

ABCs of OCM

Moderated by

Jeff DeVere, Deputy Director

Washington State Department of Licensing

- **Welcome**
- **Agenda**
 - Change management: what is it, and why do it?
 - Washington State DOL's change management journey
 - Panelist presentations
- **Question & Answer session**
 - Facilitated by Jeff DeVere, Deputy Director, Washington State Department of Licensing
- **Closing**

Change Management

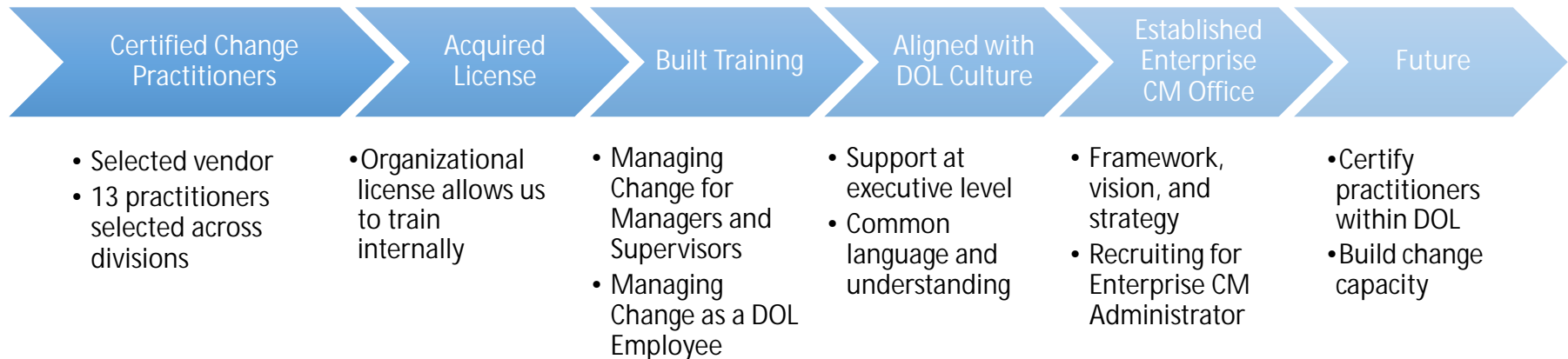
- Change Management is applying processes, tools, and techniques to lead the people side of change to successfully meet business objectives



Why Manage Change?

- It mitigates risks of productivity loss, employee resistance, turnover of valuable employees, and negative customer impact
- It helps people get up to speed more quickly with change
- It's good leadership

WADOL: Our OCM Journey



Panelist 1

Will Duran, Director
New Mexico Motor Vehicle Division

Panelist 2

Josh Johnston, Project Business Director
Washington State Department of Licensing

Panelist 3

Mike Dixon, Senior Director
Colorado Motor Vehicle Division and Region IV Treasurer

Question & Answer Session

Jeff DeVere, Deputy Director
Washington State Department of Licensing

Resources For More Information:

- Prosci Thought Leadership Library:
<https://www.prosci.com/change-management/thought-leadership-library>
- MindTools.com: Change Management
https://www.mindtools.com/pages/article/newPPM_87.htm
- Kotter's 8-Step Change Model:
https://www.mindtools.com/pages/article/newPPM_82.htm
- Change Management: The People Side of Change by Jeffrey M. Hiatt and Timothy J. Creasy
- ADKAR: A Model for Change in Business, Government, and Our Community, by Jeffrey M. Hiatt