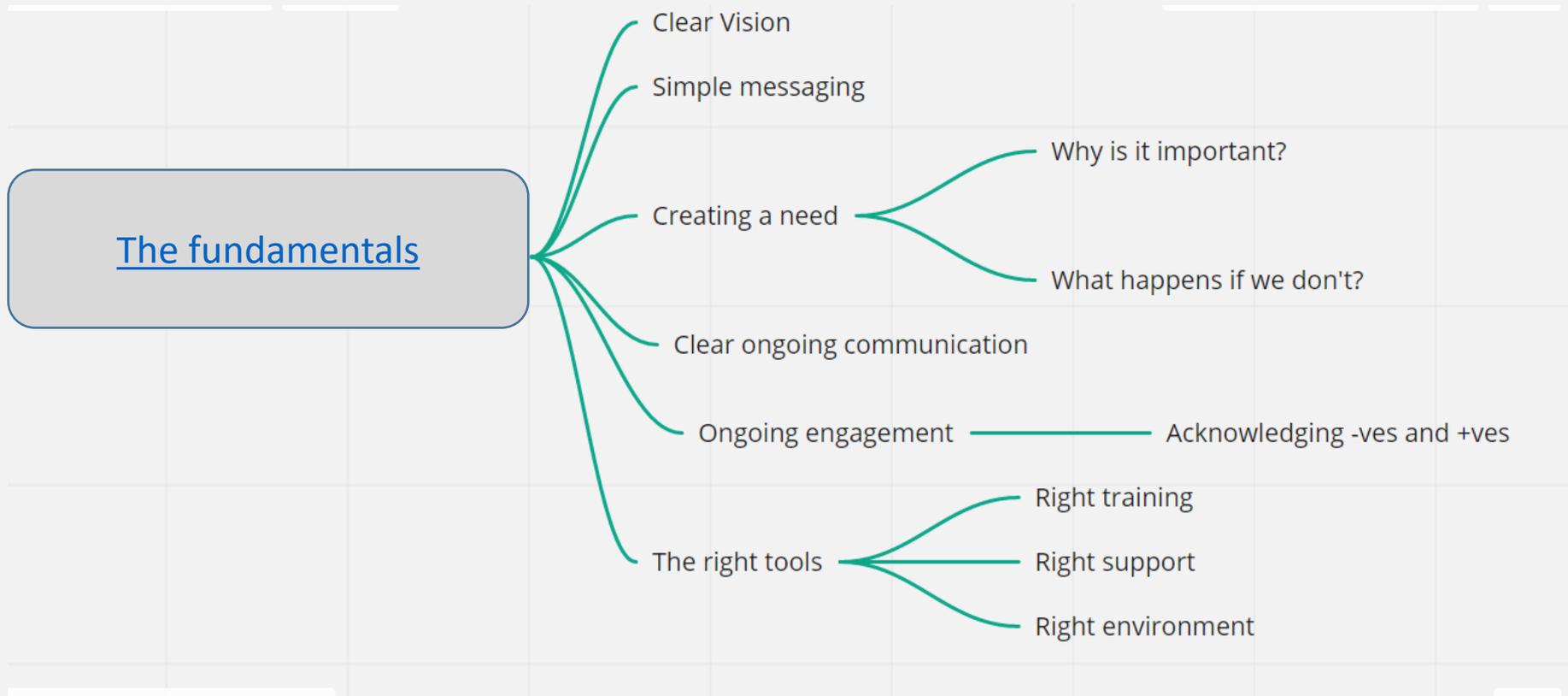
‘Virtual meetings/events will never replace physical meetings but will make us challenge things on a case-by-case basis.’

*‘Has increased the options that we can pull from’*



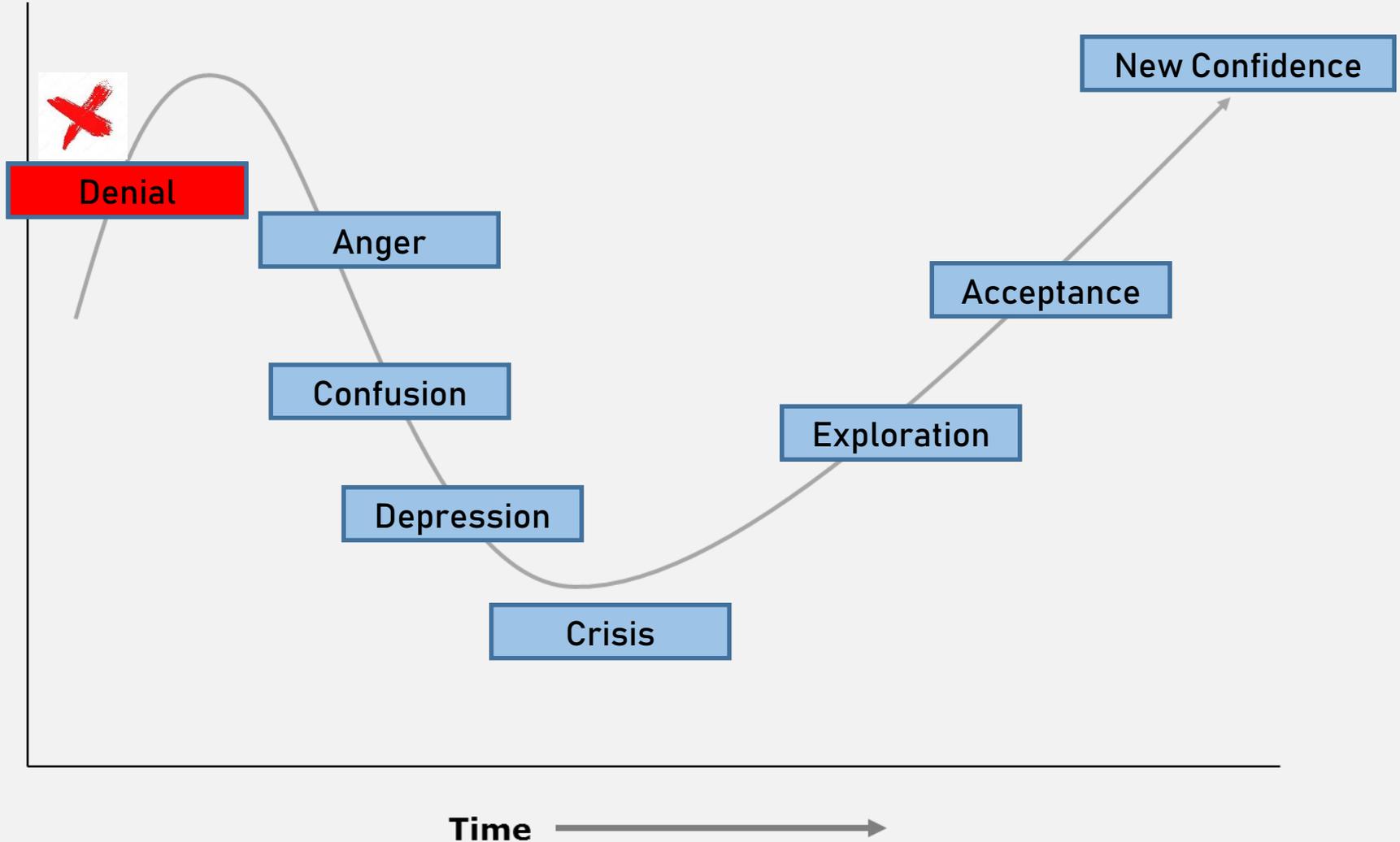
# Change Fundamentals

## Relevant for Crisis and Non-Crisis Change



# Where are you on the Change Curve

Confidence, Morale, Effectiveness



# Thank You and Questions





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