



# ACMP Coffee Chat

PACIFIC NORTHWEST

April 10, 2020  
Hosted by The Gunter Group

# Our Host



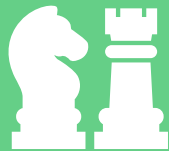
**Stephen Bacon**  
*Senior Consultant*





## Thoughtful Actions. Tangible Results.

Founded in Portland in 2011, we set out to build a different firm where we leverage strong relationships to achieve great things in partnership with our clients.



**STRATEGY**



**EXECUTION**



**PEOPLE**



**TECHNOLOGY**



# Reflections on Change Management in Uncertain Times:

## A 3-Part Series

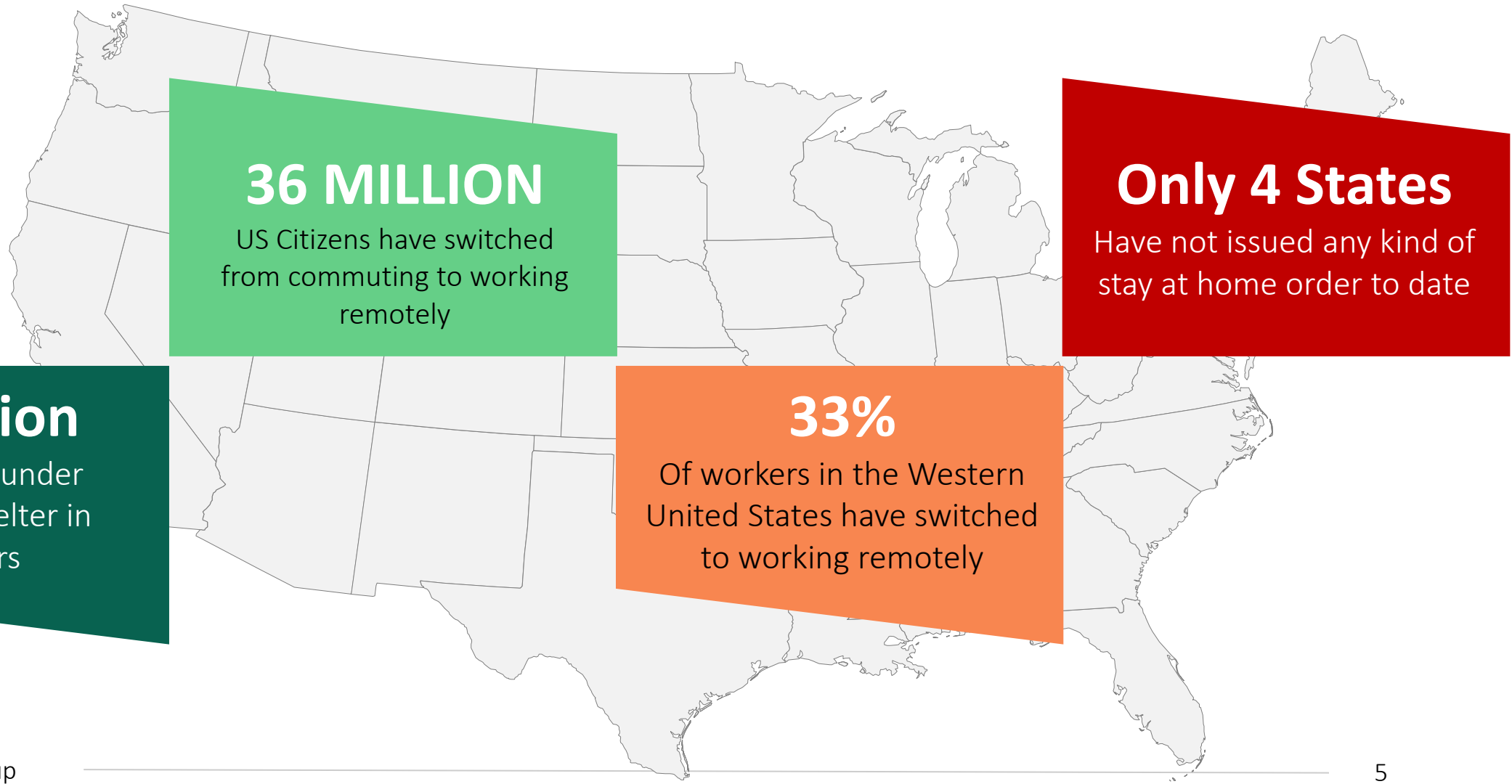


**April 10, 2010 @ 9–10 AM PST**  
What's been disrupted

**May 8, 2010 @ 9–10 AM PST**  
How we are adapting

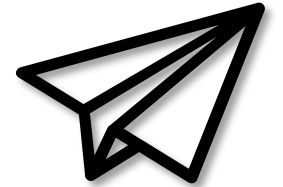
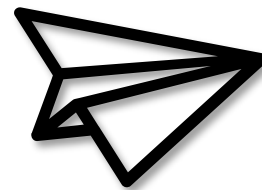
**June 12, 2010 @ 9–10 AM PST**  
What we will carry forward

# Our New Reality



**Disruption creates**

**OPPORTUNITIES.**



# A-B-C easy as 1-2-3

1

Disruption

2

Adaptation

3

Wayfinding

**Today** •

What's been disrupted

**May** •

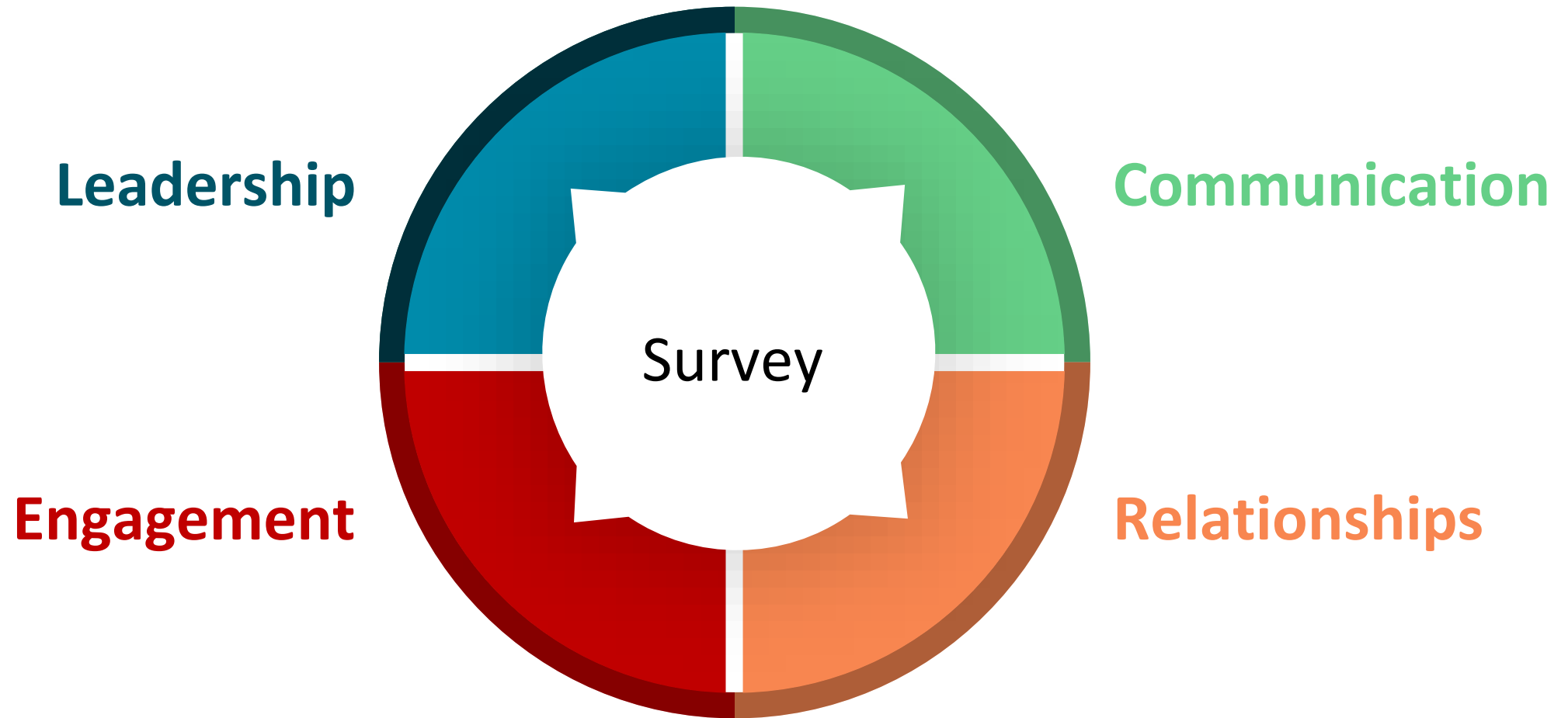
How we're adapting

**June** •

What we'll carry forward

# What's been disrupted?

Based on data collected from you!

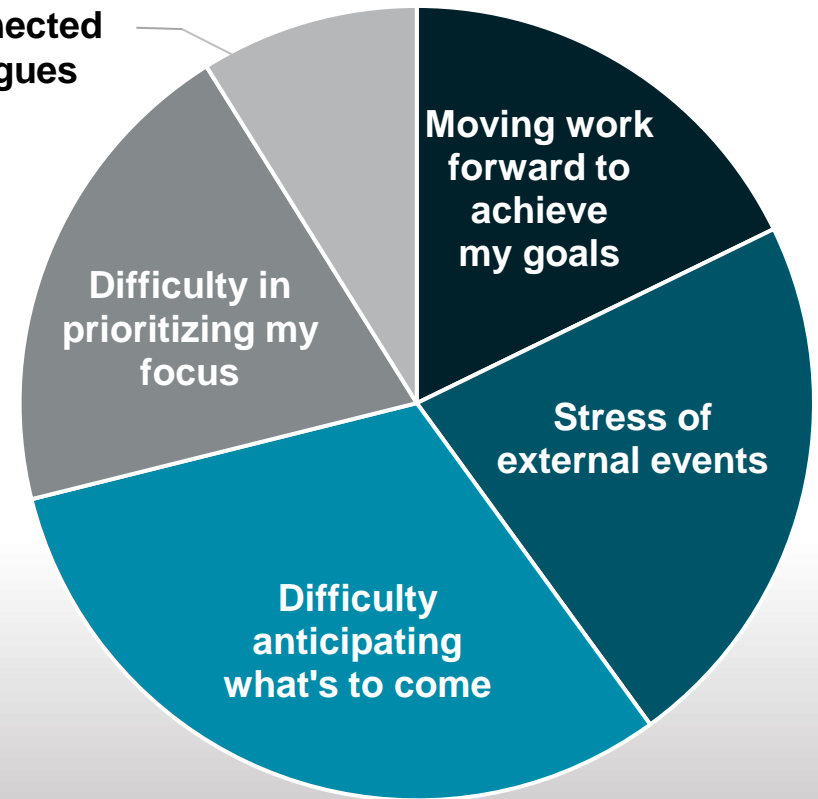




# Leadership

- Long-term focus
- Developing a vision and strategy
- Doing the right things (vs. doing things right)
- People

Challenges  
staying connected  
with colleagues



Survey: Your Leadership Challenges

# Leadership

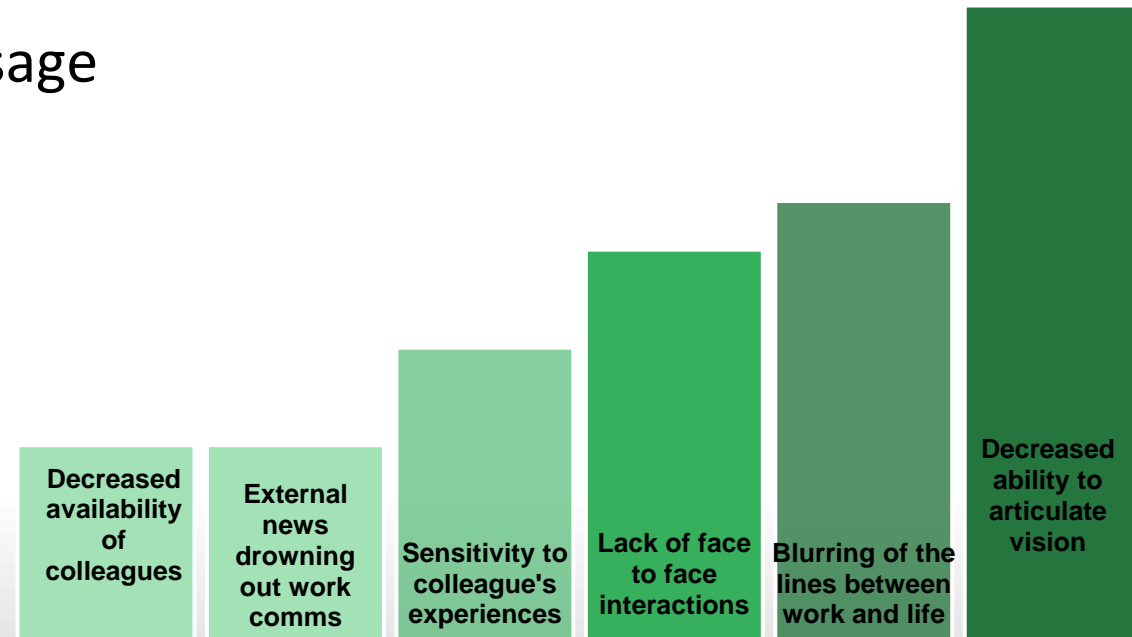
**What leadership challenges are you facing?**

**Stress and anxiety management** for me and my team

Having to completely rethink my business and **pivot to a virtual-friendly model**

# Communications

- Formulate a clear, distinct message
- Pick an impactful channel
- Deliver with consistency



Survey: Your Communication Challenges

# Communications

• What communications challenges are you facing?

Even though people are more "connected" than usual, **it is harder than ever to get their attention.**

I'm learning **virtual facilitation and other new skills** which will be useful always.



# Relationships

- Self awareness and management
- Trust and mutual respect
- Putting others first



Reported that personal and professional relationships have improved

# Relationships

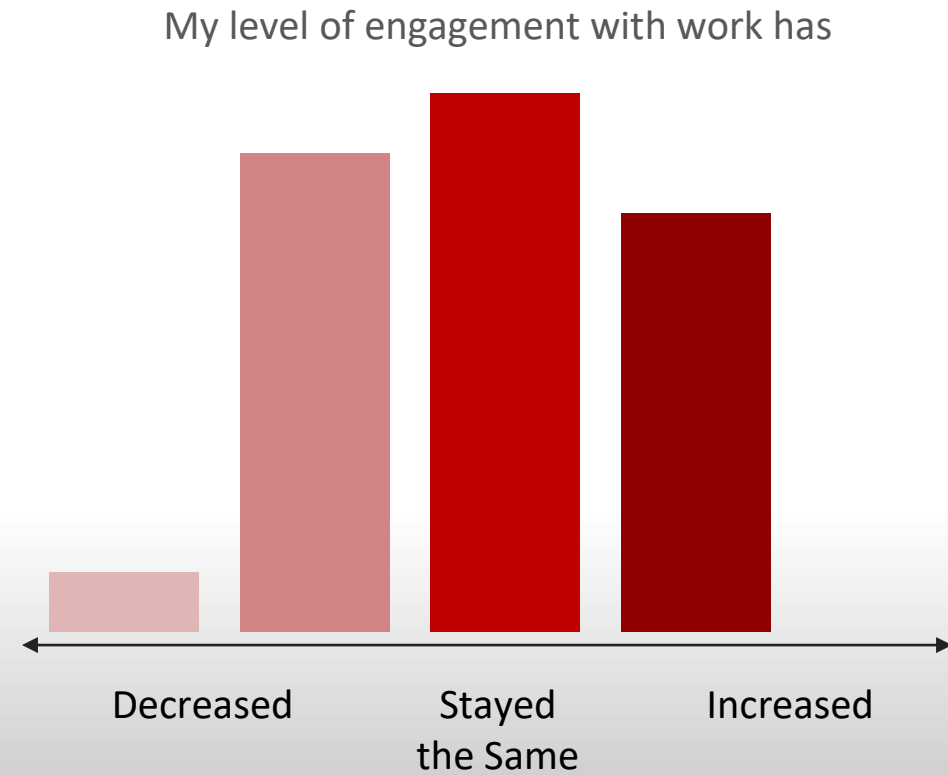
What relationship challenges are you facing?

How much of my personal “space” is available? How do I invite people into my home for work everyday.

Do they want to talk shop or talk personal...I want both but I’m scared of not being seen as dedicated.

# Engagement

- Involved, enthusiastic, connected
- Putting in the extra effort
- Balance



# Engagement

## What engagement challenges are you facing?

Hard to stay engaged and focused **not knowing if my project will end** due to the virus.

**Feeling disconnected from the work**, not being able to contribute as much as I would like.





”

“This pandemic experience is a massive experiment in **collective vulnerability**. We can be our worst selves when we're afraid, or our very best, bravest selves. In the context of fear and vulnerability, there is often very little in between because when we are uncertain and afraid our default is self-protection. We don't have to be scary when we're scared. Let's choose **awkward, brave, and kind**. And let's choose each other.”

Brené Brown

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Wayfinding

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June 12, 2010 @ 9-10 AM PST

What we will carry forward

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# Thank You!



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- We're here to support
- Feedback welcome!



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