

# Partnering for Success with Organizational Change Management

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# My Background

- Organizational leadership and adult learning
- Change management and training
- Diversity, equity, inclusion and belonging
- Trauma-informed care





# Today's Pathway

- The neuroscience of change
- How organizational change management can make a difference
- A framework for integrating OCM and project management
- Navigation tools to support individuals and teams



# Change and Transition

“Transition is the psychological response to change.”

-Dr. Britt Andreatta





### **Amygdala**

Fight/Flight/Freeze/Fawn

Change = Warning

### **Entorhinal cortex**

GPS

Help me find my way

### **Basal ganglia**

Behaviors and habits

Energy expenditure

### **Habenula**

Decision-making

Reward or failure

Adapted from Dr. Britt Andreatta



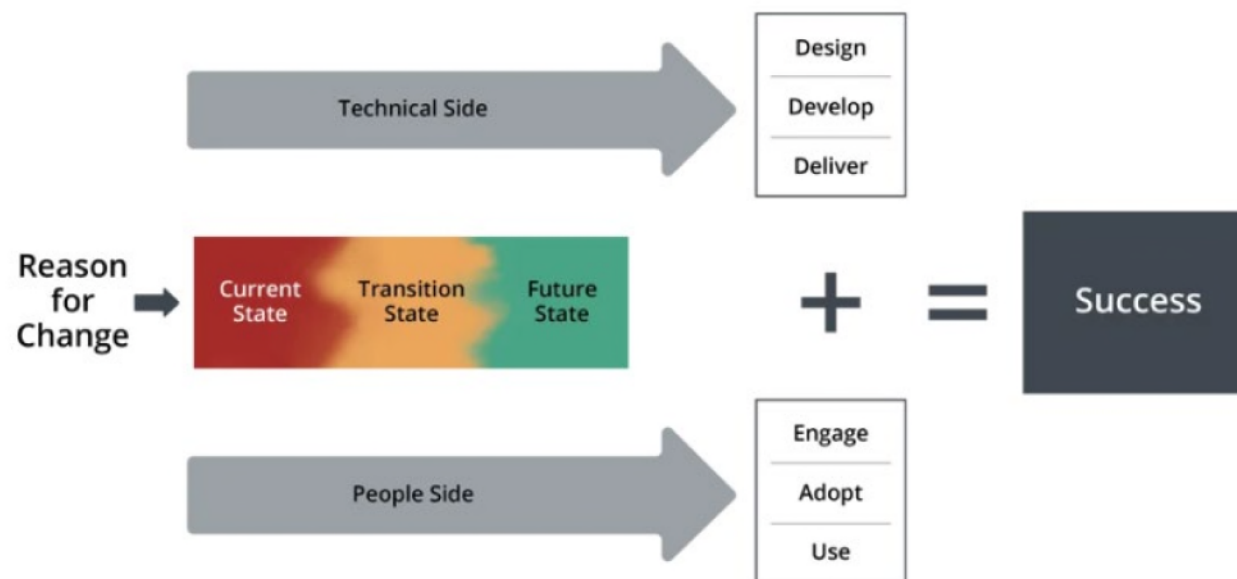


## Good News!

- Resistance is a neurobiological response to change.
- We can help folks by understanding the nature of change and being prepared for the range of responses.
- Organizational change management can help us achieve project success.

# Organizational Change Management (OCM)

OCM focuses on managing changes within an organization to ensure that people effectively engage, adopt and sustain change.



# OCM Value



Processes &  
tools for  
managing  
change



Reduces  
engagement  
barriers



Supports  
leadership in  
enabling change



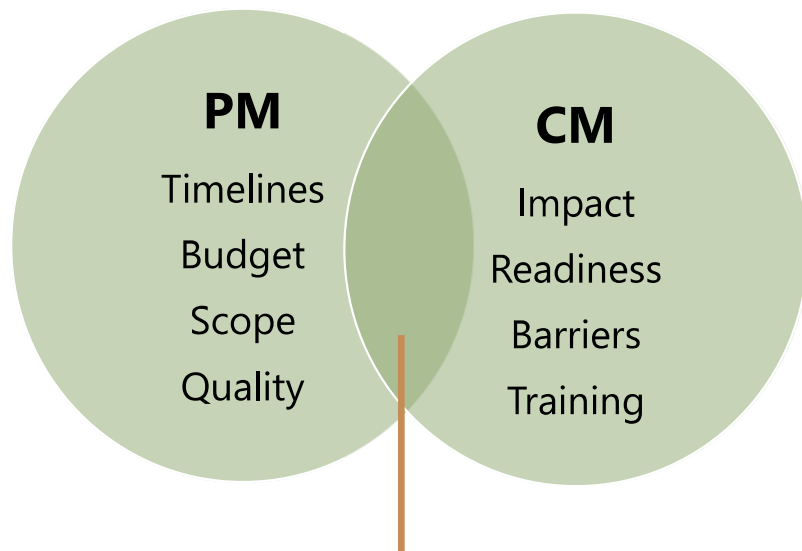
Prepares  
employees with  
awareness &  
training



Sustains  
outcomes



# PM and OCM Partnership Framework



Co-create in each phase of the project

## PM & CM Co-Create

**Charter:** List the CM responsibilities, identify interested parties and risks

**Risk management:** current/future state, change adoption runway

**Communication:** project updates, technical and people-centered milestones

**Interested parties:** needs assessment and resource allocations

**Lessons learned:** assess the outcomes and the process of getting there

# Change Management Navigation Tools



Center those  
most impacted



Map the route  
& WIIFM



Transparent  
communication



Support well-  
being



Prioritize  
relationships



Build in time to  
build habits

Let's share questions and thoughts!

