

A photograph of four different types of potted plants arranged in a row against a plain, light-colored wall. From left to right: a green cactus with small spines in a silver metal pot; a taller, spiny cactus in a white ceramic pot; an agave plant with large, pointed leaves in a white ceramic pot; and a succulent with many small, green, pointed leaves in a silver metal pot.

The Accidental Change Manager

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25 years of experience
in government, non-
profit, and community
leadership.



A quick poll:

The first time you went to a change management training, how much did you know about change management?

1. I had no idea what this crazy stuff was about at all.
2. I had some idea what change management was – had no idea it was an actual discipline.
3. I was already a pro, and it gave me some extra language to use in my work.



How a training made me realize I was already a change manager.



What does this
mean?

What are the
natural skills of
change
managers?



Change Managers in the United States:

3734*

*Zippia study using census and job profile data



**70% of change
management
initiatives fail.**

**73% of employees affected
by change say they're
suffering from moderate to
high stress level.**

They should not
be initiatives.

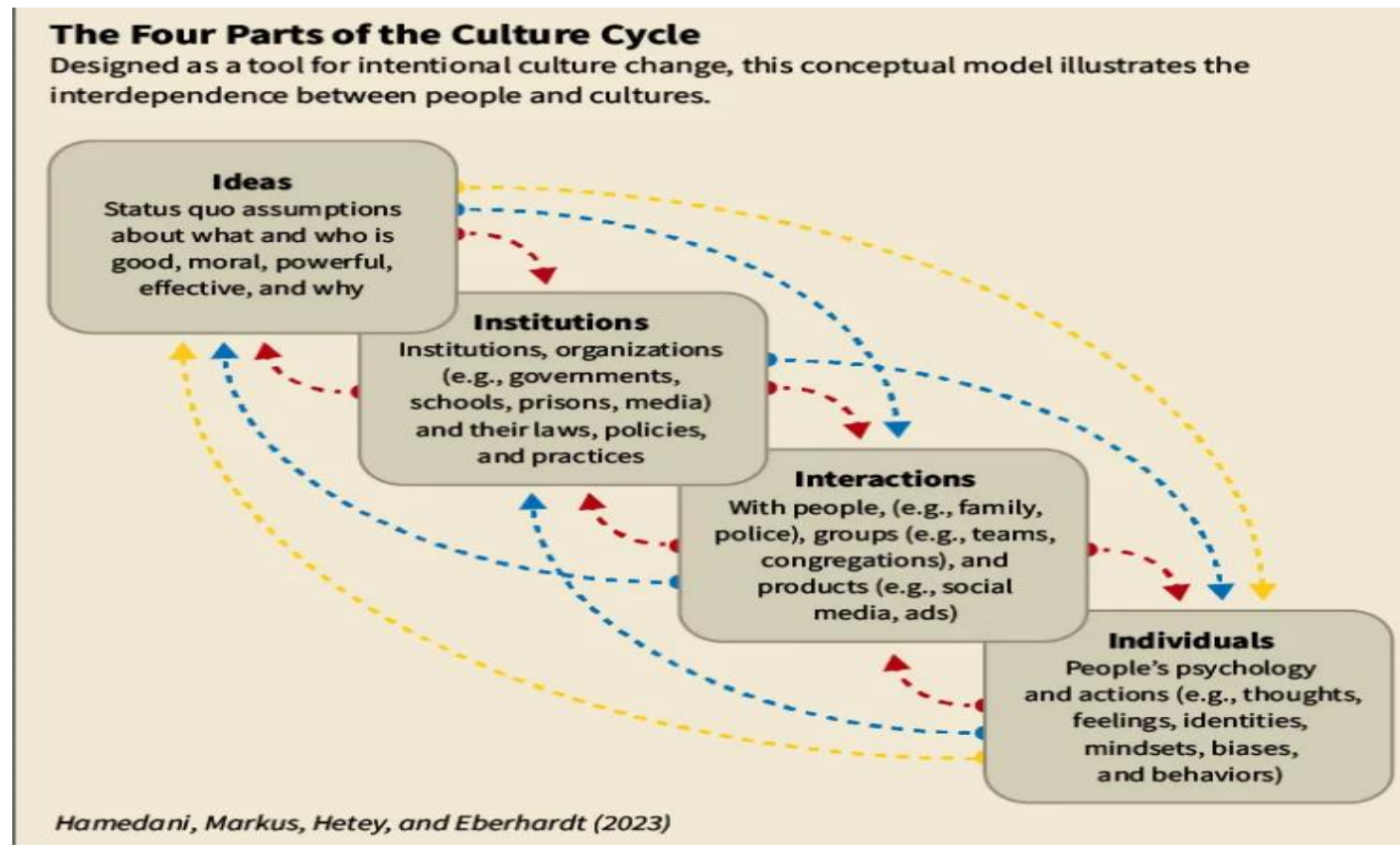


Another quick poll ...

Would you consider change normalized in your work culture?

1. Definitely
2. Sometimes/Sort of
3. Not at all
4. I'd prefer not to say

Culture change: a framework



A Culture of Change

- Bringing in those natural change managers
- Weaving these elements into the fabric of our work

5 Things That Motivate People:

Curiosity

Autonomy

Current mood

Other people

External incentives



Patching together our big tent



No more accidents

- Using what we now about change in all of our decisions
- Building what we know about change into our everyday life
- Elevating change managers into leadership
- Bringing natural change managers into advocacy roles for change friendly culture
- Talking about ways things are changing, every day
- Training everyone in people dependent behaviors so that we can understand people

Questions and
conversation!

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