



**TOWSON
UNIVERSITY**

STRATUS

**Change Agent Network –
Executive & Administrative Assistants**
“Change Management vs.
Change Leadership”

April 26 & 27, 2021

Agenda

- March Review
- April Functional Update
 - STRATUS Navigation
 - Chart of Accounts - Alias
 - Journal Entries/Spreadsheet Journals
- “Change Management vs. Change Leadership”
- Our Ask

Change Agent Network Schedule

2021 Meeting Dates	Topics
February 22 and 23	Times They are a Changing
March 22 and 23	Being a Change Champion
April 26 and 27	Change Management vs. Change Leadership
May 24 and 25	Ready, Willing and Able
June 21 and 22	Leading through Change
July 19 and 20	Planning for Adoption
August 23 and 24	Building STRATUS Know-How
September 20 and 21	Support and Reinforce
October 18 and 19	Celebrate, Reflect, and Sustain

Quick Review
"Being a Change Champion"

- Functional Updates
 - STRATUS Navigation
 - Budget Planning
 - Chart of Accounts
- Change Management (10/19/20)

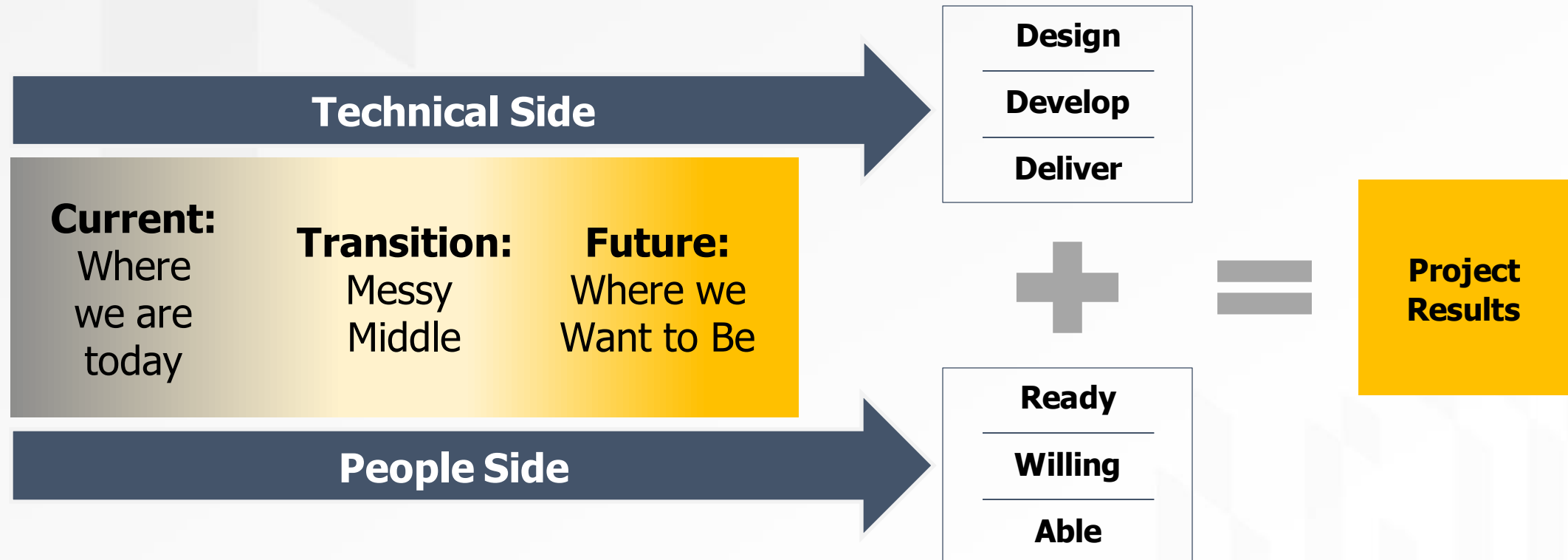
The J-Curve diagram illustrates the process of organizational change. The vertical axis represents the level of commitment, ranging from Doubt at the bottom to Commitment at the top. The horizontal axis represents time. A dashed line shows the 'Current State' which starts at a low level of commitment and gradually increases. A solid line shows the 'Desired State' which starts at a higher level of commitment, dips into a 'Period of Abandonment' (resistance and doubt), and then rises to meet the 'Targeted Benefits'. The diagram also shows 'Adaptive Impact on performance' and 'What successfully happens in real-world' scenarios.

Functional Update

- ▶ STRATUS user interface and navigation - Infolets
- ▶ Journal Entries in STRATUS

Integrated Project and Change Management

Being deliberate about how to move people from the current to the future state is just as important as managing the technical development.

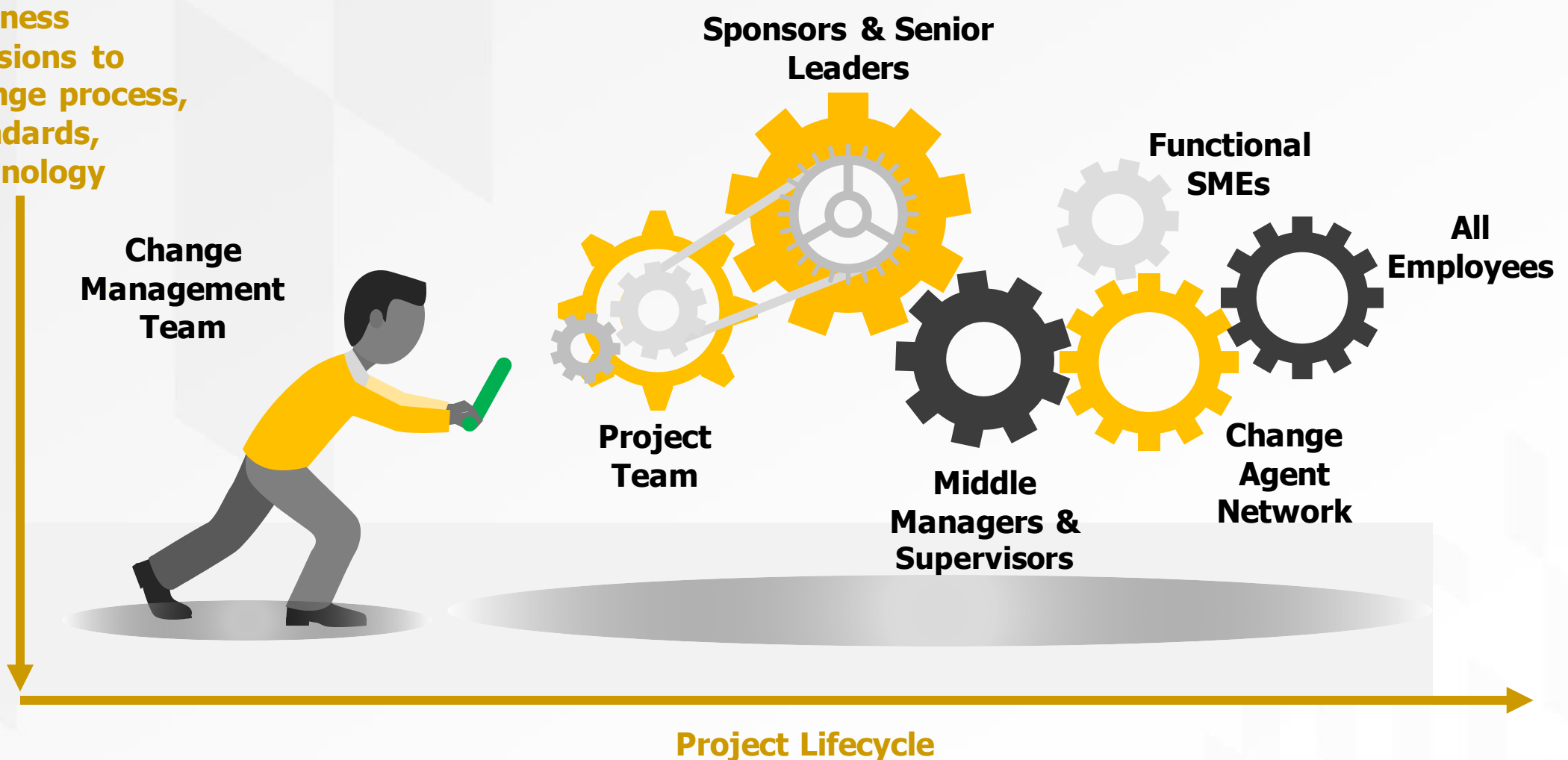


Leading Change – Guiding Principles

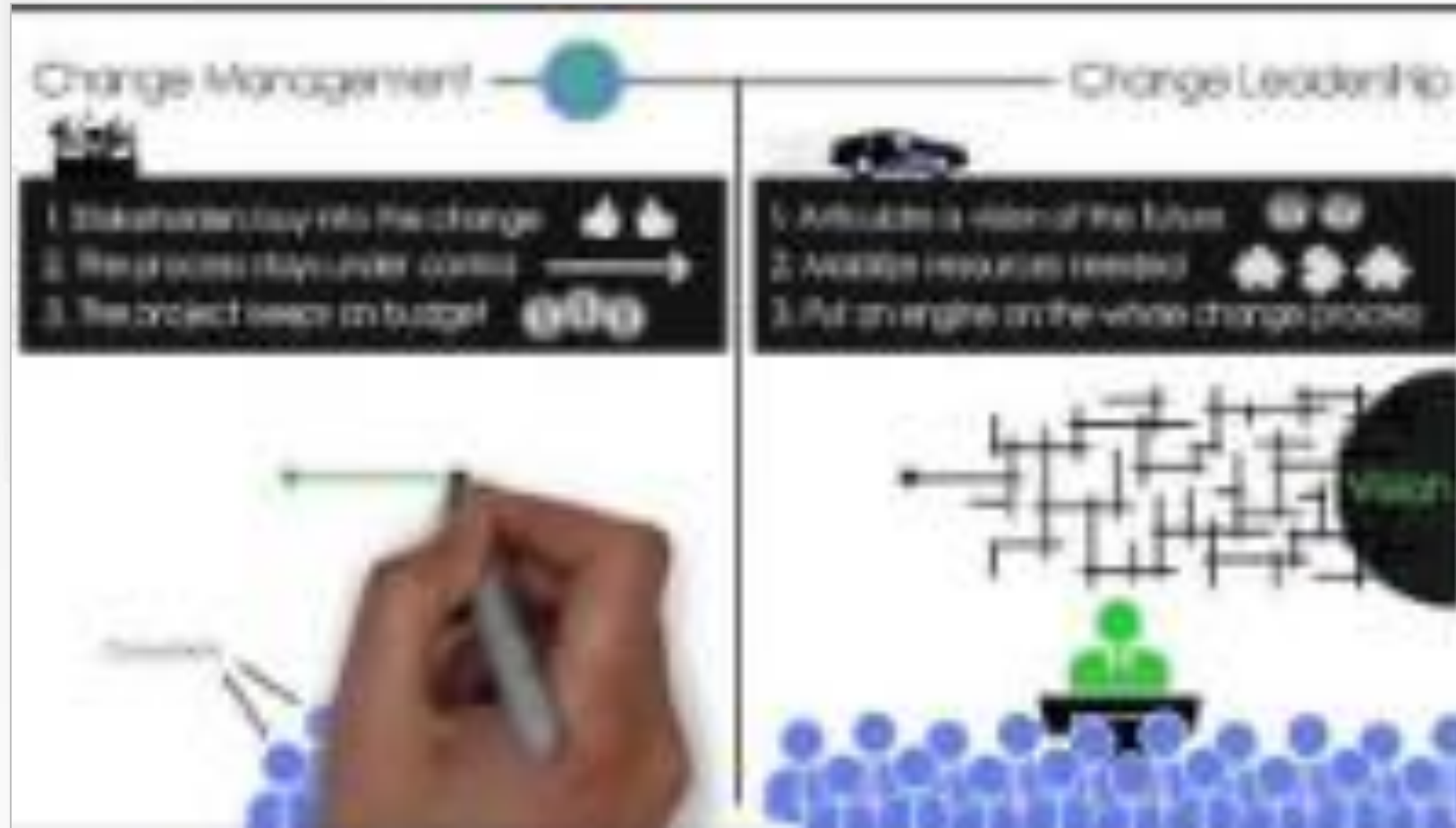
- Organizations change for a reason.
- Organizations do not change: ***People change!***
- Organizational change management is the framework.
- Change leadership – at all levels of the organization – is the engine.

More About Managing Change

Business
decisions to
change process,
standards,
technology



Change Management vs Leadership



Change Management vs Leadership

CHANGE MANAGEMENT	CHANGE LEADERSHIP
Processes, Tool, Mechanisms	Inspiration, Empowerment, Leader-Led
Help stakeholders buy into the change	Articulate a vision of the future
Ensure the process stays under control through monitoring and assessment	Mobilize resources needed
Supports the project's budget, timeline, and scope objectives	Puts an engine on the whole change process

Change Leadership Behaviors

CHANGE LEADERSHIP

Inspiration, Empowerment, Leader-Led

Articulate a vision of the future

Mobilize resources needed

Puts an engine on the whole change process

Change Leadership Behaviors

- Spending a few extra minutes answering employee questions during a staff meeting
- Creating a message for the department newsletter
- Asking department managers and leaders to share important project updates with their teams
- Volunteering to speak about the project at a department and/or committee meetings

Functional Update

- ▶ [Chart of Accounts - Alias](#)
- ▶ [Spreadsheet Journals in STRATUS](#)

Pulse Survey Review

- April 1 – April 9
- Target Audiences/Response Rate:
 - **38%** Response Rate - Change Agent Network Participants (44 responses from 118 participants)
 - **12%** Response Rate - Current PeopleSoft Financial Users (86 responses from 712 participants)
- Survey goals
 - Gain a baseline understanding of current STRATUS awareness
 - Assess Ready, Willing and Able
 - Identify where additional reinforcement may be needed
- What will we do with responses?
 - Analyze results and look for opportunities to address awareness gaps
 - Share action plan with Change Agent Network group to implement specific change tactics with colleagues

Our Ask

- ▶ Continue to share STRATUS updates with your peers and colleagues
- ▶ Solicit feedback from peers and team members to share at next month's meeting
- ▶ Resources to support you (posted to website by 4/30)
 - "Sky Script"
 - Today's presentation
 - Functional update videos
 - FAQs

Questions regarding the
Change Agent Network?

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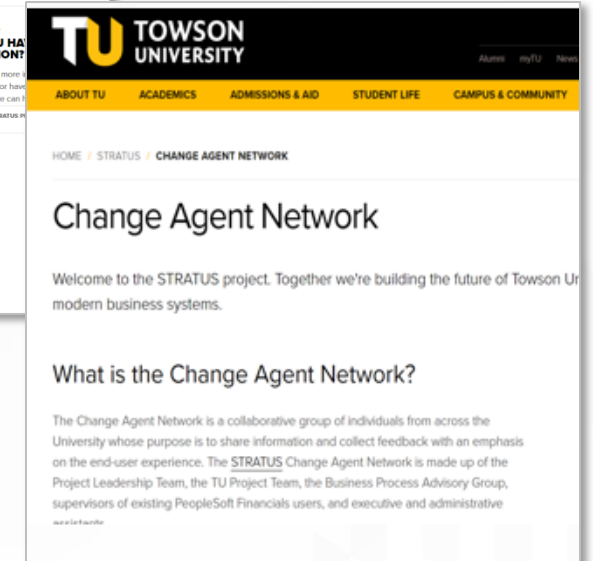
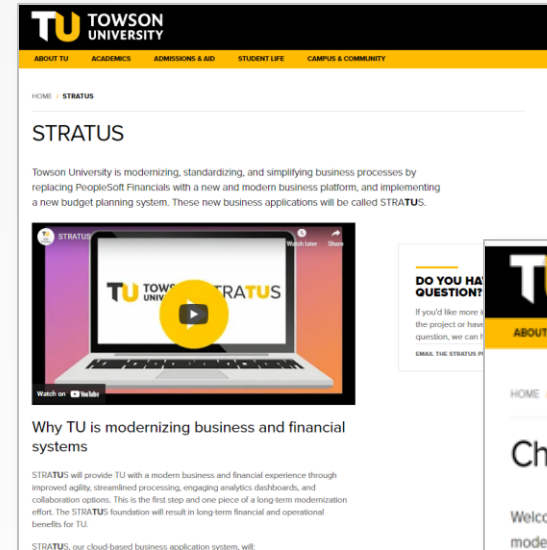
Next Session Preview
"Ready, Willing, Able"

May 24 & 25, 2021

Questions?

Resources

- STRATUS Website
<https://www.towson.edu/stratus/>
- Change Agent Network Website
<https://www.towson.edu/stratus/change-agent-network.html>
- Newsletters
- Frequently Asked Questions (FAQs)
- Talking Points



Questions regarding the
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