

## First Published London Connects Change Management – Creating Change

by Barry Tuckwood



Do you have one of those lifts with the automated voice, the lady who says Floor 11 in an Eeyore voice, bored with the journey and depressed with where she is going? This is not the Glass Elevator from Charlie and his Chocolate Factory is it? It is more the Gloomy Climb to Doomland.

Wouldn't it be better if she were to burst into some spirited song from time to time, or play some of the livelier classical, jazz or even some rap to liven things up a bit. It might elevate help to the senses as well as the body especially on Monday mornings.

You turn up joyless on any morning of the week and this voice grumps at you that you are approaching Floor 11, and you already know from the tone of her voice that life is not going to get any better when you reach your desk. So it is straight out of the lift to the desk; drop your bag; visit the loo; go to the coffee machine or kitchen, chinwag with a colleague, anything to defer the awful horror of seeing what awaits you on your desk or in your emails.

This assumes that you have a desk to go to. If you are hot-desking you will leave the grumpy woman in the lift and search for a space to park yourself before going through this process. When you finally reach the desk and orientate yourself are you ready? Will you leap into action fully alert to the challenges and excitement of the day ahead, or are you going to be as grumpy as the Lady of the Lift? Are you

likely to say to yourself – or even to your colleagues, Whoopee, another day sieving gold from the stream? Or are you more likely to feel you are trying to drain a swamp?

And yet it could all be so different if... If What?

I offer you a challenge. Today. Now.

Write out the things that would make you less grumpy on a Monday, more willing to turn up, more joyful at your work.

Ideally do not do this alone, this is not a competition. A group of similarly-minded individuals is more likely to create a full range of annoyances than any one person is on their own.

Grab a couple of colleagues and write down between you at least 20 things that create for you and them feelings of despair, misery, or unnecessary delay at work. All of these and any other obstacles to progress should be recorded. No idea to be deleted or discarded. Ever.

Now each of you should choose your top three gripes from the whole list. Next write down what they are – a simple title - and then how to overcome them in three or four steps.

Now you will have:

- A long list of annoyances

- A short list, for each of you of the worst ones.
- For each gripe you have
  - A name for it,
  - A way of overcoming it, in three or four key steps.

Now comes the hard part. How can you convert that into reality? What do these changes need and who can deliver them?

Your final step is to send them to me so that I can share more widely the list of horrors that you experience, and how you deal with them – anonymously.

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[www.newham.gov.uk/valuebill](http://www.newham.gov.uk/valuebill).

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