

YOU'RE GETTING PUSHED AROUND BY THE CURRENTS OF CHANGE

THE NEW REALITY™ COMES TO YOU IN:

- Full-day workshops
- Half-day workshops
- Two-hour keynotes
- Facilitated meetings
- Customized formats
- Regional Public Sessions

IT'S TIME TO PUSH BACK

Like a school of fish swimming independently, in unison, toward opportunity and away from danger, VisionQuest and The New Reality™ teaches individuals and organizations to work together toward change-adaptability and a better future.

The New Reality™ provides the practical education and strategic application companies need to motivate employees, improve morale, and mitigate productivity drops while recognizing and seizing the opportunities change brings.

MAKE CHANGE YOUR COMPETITIVE ADVANTAGE

ALIGNMENT

We customize every project to meet your needs through extensive research and pre-consultation efforts. Wrapped in your company's language, current priorities, and past efforts, your VisionQuest solution will be just that: Yours.

PRACTICAL SOLUTIONS

We bridge the gap between theory and practice by developing participants' skills, behaviors and experiences so they can be transferred to on-the-job actions. You'll see an immediate return on your VisionQuest investment.

ONGOING RELATIONSHIPS

We understand that what made you successful yesterday may not keep you successful tomorrow. We partner with clients to build productive, long-term relationships and create solutions that do the same.

CONVICTION

We're serious about change, yet we deliver messages that energize and motivate employees. Instead of approaching change with dread, they'll see that change is full of opportunity; personally and professionally, individually and collectively.

EXPERIENCE

Our real-life, global understanding is hard to match. We've worked with CEO's and decision makers at all levels, and groups of all sizes. Our solutions have traveled to five continents to help for-profits, non-profits, government institutions, small companies, blue-chips and start-ups.

THE NEW REALITY™ PROGRAM DESCRIPTION

The time for managing change is over. In today's fast-paced global economy, the new expectation is to seize change and make it work for you—actually make change part of your individual and organizational competitive edge. This half-day workshop explores the change process, along with guidelines and strategies you can use immediately. And with The New Reality™ handbook, you'll be able to continue to apply these principles. **Our ultimate goal is to help you take advantage of the new opportunities brought to you every day as a result of this constant, complex change.**

OBJECTIVES

Participants Will:

- Understand that change is universal and driven from the outside in
- Understand the Individual and Organizational Dynamics of Change
- Learn how to mitigate the drop in productivity during times of change
- Understand the Phases of Resistance and the types of communication needed in each
- Understand the three types of behaviors during change and where to invest time and energy
- Understand how to create a more Change-Adaptive Culture and the power of rewards and consequences

THE NEW REALITY™ SESSION

Provides a Foundational Understanding of the Change Process

THREE GUARANTEES

- Change is Here to Stay
- It Won't be Trouble Free
- You Are Accountable

PREDICTABLE DYNAMICS OF CHANGE

- Individual Dynamics
- Organizational Dynamics
- What to Do

PRODUCTIVITY IMPACT

- Transition Period
- How to Mitigate
- Individual and Organizational Competitive Advantage

RESISTANCE TO CHANGE

- Phases of Resistance
- What it Looks Like/Sounds Like
- Pace and Placement
- Where Am I?
- Dangers
- Types of Communication
- Gaps
- Accountability
- Tools to Address

CHANGE-ADAPTIVE CULTURE

- A Culture Change Story
- Change-Adaptive vs. Change-Incompatible
- Behaviors, Behaviors, Behaviors
- Critical Mass
- You Get What You Reward
- Personal Choice
- Senior Leadership Actions

THE NEW REALITY

- Strategies
- Application
- Foundation

WRAP UP



VISIONQUEST RESULTS

BUSINESS SERVICES & MANUFACTURING



It's easy for businesses to rest on past successes only to be surpassed by more flexible competitors. VisionQuest helps them shake old habits and build new, change-adaptive skills in recognizing opportunity, dealing with resistance, and moving quickly through productivity drops.

LINCOLN NATIONAL REINSURANCE. VisionQuest infused the company with the tenets of The New Reality™ to redefine its culture over the course of four years. The result was a faster, flexible, more change-adaptive company, which was ultimately pursued and purchased by Swiss Re.

SOUTHWESTERN BELL YELLOW PAGES. VisionQuest aligned managers and employees with the current state of the telecommunications industry, imparting skills to handle resistance and productivity drops, and teaching them the importance of flexibility and innovation.

"Because of Karl, our management team feels much better equipped to handle the constant changes we face."

*Mike McReynolds, VP Operations,
Southwestern Bell Yellow Pages*

HEALTH CARE



In these times of consolidation, healthcare providers experience staffing changes, IT upgrades, QA requirements, accreditation reviews and more. VisionQuest helps them deal with resistance to change, helps employees increase employability, and shows employees how to add value to the evolving organization.

PARKVIEW HEALTH SYSTEM. VisionQuest transformed this 6000-employee health care delivery system into a change-adaptive, focused and market-aligned culture. This comprehensive, multi-year effort included targeted consulting with management and staff, and a foundational educational role in a system-wide IT makeover.

"This organization is more change-adaptive today as a result of The New Reality work conducted by Karl Schoemer. This culture shift is apparent in what people say, how they behave and our employee survey results."

*Patricia Thompson, SVP and CIO,
Parkview Health System*

ARCHITECTS OF STRATEGIC CHANGE

INFORMATION TECHNOLOGY



IT companies know the world of upgrades and rollouts. Yet, like other industries, they benefit from mastering skills and behaviors to survive management initiatives, mergers, downsizings, work-life balance, and other issues, all while emphasizing customer alignment.

INTEL CORPORATION. Intel employed VisionQuest to help maintain customer alignment while implementing a new worldwide logistics system.

UNISYS CORPORATION. VisionQuest helped change this corporate culture from one that was manufacturing and sales driven to an information services philosophy. Our results helped accelerate the business cycle and shed bureaucracy, improving alignment and financial position.

"The operations team unanimously endorsed the message 'speed,' the approach 'do it,' and the prop 'Karl said.' Thank you for the wake-up call and a better understanding of speed."

*C.W. Skeets Kelly, General Manager,
Plymouth Solutions Integration Team,
Unisys Corporation*

GOVERNMENT



While change is universal and constant, it affects government institutions on a different timeline with unique issues like reporting requirements, regulatory and budget concerns, and frequent command structure changes. VisionQuest's solutions help them address the increasing pace of change, phases of resistance, and productivity issues affecting the agency.

NATIONAL SECURITY AGENCY. VisionQuest's strategies helped flatten this 1200-person, traditionally, hierarchical government structure. The reorganization's success has made this group the recognized model in the agency's attempt to reinvent itself.

INTERNAL REVENUE SERVICE. VisionQuest and The New Reality™ helped prepare 450 senior managers for the National Performance Review, as well as government agency restructuring and downsizing.

PRACTICAL EDUCATION, STRATEGIC APPLICATION