

ADDING *life* BACK INTO *change*

Change is a continual process of adapting, adjusting, creating, and adapting again. Today's organizations face recurring renewal and recalibration amid persistent and imminent global shifts. In order to thrive, organizations must strategically align their critical systems, processes, and *people* to achieve desired outcomes.

While change is inevitable, successful, sustainable change is not. Leaders need to capably and proactively harness the talents, energy, and commitment of individuals and teams throughout the organization to drive transformation forward. This internal challenge can be as formidable as the external pressures prompting change.

How does Jupiter promote sustainable change in organizations?

- We **leverage strengths** and bring out the best in teams and leaders through our innovative, strength-based processes and tools
- We prepare and fortify leaders to **co-create a sustainable future** with their people
- We **focus on the *human dimensions*** of change for ongoing engagement, adaptation and results

We know that sustainable adaptations and successful transformation are fueled by:

*Leadership that is Authentic & Distributive*

- Leaders need the courage and wisdom to turn inward in the face of chaos, disequilibrium, and fear to discern the unique combination of values, motives, skills, strengths, and personal qualities that informs how they effectively lead their people.
- Effective leadership assures that leaders and teams at all levels take responsibility for their organization's success with everyone involved in generating solutions and committed to getting results.

*Compassion & Empathy balanced by Courage & Resolve*

- Leaders need to possess and model compassion and courage in equal measure. Resistance to change has fear at its root. Empathy and compassion allow leaders to honor individuals' emotional reactions and address their concerns constructively.

- It takes courage and a resolute sense of purpose for individuals to remain true to their core values, speak the truth, discuss difficult issues, and stay the course in the midst of uncertainty.

### *Resilience and Seeking Sanctuary*

- The demands on people within organizations amid relentless change and adaptation call for exceptional resilience.
- In order to maintain their resilience and operate at their best, individuals need to seek sanctuary that promotes time for reflection, renewal, and rejuvenation. By stepping away from current demands and issues, one can sense what is needed for the greater good.
- Sanctuary allows individuals to access their core of truly knowing, trust their instincts, and tap into their courage so they can step into the unknown and participate in co-creation of a new future

### *Celebrating Progress and Learning from Experimentation*

- Celebration of success and acknowledgement of even incremental change helps maintain the forward momentum and accelerate the process of adaptation.
- Pausing to evaluate experiments with new ways of doing things provides valuable feedback that reinforces effective new practices and enables quick course corrections when needed.

### **Leveraging Diverse Perspectives**

- Organizational interdependencies call for working across functional boundaries, recognizing the value of divergent perspectives, styles and skills sets, and fostering the collaboration and cooperation that lead to innovative solutions.

### *Honoring Loyalty & Legacy while Stimulating Progress*

- Just as leaders work tirelessly to adapt to new demands and stimulate organizational change, they have a responsibility to honor those core organizational values and principles that are timeless.
- Leaders are responsible for “raising the heat” by ensuring that everyone's reality gets put on the table to be interrogated and, at times, “lowering the temperature” so as to not induce a state of panic. A good leader must couple boldness with protection: boldness to question the status quo and protection of the core, keeping what works, honoring legacy and paying tribute to the past.

# Supporting the Human Dimension of Change

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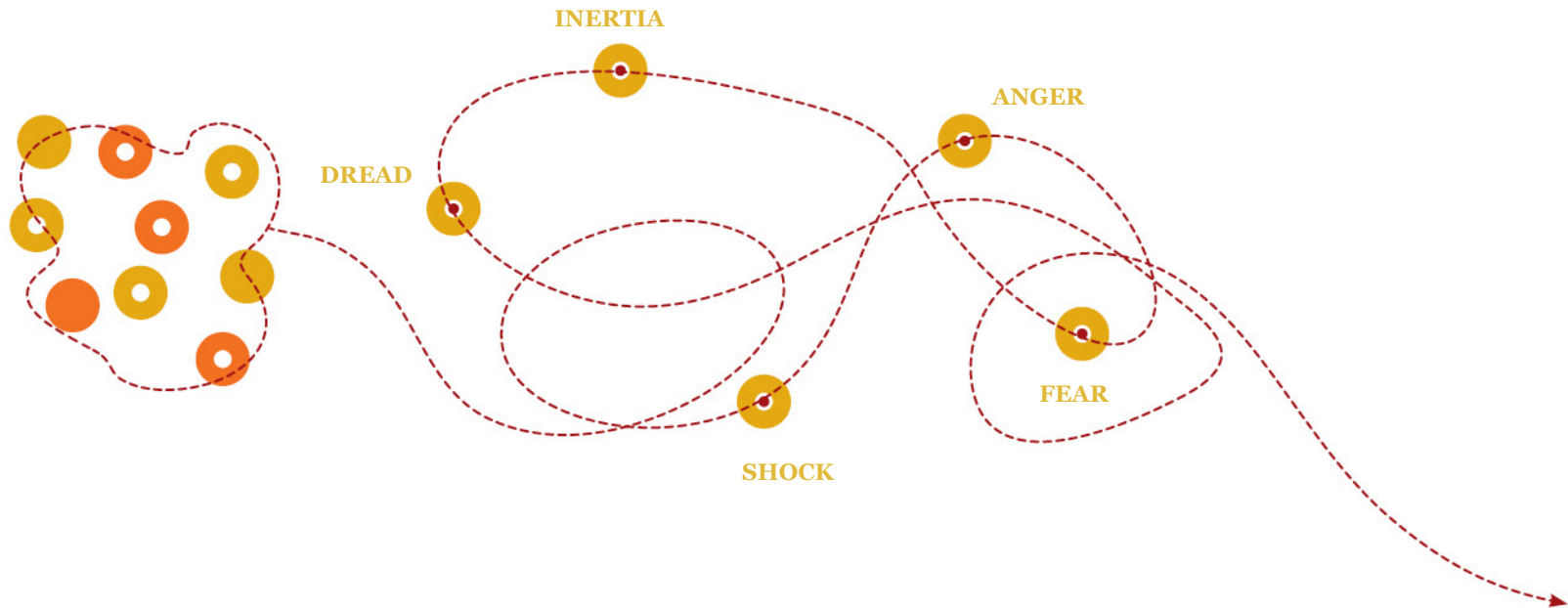
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# When Human Dimensions are Not Addressed

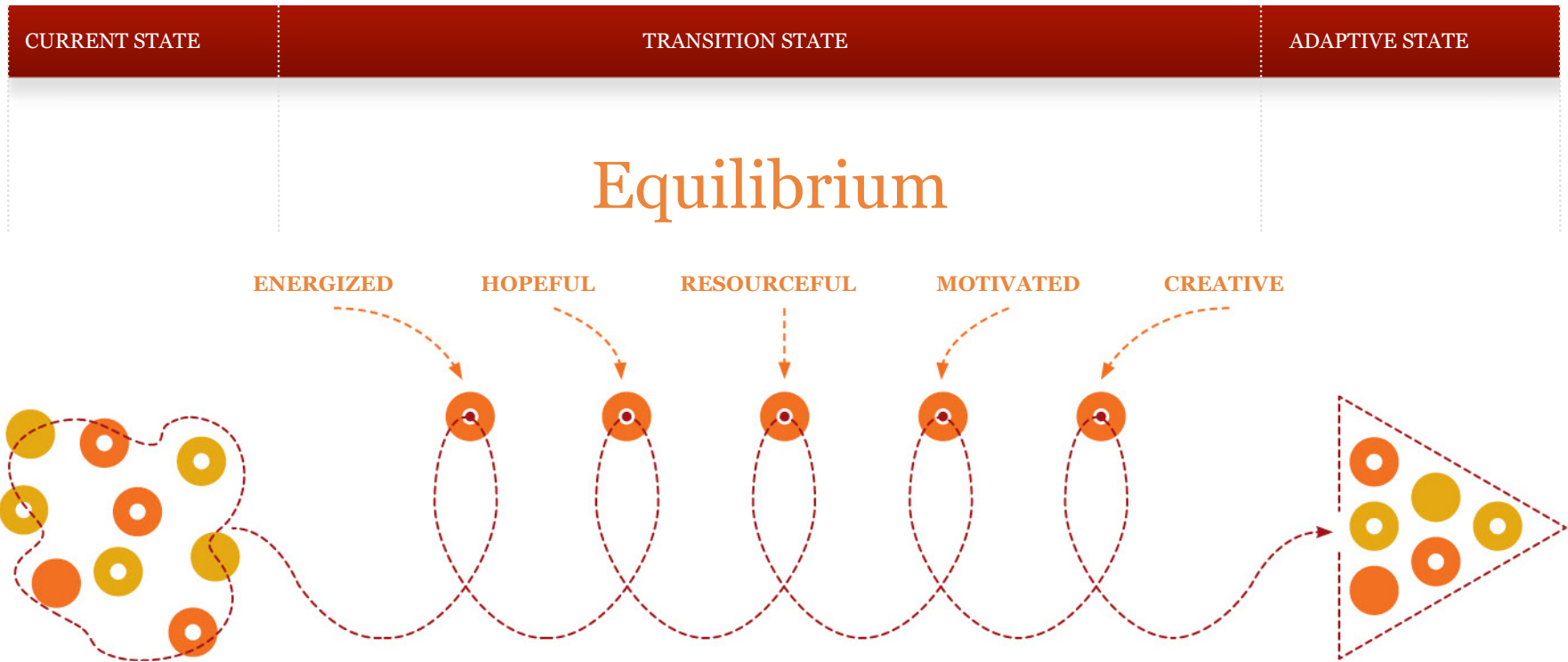
CURRENT STATE

TRANSITION STATE

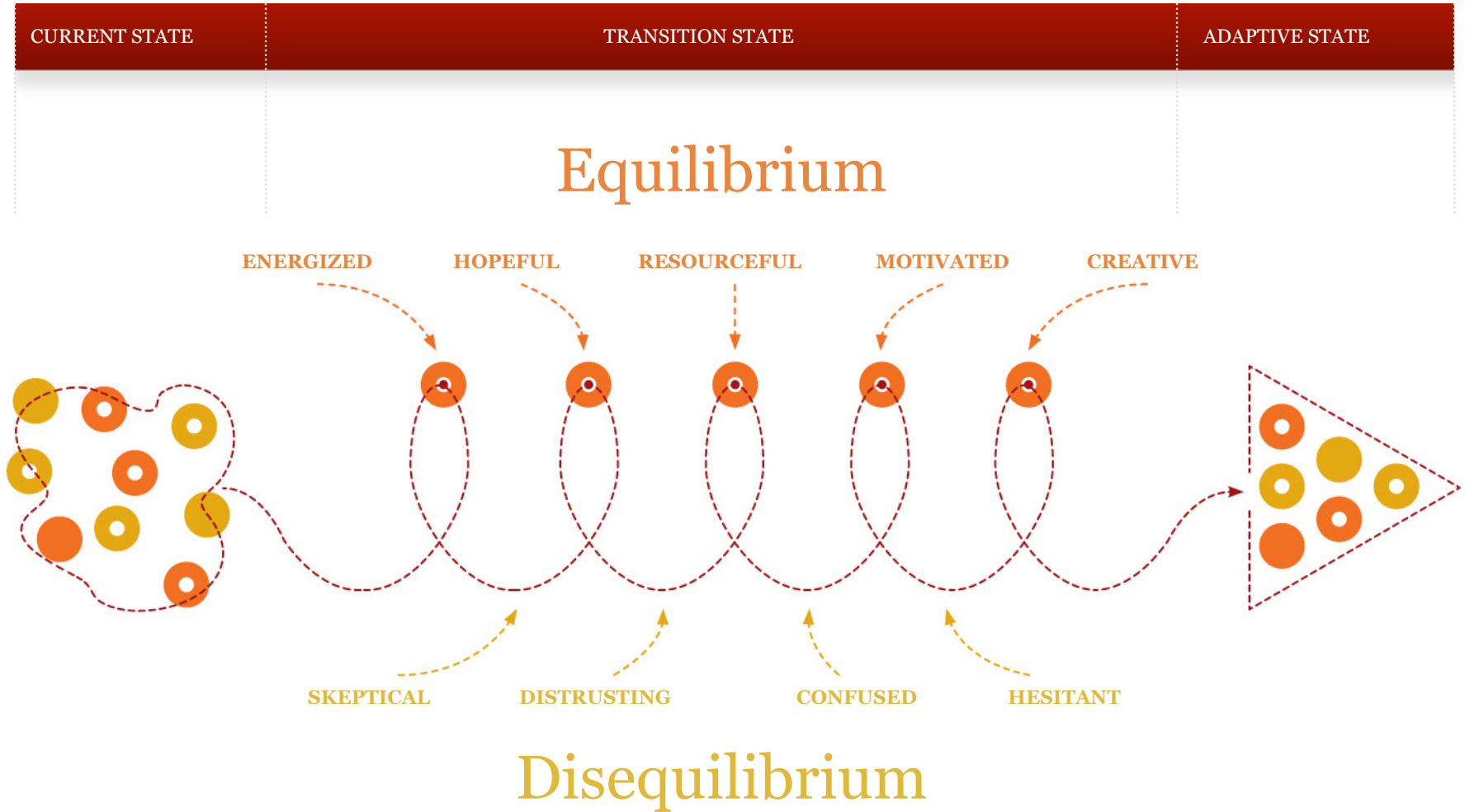
## Disequilibrium



# Engagement



# Jupiter's Change Model for Engagement



# How We Connect with Clients

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- Develop collaborative partnerships
  - Ensure recommendations are aligned with desired organizational results
  - Customize energizing processes that leverage teams' strengths
  - Co-create practical solutions focused on building internal capabilities
  - Support implementation and evaluation of strategic interventions
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