



# Change Management in State Government: How does it really work?



Featuring change practitioners Ben Guss, Fran Leanos, and Sarah Meyer.

My name is Jake McKinney. I am a change management analyst with the Enterprise Change Readiness Office of Labor and Industry.







***Fun***= Playfulness, Connection and Flow

### ***OCM Interests***

- Culture change which increases employee engagement
- Making meetings productive and more fun
- Stakeholder engagement
- Adult learning

# Most of My Time and Energy is Spent Around the Three F's

## Food

Sushi, BBQ, pizza, pho, dumplings, enchiladas, clams... YES, PLEASE!

Black olives, anchovies, Brussel sprouts? NO, Thank you.

## Family

18 Aunts & Uncles

One of 33 grandchildren

## Friends

Wacky, unusual, wicked smart, and great big hearts

*Success isn't a result of spontaneous combustion. You must set yourself on fire.*

*- Arnold Glasow*



# Sarah Connelly-Meyer

Employee Engagement and Inclusion Manager at  
WA State Department of Health

When I am not at work I am either  
on a river, in my garden or with  
my big fluffy dogs.

The parts of Change Management  
that interest me the most are:

- The use of adult learning best practice in the workplace.
- The multiple disciplines that inform change management
- Always starting with empathy and trust during change.
- The power of asking great questions





question #1: Can you tell us about some shared challenges around OCM?

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Question #2: Something you mentioned to me was the concept of coaching UP. Can you explain that to the audience, and share why that is so important to you?

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Question #3: When it comes to OCM, what has worked for you, and what hasn't?

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Question #4: What makes an effective sponsor, and what makes an ineffective sponsor?

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Question #5: You mentioned to me that staff empowerment and inclusion were very important to you. How do you weave this into change management?

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Question #6: How do you deal  
with resistance?

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Closing Questions:  
What's one thing you wish you  
would have known?

What's one thing you would like  
folks to take away from this  
discussion?





Thank you



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