

Tom & Jerry ... The Good Life, Corporate Man to Compost Man

Part 6 of 7



Client - Clarify - Create - Change - Confirm - **Continue** - Close

How to make sticky change?

As the UK enters week 7 of Covid-19 lockdown the news has naturally been focused on the tragic events of the global pandemic. But as we appear to be to be reaching the plateau if not the peak of the outbreak, the focus is moving towards the question of life after Covid-19 and how normal life will continue?

On a macro level, it is projected life will not return to 'normal' but the world will have to find a 'newmal'.

On a more micro level, many are considering what their 'newmal' will be. In addition to the health and financial challenges ahead we are considering how we will continue the positive changes the imposed social distancing and lockdown have brought to elements of our lives?

Whether continuing the pleasures of soda bread and banana cake, with families having their own series of 'Bake Off'?

Or enhanced engagement with home schooling whilst gaining new appreciation of the teaching profession, understanding why teachers need all those long holidays to recover

from transferring knowledge to classes of at least thirty of our little darlings. Not as easy as it all looked on 'Grange Hill'?

On a personal level, the Covid-19 pandemic imposed a return to the UK after two years on an overseas contract. A lifestyle which provided limited opportunity for work/life balance whilst earning the 'corporate dollar'.

Returning to UK during lockdown I have been in the fortunate position of having a garden, albeit one in need of much attention following the years of neglect.

I have cleared nettles, pruned bushes and cut-down conifers. Re-discovered the vegetable patch, dug it over and planted an array of comestibles. Fixed the hen house and the lawnmower. I Have my first home brew and wine that is positively quaffable, provided served at sub-zero temperatures. My next challenge is cheese making, because as all Monty Python fans know, 'blessed are the cheesemakers'?

So my experience of lockdown has been a 2020 version of 'The Good Life' as I appear to have made the transition from Jerry to Tom, or from corporate man to compost man?

My diet is better, I have lost weight, I am physically and mentally healthier. So now questioning the longevity of some of these positive changes I my lifestyle? Assuming the world transitions to our 'newmal' business life how will I maintain these positive outcomes?

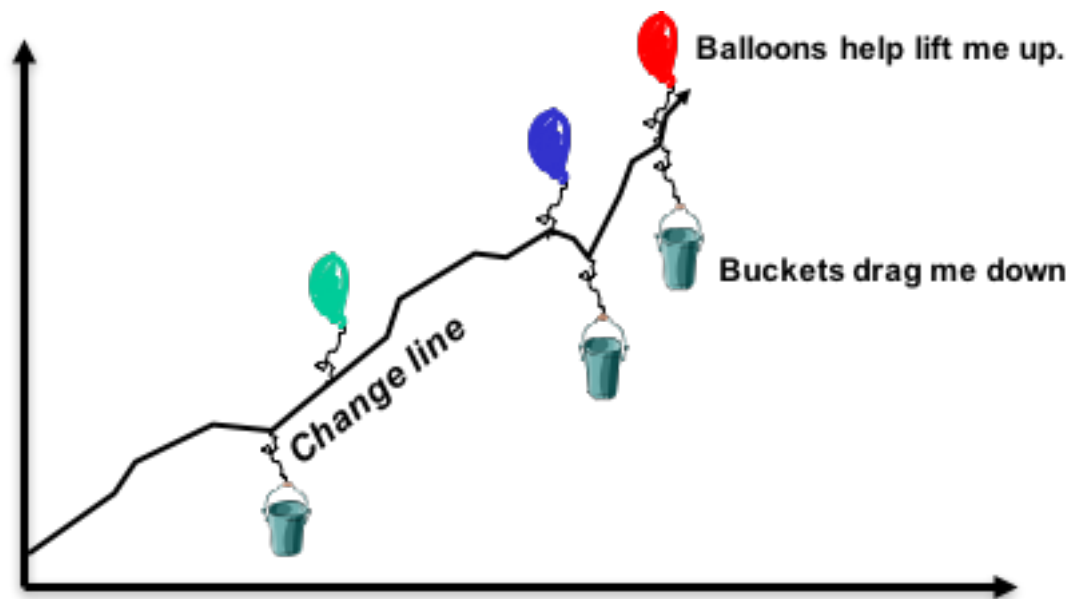
From a 7Cs ACTION perspective, this is an interesting comparison with the challenge many clients face. Having invested in the services of a business consultant and created positive change in their business, how do they continue with the new ways of working once the consultant moves on to their next assignment? Making change can be difficult but making 'sticky change' is the critical part of any intervention.

The KPIs we describe as our 7Cs 'Confirm Cockpit' will tell us if we are remaining on course. But if we veer off target our KPIs will tell us the correction we need to make but not necessarily how to adjust our operation to prevent further misalignments.

Often, we are pulled back to our original condition because life just gets in the way. So, an important part of sustainable 'sticky change' is understanding not only the barriers to making the initial change but also the forces that will potentially pull you back to your original state.

In 7Cs we use the mental image of 'buckets and balloons', the 'buckets' being the forces pulling you back down to the previous state and the 'balloons' being the countermeasures you can apply to each 'bucket' to remain on the desired change line.

Buckets & Balloons



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Consider a few examples of forces or 'buckets' that can undermine the continuation of change and potential countermeasures or 'balloons' to keep us on target.



Management focus is not maintained



Agree daily, weekly, monthly KPI meetings and that these will continue until the KPI's are being hit consistently every time.



Personnel changes



Ensure all processes are documented, hand-overs mandated and mission critical roles identified.



Budget cuts



Agree resources for the financial year and quantify the negative impacts of not complying with the new agreed operation.



New projects taking focus



Ensure the new operation KPIs are included in any new projects so the success of the new project is dependent on achieving ALL KPIs.

So when considering business change or indeed how you are going to continue the positive changes in your personal life over the coming months think about the 'buckets' you will face and how you can create your own 'balloons'.

For more details of the 7Cs Consultation framework visit www.7Cs.co.uk.

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(All credits for 7Cs framework to Mick Cope)

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