

# Change Management

DP-2

Workshop for the development of AIS management and oversight for Civil Aviation Authorities (CAA) and Air Navigation Service Providers (ANSPs)

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# Are We Ready?

- Prepare your brain for change:
  - Improve your habits
  - Change perspective
  - Take brain breaks
  - Positive thoughts

change starts  
with **me**.

*Have a clear vision and a sound  
plan,  
Understand the climate / culture,  
Invite / inspire team learning*

# Prepare Your Team



- Know your group challenges
- Promote ownership
- Address doubts
- Provide support
- Remove obstacles
- Provide resources

## ➤ Be specific about what behaviors need to change:

- Top - down
- Bottom - up
- Middle - out

# Types of Change Initiatives

- Strategic
  - Changes the core mission and purpose
  - organizational
  
- Structural
  - Performance improvements
  
- Process
  - efficiency
  
- Cultural
  - Values, norms, relationships

# Characteristics of Change

- Innovative
- Focused
- Savvy
- Collaborative
- Flexible



# Communicate, communicate, communicate...

- Keep everyone informed and involved
- Acknowledge change is difficult
- Create a safe space for:
  - Questions
  - Emotions
- Focus on the wins, but don't ignore the setbacks

# Thank you

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