



MAKE CHANGE WORK™

Presented to:
Texas Florists Association
Texas Floral Expo 2015

Presented by:
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Nita “Tubby” Adkisson



Faster

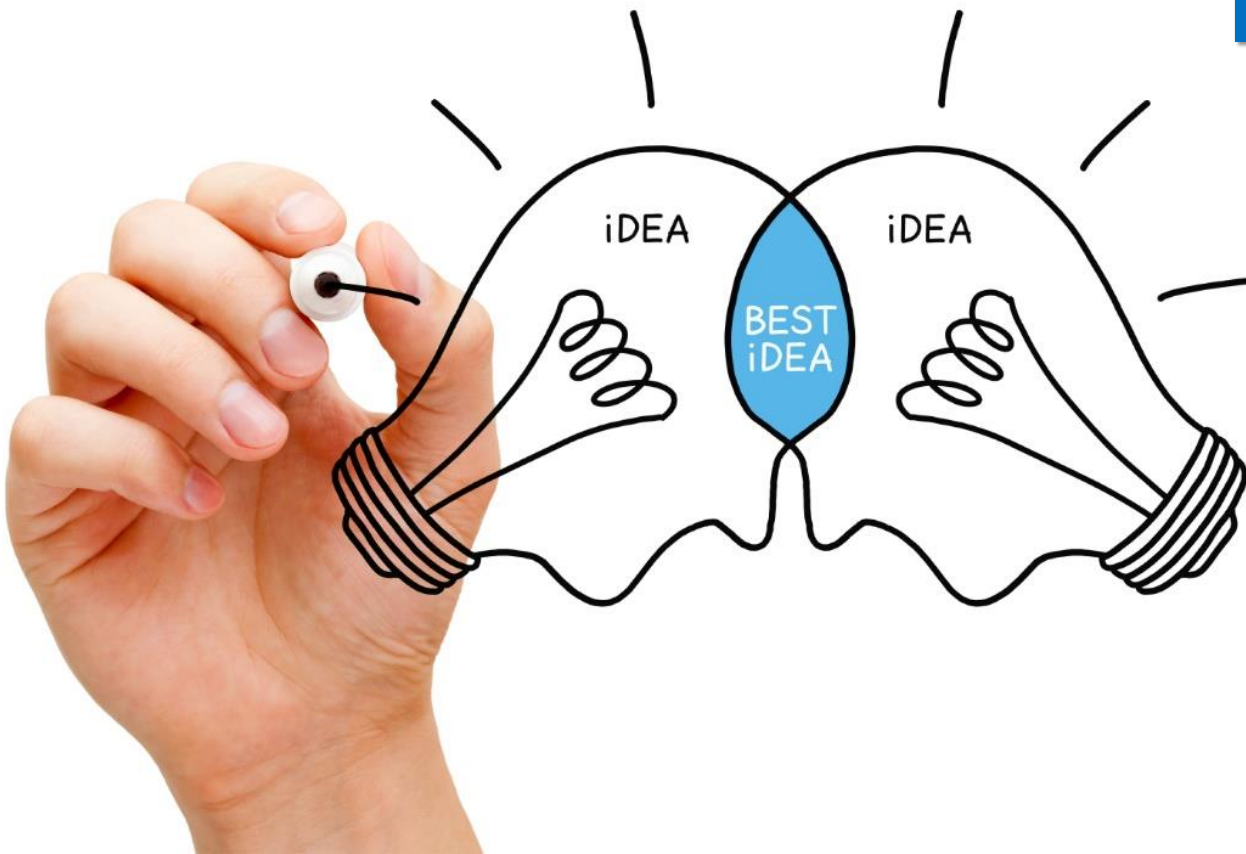
Better

Cheaper

Friendlier



**The ability to quickly change
and adapt in pursuit of your
vision is the difference
between excellence and
irrelevance.**



“As for the competition, we’re not worried. The Blockbuster brand is so well known.”

- Jim Keyes
CEO, Blockbuster
December 2008



CHANGE CHANGE



Perspective Matters

Weeeeeeee!



GENERATE URGENCY



The truth about change

The ability to change is based on readiness.
Intellectual understanding does not ensure
emotional readiness.



People change for two reasons

- Crisis pushes us to change
- Opportunity pulls us to change

***What's on top of
your refrigerator?***

**Cookies or
Brussels Sprouts?**



Discussion:

What is the compelling opportunity that is too good to miss if we can get better at change?



CONNECT WITH PEOPLE WHERE THEY ARE



@RandyPennington

80 percent of what **leaders** care about
and talk about when trying to enlist
support for change does not matter to
80 percent of the **workforce**.

“The Inconvenient Truth About Change Management”
by Scott Keller and Carolyn Aiken





People support and take action to
change for **their** reasons not **ours**



USE RESISTANCE AS YOUR FRIEND



@RandyPennington

The assumption:

People want to do a great job and deliver service that helps the customers we serve.



GO FIRST





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**The present should be
guided more by the
future than the past.**



Thank You!

**Remember to follow Randy on
Facebook, Twitter, and LinkedIn!**

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