

Shonte Eldridge Change Leader

June 2023

By Shonte Eldridge

Shonte Eldridge 00:15

How many times have you, as a leader, been asked to make a substantial change and process how your organization functions? How many times have you dreaded that change because you knew the staff was going to either revolt or not accept that change? Well, as a former public sector executive, as well as in the private sector, I know all too well about change management. And I'm here to tell you that sometimes changing your approach and becoming a change leader, instead of a change manager, can make all the difference.

Shonte Eldridge 00:50

Now, there are tons of examples about how to recognize if you're a change leader versus a change manager, but I'm just going to handle three today.

Shonte Eldridge 01:01

The first one, the difference between a change manager and a change leader is a change manager actually looks at the just the process, whereas a change leader focuses on the process and the people because people are what actually makes change happen. And so if you're just focused on the process, you don't necessarily look at how do people feel about the change. How will they be affected about the change? Are there other changes we need to make to ensure that the people feel competent about the change we're making?

Shonte Eldridge 01:35

The second is that a manager in change often focuses on just the tasks. These are the things we have to do to make the change sustainable or the change happen where a change leader focuses on the outcomes. What are the goals we want to reach? How do we want people to adopt and accept the change? What do we actually want to have accomplished? So again, that little tweak makes a huge difference between a change leader and a change manager.

Shonte Eldridge 02:05

And finally, a change manager oftentimes is just the mouthpiece for the senior leadership, the board or anybody else who wants to make sure that change happens where a change leader also accepts that change takes responsibility for that change, and notifies and lets the staff know that they're in it just as much as they are. They're feeling that pain. They're part of that process. And again, that goes a long way in ensuring that the staff adopts and readily accepts a change that has to be done. Because as I mentioned, change doesn't happen in a vacuum. It can only happen when people actually permit and accomplish that change.

Shonte Eldridge 02:49

So, as you have your next change management process, think about it. Do you want to be a change manager? Or do you want to be a change leader? Good luck.