



INCREASING PRODUCTIVITY IN THE WAKE OF CHANGE

When a change occurs, the effect on people is much like the wake formed when a boat speeds through the water. The boat and motor create a wake behind them. The ripples and waves from the wake spread out across the entire lake. Some of the ripples are seen and felt above the surface of the lake, some are just below the surface, and some are deep beneath the surface.

So too are the emotions and productivity of people affected by change. Whenever a change happens, people affected by it experience an emotional reaction to that change. Sometimes the emotions are visibly displayed, sometimes they are suppressed, and sometimes they are buried beneath the surface. These emotions come out in a variety of ways. But, if not expressed and completed, these emotions will decrease individual productivity and the productivity of the organization. The most common productivity robbers are:

- Working more hours but getting the same amount of work completed.
- More, and longer, conversations around the coffee pot or the water cooler.
- Learning slows down - in training classes and on the job.

These newsletters and articles are about effectively dealing with changes -- individually and organizationally. We will provide current, applicable information to solve the problems and overcome the barriers left in the wake of a change. We will also provide information on how to reclaim lost productivity without increasing the wake and capsizing the boat!

