

Change Management in the Real World

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Housekeeping

Silence Cell Phones

Restrooms – Inner lobby hallway on the left

Water/Refreshments

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Workforce Development Division

- Learning and Development
- Workforce Planning
- Succession Management
- Organizational Development
- Civil Service Apprenticeship Programs

Organizational Change Management

- Structured approach to move from current state to desired future state
- OCM Principles
 - Understanding & defining change
 - Assessing readiness for change
 - Change sponsorship
 - Communication & stakeholder engagement
 - Training & support
 - Implementation & evaluation
 - Sustaining change

OCM for the Real World (1/3)

Scenario 1:

Sudden or unexpected change with little or no time to plan

Examples:

Legislation, change in leadership, high level directives, funding fluctuation, etc.

OCM for the Real World (2/3)

Scenario 2:

Inheriting a change that is already in progress

Examples:

Program ownership change, moving into a new role, establishing a new function, etc.

OCM for the Real World (3/3)

Scenario 3:

Managing a change that changes or evolves

Examples:

Previously unidentified stakeholder, new stakeholders, resource or priority change, pandemic, etc.

OCM Takeaways

- Define and explain in simplest terms possible
- Identify and leverage change makers and influencers
- Acknowledge challenges and struggles and then redirect focus
- Take visible action
- Capture successes, challenges and lessons learned
- Think in terms of short-medium-long term strategies
- Be authentic to yourself and your organization

Communicate, Communicate, Communicate

- Post-it note communication (what and why)
- Over-communicate in small bites
- Give a next step
- Varied communication
- Stay visible
- TALK (**Tell them, Ask them what they **heard**, Learn from it, and Keep talking to them)**)
- Evaluate effectiveness

Stay Connected

- Contact the Statewide Organizational Development team at OD@CalHR.ca.gov to:
 - Join our distribution List and Teams channel
 - Register for upcoming meetings
- [Workforce Development Division](#)
- [Project Resources | CA-PMO](#) and [Organizational Change Management Framework](#)