



Changes and Challenges

Keynote speech

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Change

- The only thing guaranteed in life is death and taxes
- The only people who like change are busy cashiers and wet babies
- From horse back to space travel in living memory

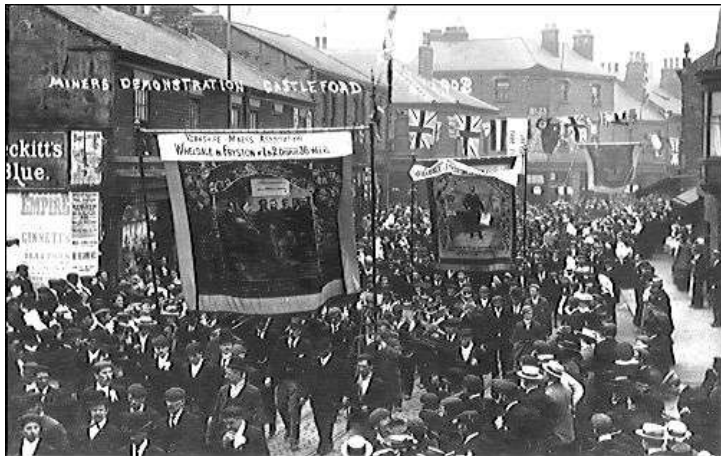
The myths

- Everyone hates Change?



Do we hate change?

- Or do we hate change being forced on us?





Myth – we don't need change

- Customers demand change.
- Organisations have to respond

Our reaction to change

- Flight or Fight





The grieving process

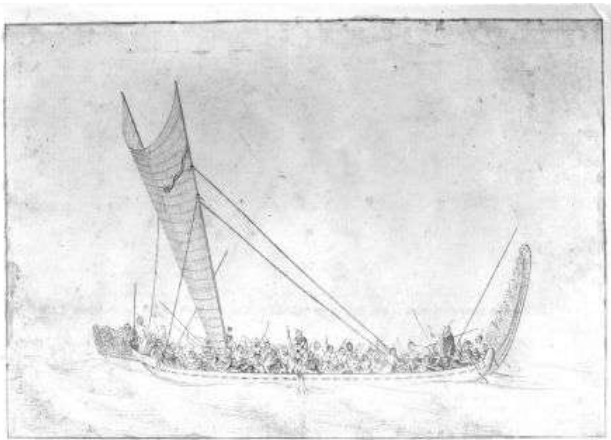
- Shock and denial
- Anger
- Despair and longing
- Acceptance



Try something different

- “Change can be a means to your goals not a barrier to them”
- “Every changes brings and oppertunity”
- ‘Be part of the solution not part of the problem’

Realise your capacity to adapt



View of a Junk Boat, from the East India Company's Journal





People

- Everyone wants to change the world bit no-one thinks about changing themselves.
- Organisations don't change, the people in them do.



The Challenge

- To Manage Change
- To take part in it
- To be positive, constructive
- To think beyond ourselves to our customers



Opportunities

- Great opportunity to gain knowledge
- Look to the future
- Rise the challenges ahead.
- Take the opportunity to lead.



Final Note

- Check your attitude
- Are you driving change or is change driving you....
- What are your obligations to your customers?