Meeting Technology Changes Head On:
Advice from a Leadership Perspective

NACM Mid Year
February 16, 2016
Primary Goal

Don’t over-invest in the **good**
at the expense of the **great**!
Change

Organizations who can adapt to change are always better organizations.
Step 1. Changing Your Thinking Changes Your Beliefs

Step 2. Changing Your Beliefs Changes Your Expectations

Step 3. Changing Your Expectations Changes Your Attitude

Step 4. Changing Your Attitude Changes Your Behavior

Step 5. Changing Your Behavior Changes Your Performance

Step 6. Changing Your Performance Changes Your Life

From John Maxwell’s Thinking For A Change
What Type of Change are We Talking About?

• A new way of doing business
• Making progress
• Clerks, judges, other staff, justice partners
Dealing with Change

• Our Experiences
• Avoid Stereotyping
• Helping People Through Change
North Dakota’s Journey

- Training
- Learning Styles
- Decision-Making
- Work Continues
- Practice

Until you’re in it, it’s hard to fully understand a new system.
What is Your Role?

• Speak Up
• Acceptance & Understanding
• Be Open-Minded
• Remain Calm
Attitude is Everything!

LIFE IS:  WHAT HAPPENS TO ME  WHAT I MAKE HAPPEN
Progress is often just a good idea away.

The hero is the one with ideas.
Benefits Realized

• Redesign
• Reduced Costs
• Increased Efficiency
• Information Sharing
How Did Users React To Change?

• Some chose to retire
• Some were afraid of change
• Some wanted to recreate old systems & processes
• Some embraced change
  o Good change agents
  o Out of the box thinking
  o Stepped up to learn & teach others
  o Challenge of new roles & responsibilities
• New expectation to be involved in change
Engagement

• Why Does Engagement Matter?
  o Engaged Employees Have More Job Satisfaction
  o Engaged Employees Show Increased Productivity

• Our Experience with Engagement
  o Survey
  o Department Meetings
  o Follow-Up
Strengths

- Strengths
  - Assessment & Training
  - Culture (conversations, evaluations, etc.)
  - Increase Engagement
Questions?
Leading Through Changes

As technology progresses, new opportunities emerge and old systems become obsolete. In other words, willingness to change becomes more and more imperative.

Since costly, energy-consuming changes do not happen by themselves, you, as a leader, are responsible to identify outdated ways of doing business and to replace them with upgraded systems.