

MANAGING

TRANSITIONS

After Covid-19

By

Edwin E Gara

Introduction

Edwin Engbat Gara, ^{PBK}

MBA, BCA(Hons), Diploma in Public Administration

Certificate IV in Training and Workplace Assessment (Australia)

Certificate in Productivity & Quality(AOTS, Japan)

Certified PSMB Trainer, Member of IRCA(UK), Member MIHRM

- 26 years corporate experience. He started as Finance Officer, Assistant Company Secretary, Head of Finance & Admin, HR Manager, QA Manager and Assistant General Manager of a Public listed Company.
- Director, Gara International Sdn Bhd, Services Company
- Independent Director, Era Sureway Sdn Bhd, Oil & gas Company

A AGENDA

Transitions

5 Transition Fundamentals

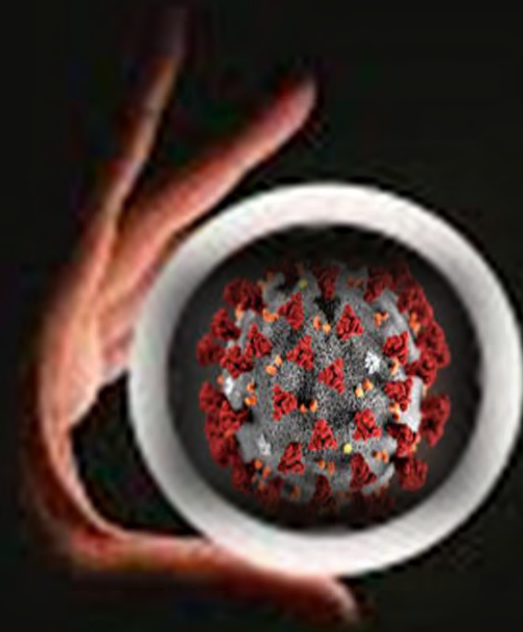
3 Critical transition model

3 Important values

3 3R Opportunities

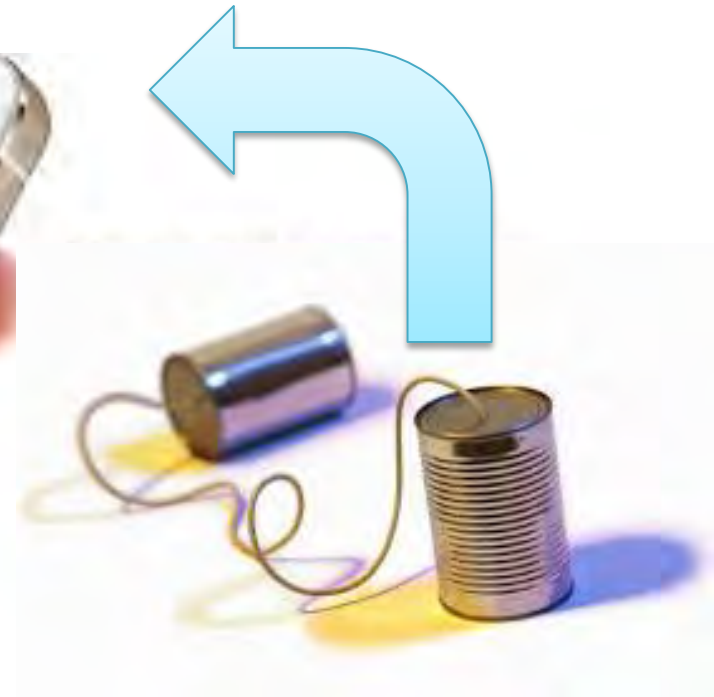
3 ways of transition journey

Change has occurred



**3 Crisis
experience**

Communication tools and device has changed tremendously



1 Changed
killing 7

Services

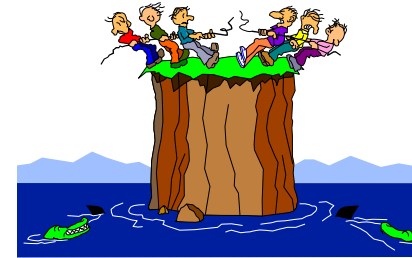
- Communication
- Mail service@
- Courier
- Camera
- Videography
- Photos & Album
- Cinema & Movies

Donald Lewes Hings, 1938, Al Gross

Two Sides of Change



Technical Side of Change



Human Side of Change



Rate of Change

“When the rate of change outside exceeds the rate of change inside, the end is in sight”

Jack Welch

Change Vs Transition

- **Change is situational**, eg : Company bought over by
- Transition is what people is experiencing, the psychological state of mind when they face the new situation.
- What happens **outside is CHANGE**
- What happens **inside is TRANSITION**

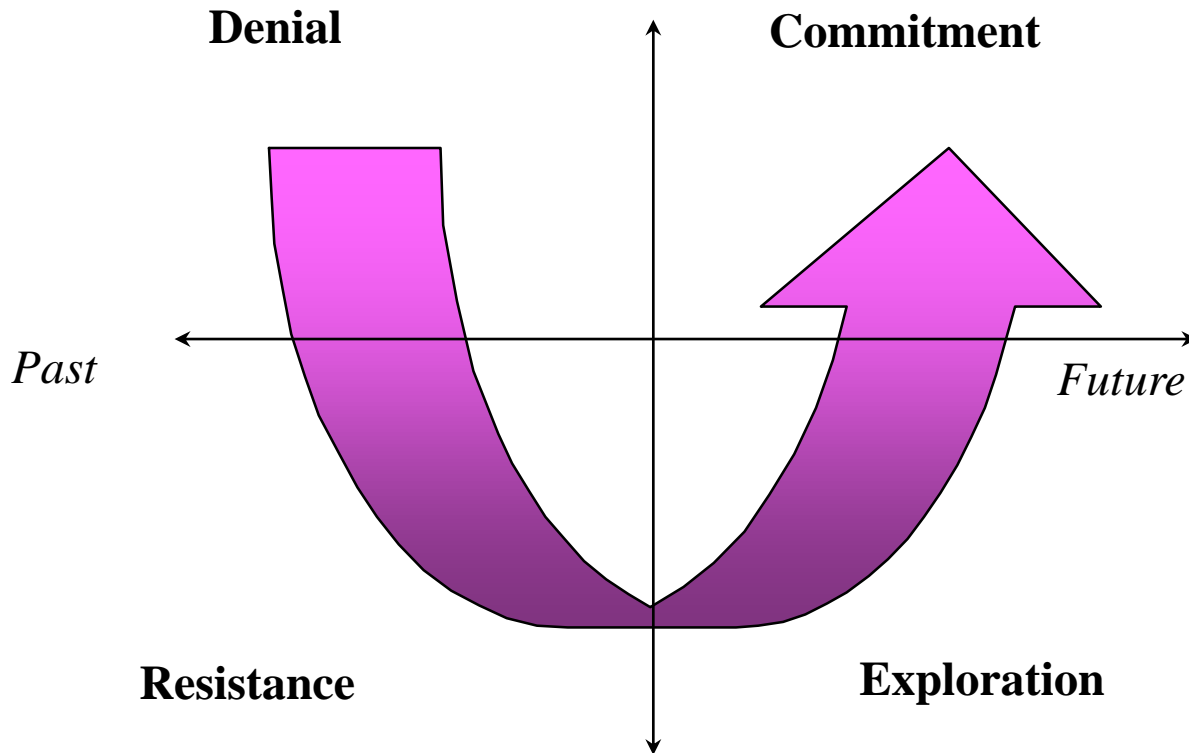
Types of Transitions

- **Surprise Transitions - When the unexpected happens**
- **Double Whammies - It never rains but it pours!**
- **Nonevents - When the expected does not happen**
- **Life on Hold - The transition waiting to happen**
- **Elected Transitions - by choice**

Emotional Components of **TRANSITION**



Where are we ?



What if I am told I am losing my job today?

Well, the moment I expected,
now to activate plan A or B

There is some truth
But it cannot be me

I am actually prepared for
this, I want to know how to
cope with this.

Yes it is true,
But I am very angry
it is me!

I knew it is coming I will
deal with it as expected
but I am still angry

Shock, This cannot
be true!!

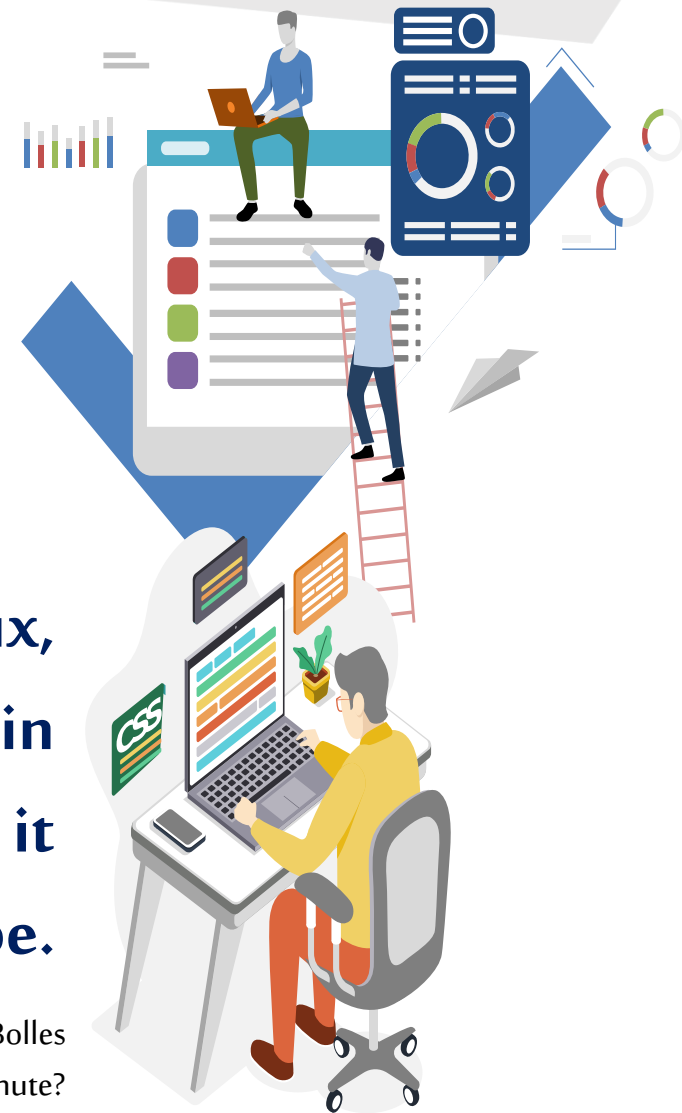
I accept it, I need to
do something about it



What Management Guru say..

**“The workplace is always in flux,
always in transition, always in
turmoilIt always has been and it
always will be.**

Dick Bolles
What Colour is your Parachute?

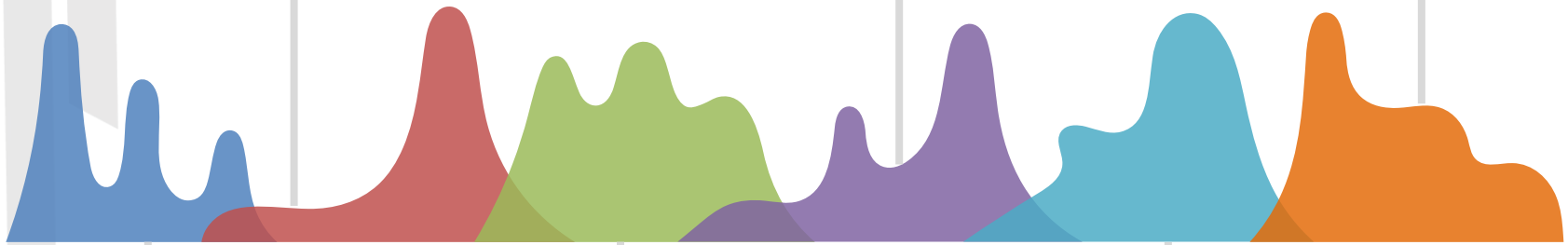


IMPACT TO BUSINESS & PEOPLE

Global economy and turbulence in the markets

Changes in business direction and tactical plans.

Change the way we do things. To learn and adapt quickly.



Changing values of the workplace.

Job Security & future job difficult to predict

Immediate challenges or need to fulfill



Remote Working Infrastructure

Areas we need to focus on?



Productivity

Low Demand that lead to productivity



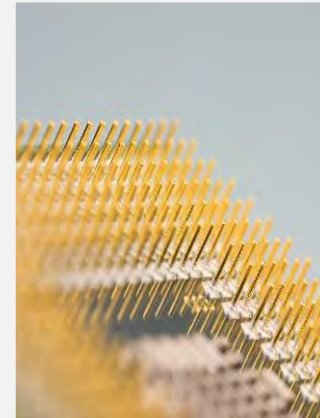
People

Emotions, ASK, attitudes



Processes

Process complexity



Operations

Delivery of products and services



Customer/ Data

Customer Demand, Unavailability of Data

Road to the **TRANSITIONS**

may difficult but not impossible





**Keep moving
Keep walking**

Next Steps....

What to do?

Reality

- 5% People make things happen
- 15% people watch things happen
- 80% people say “ what happened” ?



1st

Take stock

(Audit/Evaluate)



Then You Manage

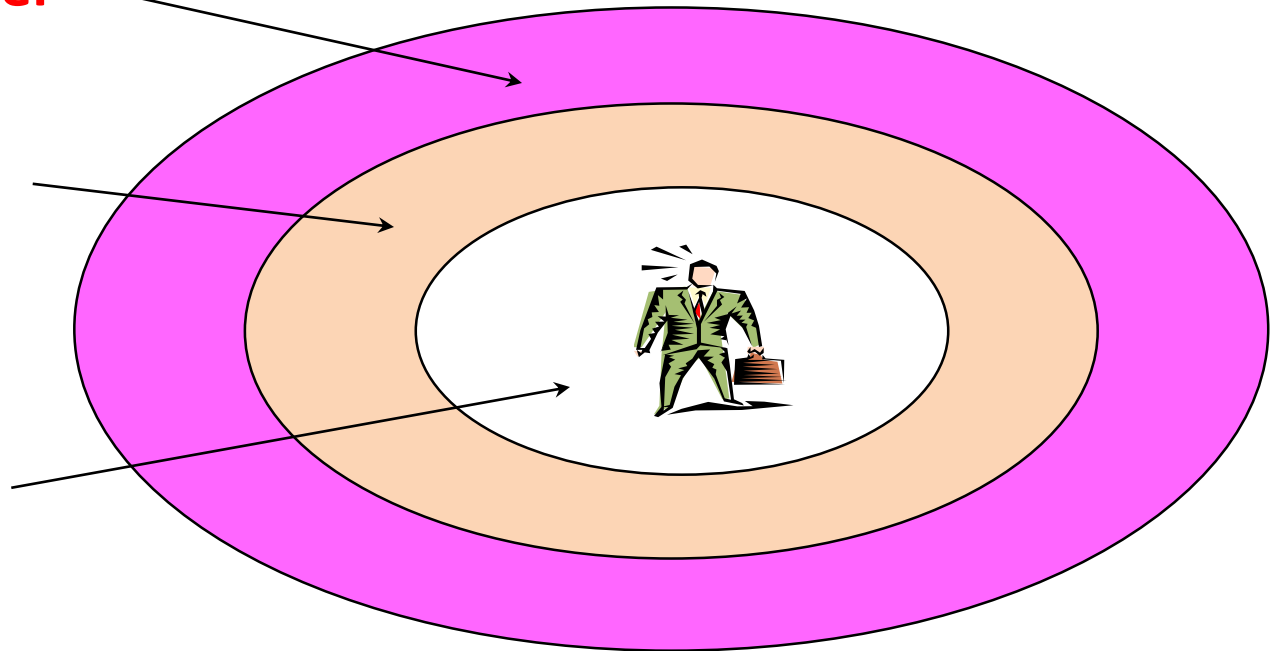
(Take Charge)

Taking Stock: Evaluate the Situation

Things I've **no**
control over

Things I **can**
influence

Things I **can**
control



^ **ABC** to **AOC**

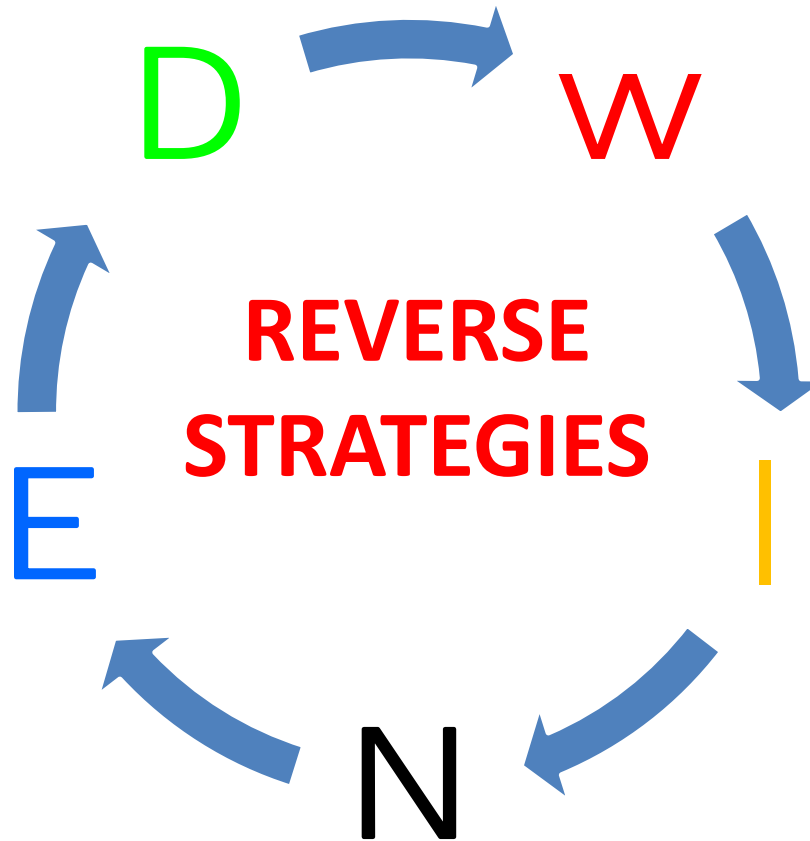


Key Principles.....

**Apply
the right
Fundamentals**

**Strong foundation will last
longer**

5 Transition Fundamentals



Fundamentals: What to do?

N

- **Needs** to be identified
 - Change, O&T, Processes, Evaluate, Build the Plan & Goals

I

- **Inspire** the **implementation**, innovation and new **ideas**
- Simplify, Smaller, Inspire and develop of builders of tomorrow

W

- **Win** the Heart & Mind of Management and People
 - Ability to communicate and convince is crucial

D

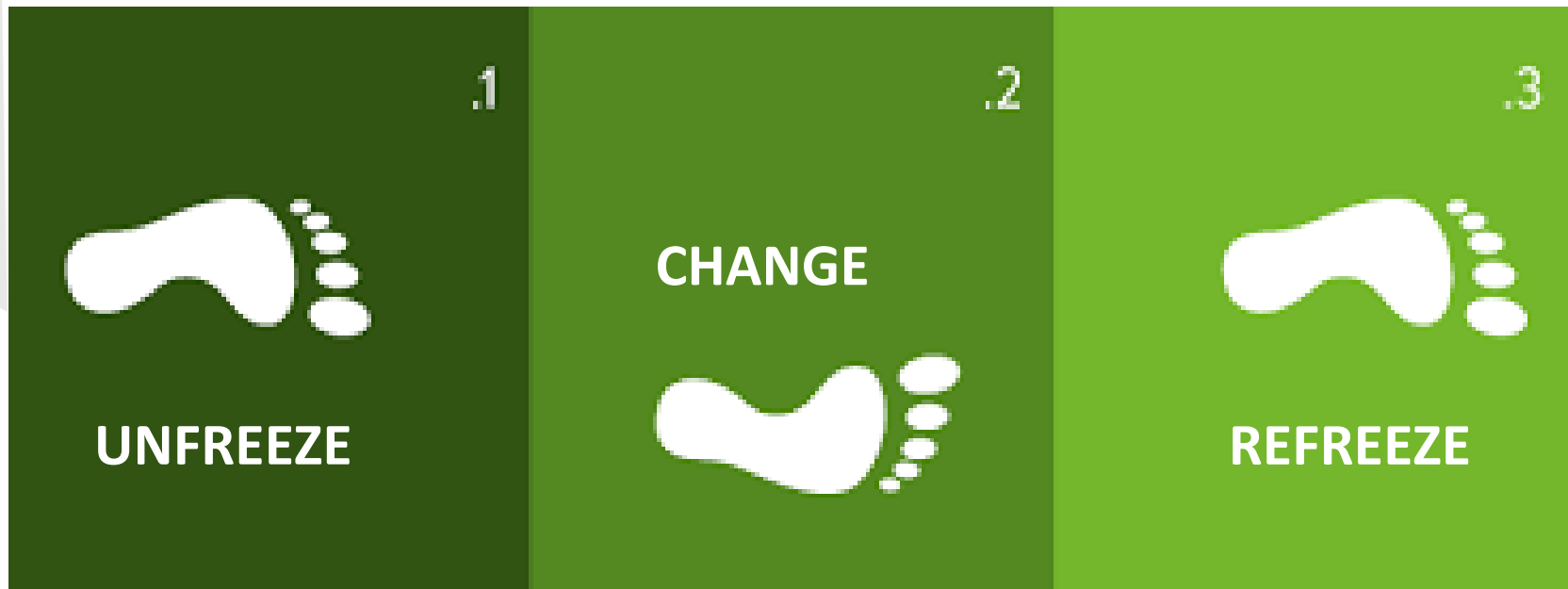
- **Drive** the business Transformation journey
 - Find the Leader, Driver and mover of an organization

E

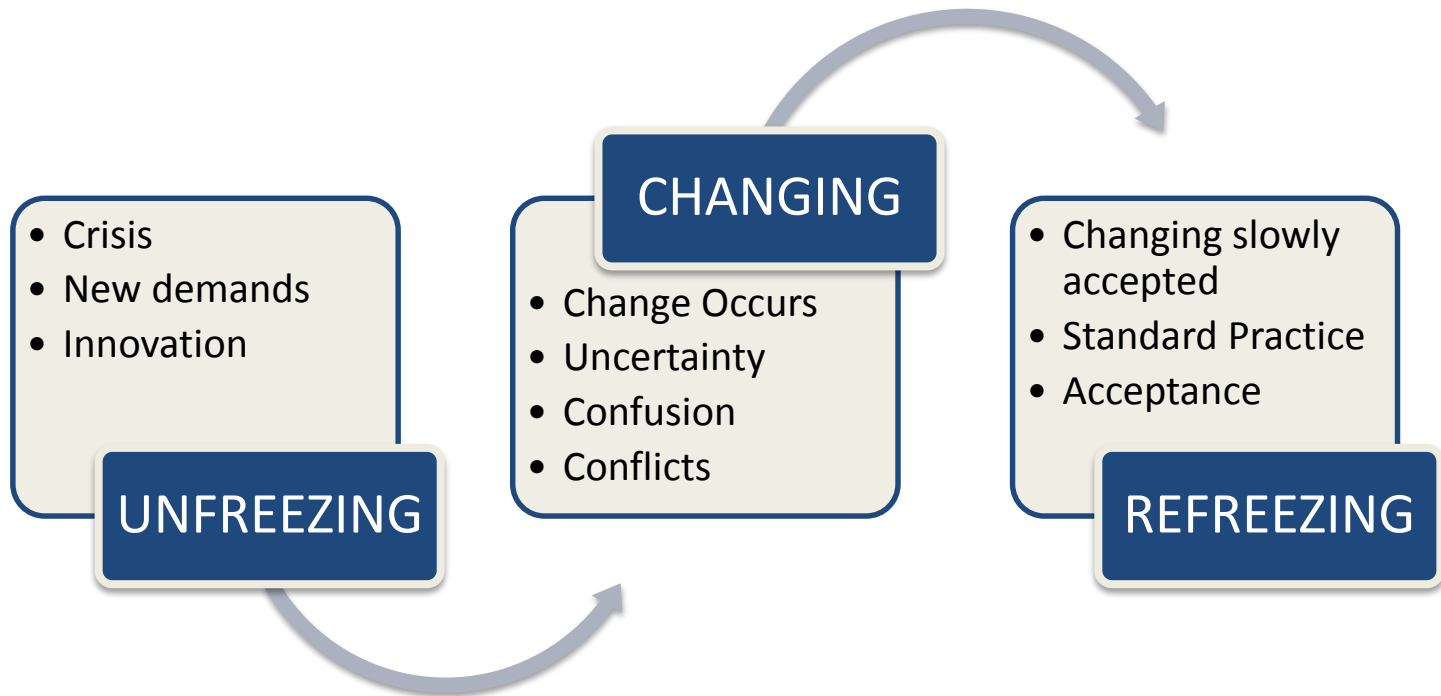
- **Energize** the People
 - Care for their **emotion** > Capitalize on their **expertise**

Therefore,
suggest a simple, shorter process
to manage Transitions

3 Critical Step Model

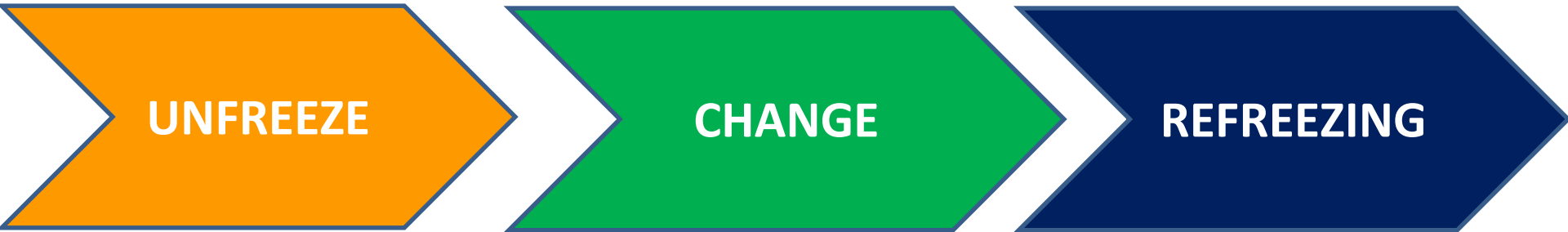


The Processes



Kurt Lewin's Change Model

3 Critical Step Model: What to do?



1. Recognize the need for change
2. Determine what needs to change
3. Ensure strong support from Management
4. Manage & Understand doubts and Concerns
5. Encourage replacement of old behaviors and attitudes

1. Plan for the changes
2. Implement the changes
3. Help employees to learn new concept/points of views

1. Changes are reinforce and stabilized
2. Integrate changes into the normal way of doing things
3. Developed ways to sustain the change
4. Celebrate the success

Kurt Lewin's Change Model



3

important Values
of **TRANSITIONS**

UNLEARN SKILLS

The illiterate of the future are not those who can't read or write but those who cannot learn, unlearn, and relearn.

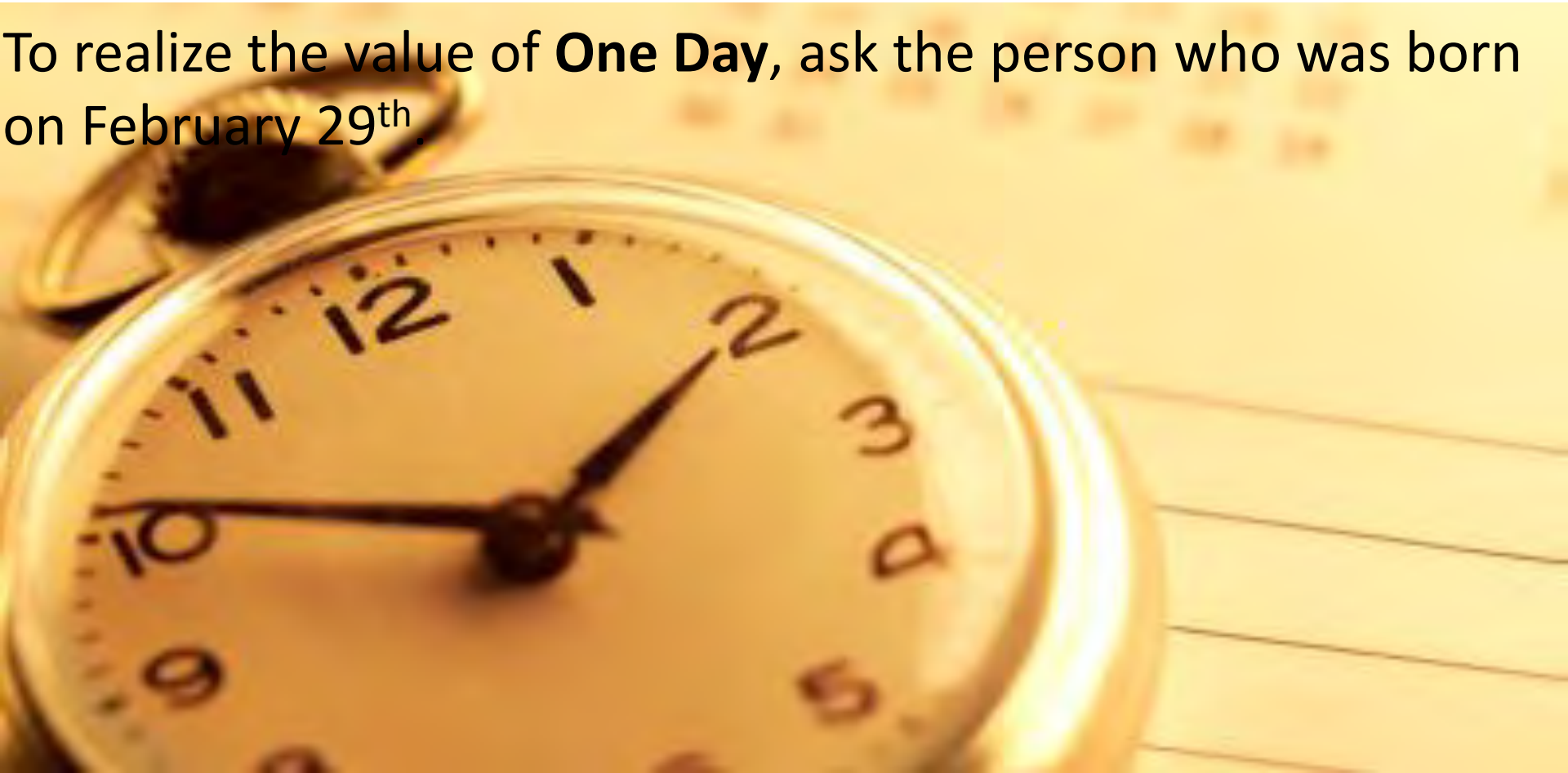
Alvin Toffler

Value of Time

To realize the value of **one year**, ask a student who has failed his examination.

To realize the value of **one second**, ask a 100 meter athlete.

To realize the value of **One Day**, ask the person who was born on February 29th.



**CAPITALIZE
THE NEW**



OPPORTUNITY
OPPORTUNITY

CRISIS

Wei-ji

危

Danger

机

Opportunity

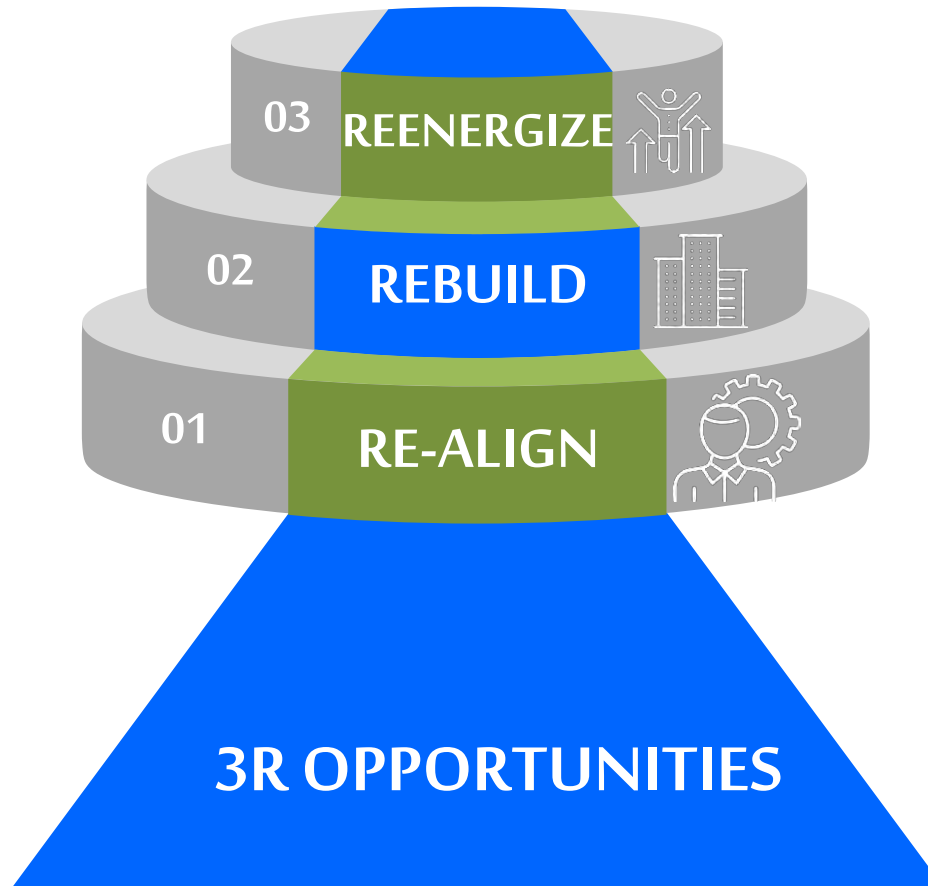


We look at...



Opportunities

What are they?

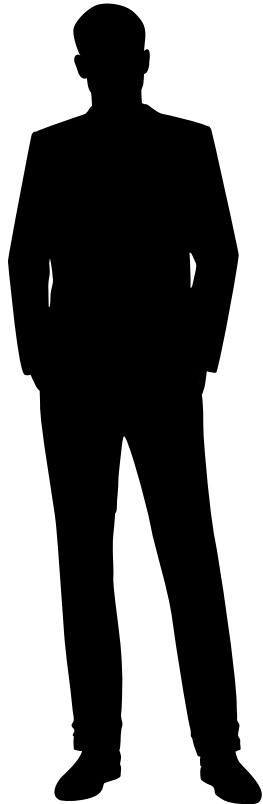


What to Re-Align?



Reset .Realign . Restart

#2 -RE-BUILD



Reset .Realign . Restart

#3 – RE-ENERGIZE

- Motivation & Inspire the talents
- Unlearn, Re-learn, ASK
- Bring them to a **New normal**



Reset .Realign . Restart

How to start?

- Communicate*3 & Being Honest
- Physical & Virtual Meetings
- Develop monitoring system & infrastructure
- Focus small group online training/Coaching
- Virtual Learning



BENEFITS



- **Cost saving 4 various locations**
 - Travel expenditures
 - Cost of Accommodation
 - Transportation cost
 - Allowances
- **Reduce Mobility**
 - Risk free
- **Do it anywhere**, any time



1

more thing

Being Humane

Transition Journey

3
ways

All in

Enable
Capabilities

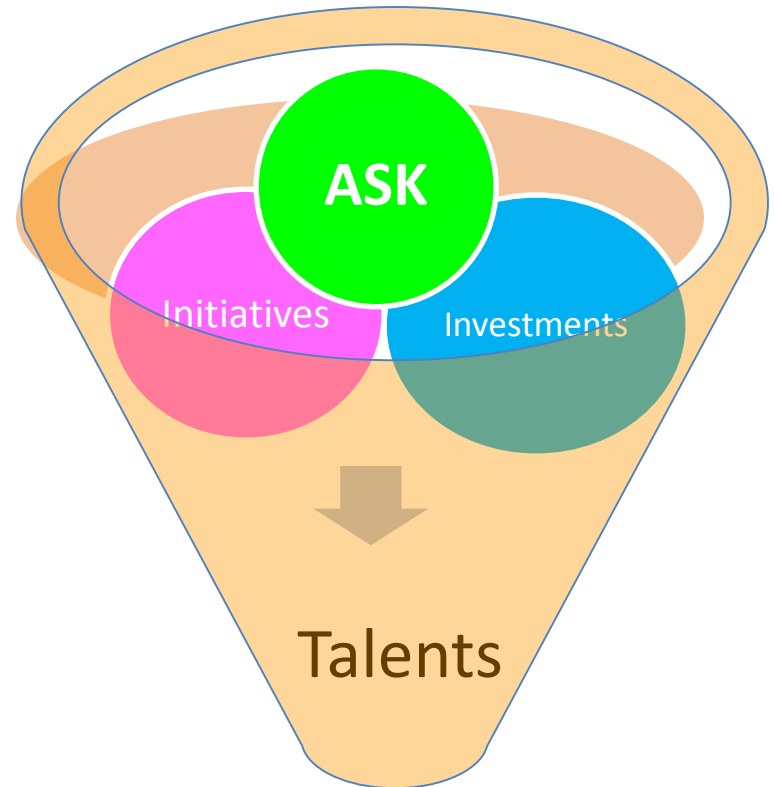
Continuous
Learning
Culture

- ***Put people first*** as the strategic imperatives

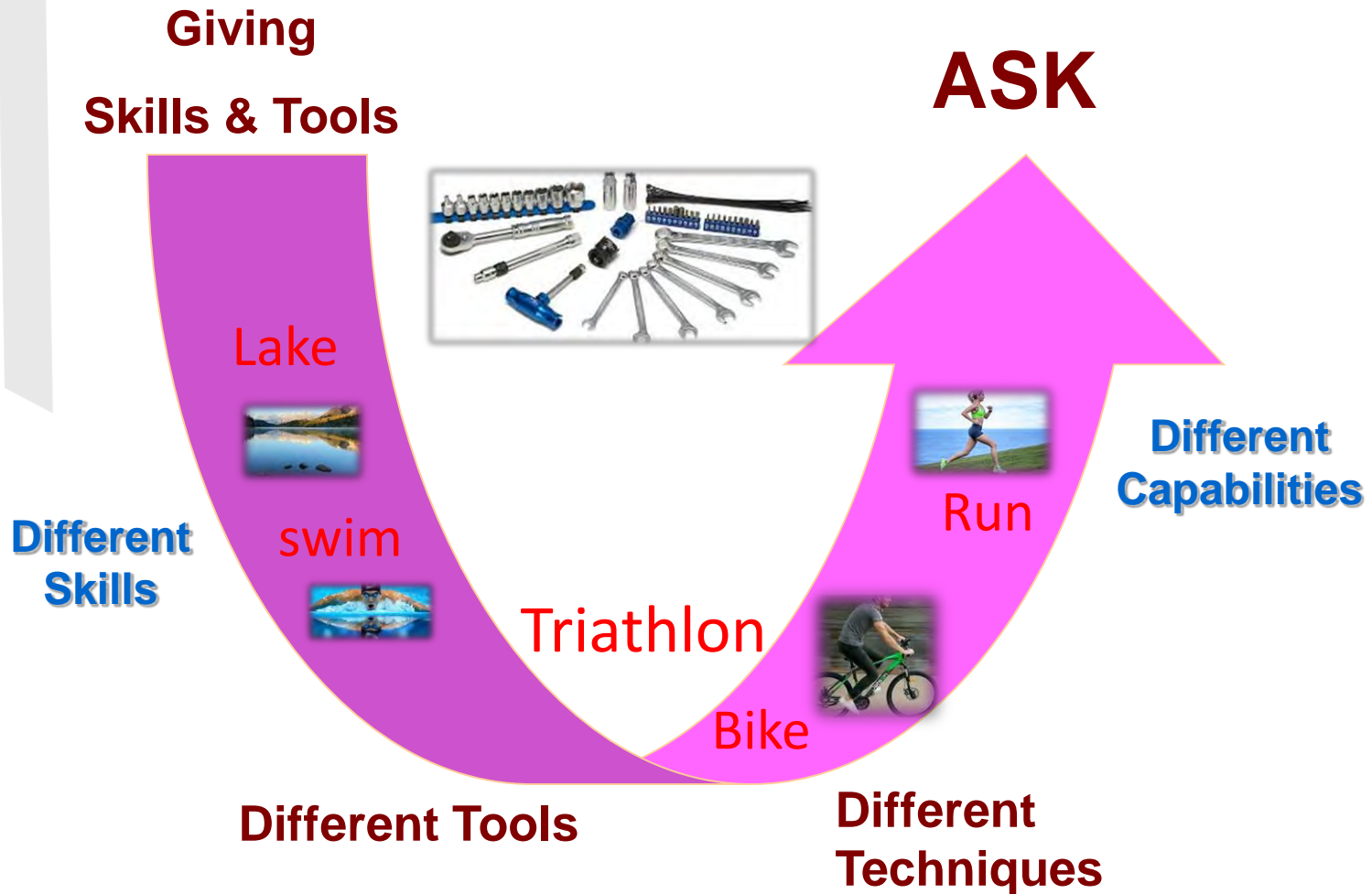
1st, Go all In

To win, you need to go All In

- Think of initiatives that will enable you to win medium terms.
- Initiatives to drive growth and action that fundamentally change the way the company operate.
- Very importantly, the investment to develop leadership and talents.

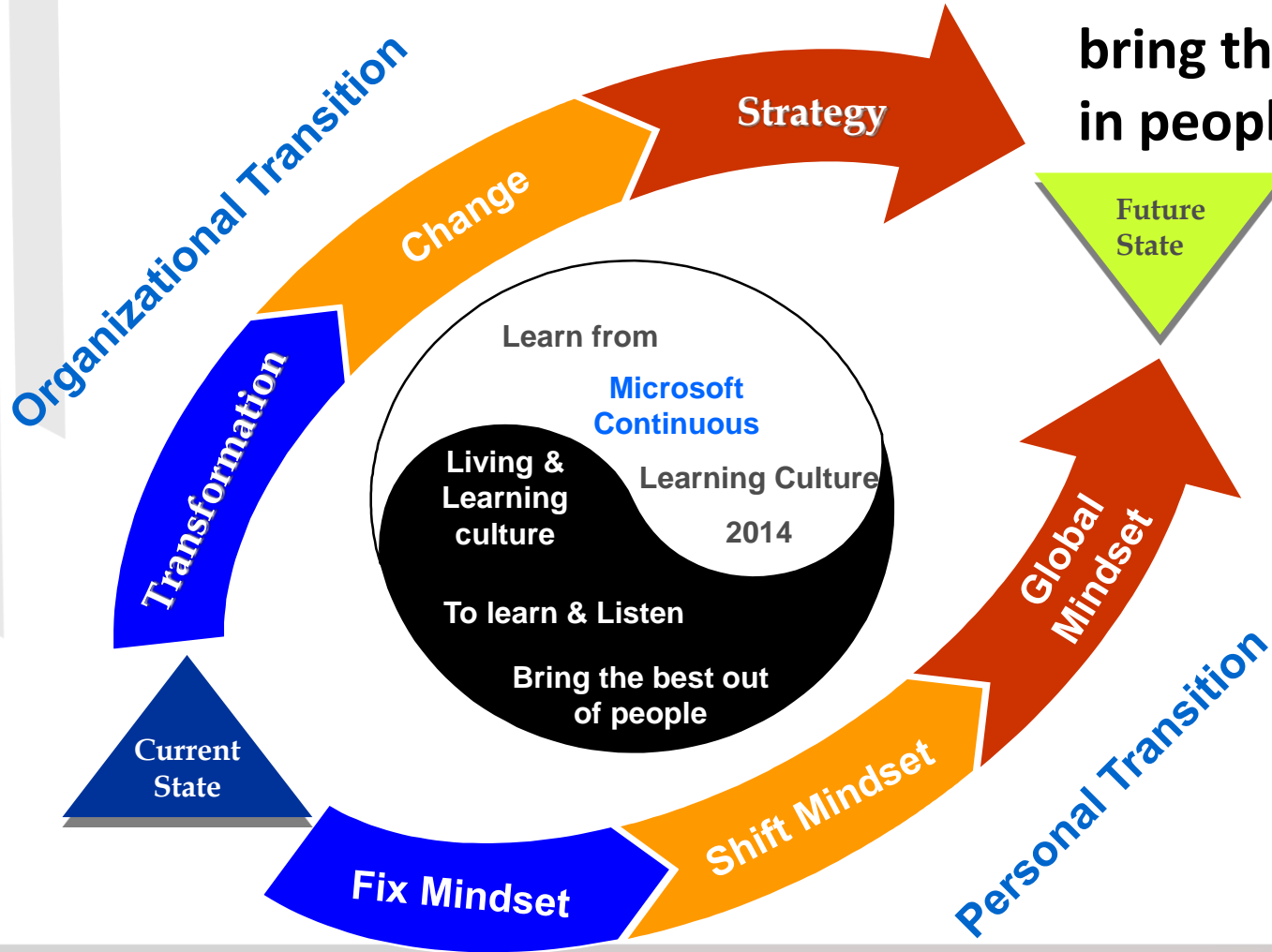


2nd, Enable People with the Capabilities



3rd, Instill a culture of continuous learning

– To learn, listen and bring the best out in people



S Summary

Transitions

5

Transition Fundamentals

3

Critical transition model

3

Important values

3

3R Opportunities

3

ways of transition journey



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CBMRA

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