

## Managing Change ION Talks

### What are the Change Management ION Talks?

The ION Talks are three short videos (described below) produced to inform and support the partners in the workforce system as they manage the changes required by the Workforce Innovation and Opportunity Act (WIOA). They are designed to provide both insights and strategies for understanding individual and organizational reactions to change.

#### ◆ Leading Change – Transformational Leadership

WIOA is a transformational law that will require transformational leadership to implement. This ION Talk will help you and your colleagues, partners and staff explore what we mean by Transformational Leadership (TLs). It also helps you to understand how TLs engage and motivate stakeholders. And remember, TLs are present at every level and role – State and Local Boards, front-line staff, service providers, etc. We all can be TLs in implementing change.

Video length ► 10:35 minutes

#### ◆ Change is Constant – Individual Resiliency

Change is constant in our work and personal lives. How we adopt and cope with change is both an involuntary and learned response. WIOA is requiring change at many levels – maybe your role, the programs you manage, your relationships with states and locals, partners and employers. Your role may also be to support how others manage change. This ION Talk on Individual Resiliency will explore the individual factors that impact how we cope with and effectively manage change. A self-assessment is included to consider individual resiliency to change.

Video length ► 14:05 minutes

#### ◆ Reconfiguring the System – Organizational Resiliency

WIOA is requiring the workforce system as a whole to refocus and re-configure how we work together to deliver services for our customers. This video with the companion Organizational Resiliency discussion guide can be useful as a thought piece for an administrator who wishes to implement a change for his/her group, office or team. Or you can use them together as a process for the entire group to plan, discuss and work through a pending change.

Video length ► 12:04 minutes

### Who should use the ION Talks?

Leaders of change – or the innovation required by WIOA – are needed at all levels and in many roles and places within the workforce, education and human services systems. State and Local Boards, One-Stops, Regions, Sectors – basically any group can benefit from viewing and discussing processes for managing change.

### How should the ION Talks be used?

The ION Talks are designed to provoke thought, discussion, planning and action for the process of managing change. The best results will be achieved by identifying a facilitator (internal or external to the group) who can plan the meeting, manage participation, ensure productive inquiry and document outcomes.

Each video has an accompanying **Discussion Guide** that outlines the video's focus, poses pre- and post-thought or discussion prompts in the form of questions. Individual and Organizational Resiliency guides asks participants to plan action steps for change implementation.

### Where do I find the ION Talks?

The three ION Talk videos and accompanying Discussion Guides and this Facilitator Tip Sheet are housed in the **ION Community of Practice** on WorkforceGPS (<https://ion.workforcegps.org>).