Session 2 – Change Management Scenarios

Scenario #1

During a meeting with your CEO, an officer in your area expresses his disappointment with how the changes for the second round of PPP and our new hours for COVID safety are impacting his customers. Your CEO calls you to find out what is going on. What will you do/say to the CEO? What do you think is going on with the officer (what stage of transition may he be in?) What will you do/say/ask the officer?

Scenario #2

An employee informs you that one of the people in your area has been communicating what she thinks may happen with an upcoming change, even though you have not communicated the change or the impact on your group. There are still decisions the bank must make before the change is finalized. What do you think is going on with the employee (what stage of transition may she be in?) What will you do/say/ask the employee? What will you do/say/ask the other employees in your area?

Scenario #3

You communicate a reorganization that has significant changes for members of your group. Some employees become noticeably upset and two people leave the room, you think in tears. What do you think is going on? What will you do/say/ask the employees who left the room? What will you do/say/ask the other employees in your area?

Scenario #4

You are about to announce a change that will impact the way everyone in your area gets work done. This will involve part 2 of a system conversion that will automate the way transactions get processed. You know that in the long run the change is best for where the bank is headed but know that this will be difficult for employees. Last year when the bank did part 1 of the system conversion, there were some bumps in the road that resulted in strife and lost customers. You are sure the employees will approach this current change with a framework of their experience of the past change. How will you communicate the current change? How will you communicate the 5 P’s (purpose, picture, plan, part, past)?

Scenario #5

Create your Own Scenario

What is the change?

How do you expect employees/customers to react?

What will they lose?

When will the change take place?

What are the 5 P’s for this change?