



NETWORK *for* CHANGE & CONTINUOUS INNOVATION

Creating, Cultivating and Growing a Community of Practice

NCCI
Networking Strategic
Initiative

Introductions

- Lee Baszczewski, Director of Organizational Excellence, University of Virginia
- Carol Mullaney, Senior Director of Sustainability and Continuous Improvement, University of Notre Dame
- Marilyn Thompson, Associate Provost, Human Resources, University of Waterloo
- Bridget Wikidal, Senior Director Project/Change Management Office, California State University

What is the NCCI Networking Strategic Initiative

The 2016 Board of Directors initiated a Networking Strategic Initiatives Committee (NSI) to explore ways of fostering programs and activities that enhance networking among NCCI members, develop new and innovative ways for NCCI members to connect with each other, and recommend tools and solutions that encourage networking throughout the community.

Today's Learning Objectives...

- Learn how networking can lead to an active Community of Practice.
- Discuss the benefits and essential qualities for cultivating Communities of Practice in Higher Education.
- Learn how diffusion of innovation may impact your journey to an active community of practice.
- Apply tools for determining network effectiveness, characteristics of a healthy network, and your strengths as a networker

What is the one “Innovative Perspective” that you feel is the most important for an effective network? Why do you think so?



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Reframe Your Network to Support Innovation

 Traditional Perspective	Innovative Perspective 
1. Fear & avoidance of differences	1. Respect for & delight in differences & diversity
2. Strong sense of we & they	2. Sense that everyone offers something of value
3. Easily influenced by those in one's camp; reject ideas from other camps	3. Open to new ideas from anywhere
4. We are experts & are able to come up with the best solutions	4. Important to include people you serve or help in the problem-solving process
5. Errors are a problem to avoid	5. Errors are likely when you experiment; valuable insight can be gained from mistakes
6. Strong reliance on long-term plans to determine actions	6. Awareness of opportunities & acting on them can lead to higher impact results
7. We need to keep what we're doing to ourselves so others don't steal our ideas	7. Sharing our work allows us to get feedback & new ideas that increase our success

Creating, cultivating and growing a Community of Practice

In the beginning

A Success Story – The NCCI Change Management Community of Practice

- Started in March 2013 with 3 California founders sharing a similar vision – to promote the practice of change management in higher education
- “Grass Roots” group first meeting May 2013; 9 participants from 8 universities; Change Management for Higher Education Collaborative (CMHEC)
 - California State University Chancellor’s Office, Fresno State, UC Davis, UC San Diego, Texas A&M, Notre Dame, Penn State, Yale
 - Developed mission, created a Linked In group, monthly meetings via web conference
- Networked and presented at higher education conferences; conducted workshops; rapid growth through word of mouth
- Prosci partnership with higher education and NCCI
- CMHEC became NCCI Change Management Community of Practice July 2016; 115 members from 63 universities
- Today – 252 members from 97 universities

Success Factors and Lessons Learned



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Success Factors

- Relevant and timely subject/topic
- Appeals to broad range of expertise levels
- Shared vision and purpose
- Outreach to existing higher education networks
- Collaborative approach
- Diligence and passion

Lessons Learned

- Keep up the momentum
- Build an infrastructure to manage participant email list, calendar, docs
- Have more than one chair for backup
- People who manage change want to connect with each other; collaborate
- Change management is hot topic
- Takes passion and commitment to keep the Community active



A community of practice is a focused network. Based upon your experiences, what one word describes the value of a robust network?



When poll is active, respond at **PollEv.com/carolmullane621**



Text **CAROLMULLANE621** to **22333** once to join

WHY NETWORKS?

Effective networks
improve information
flow

Effective
networks
facilitate scale
& impact

Effective networks
increase communication
& awareness
of relationships

Effective
networks
open new
resources

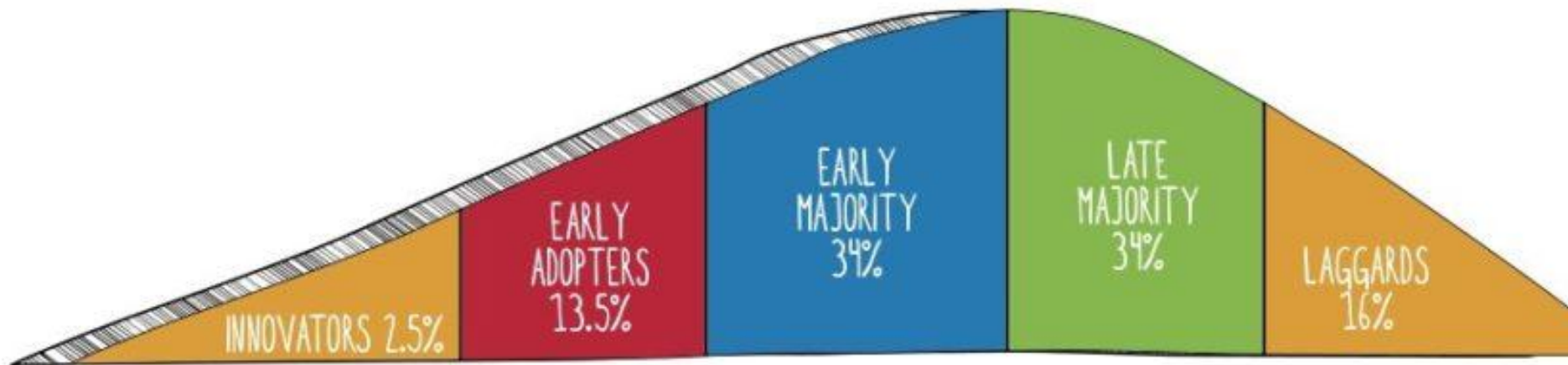
Effective
networks
result in better
outcomes

Effective networks
encourage collaboration,
innovation & learning
for breakthroughs

Effective networks
expand & support
leadership

Effective networks
increase inclusion
& bridge divides

DIFFUSION OF INNOVATION MODEL



Why WHO Matters in Networks



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4 Types of people in networks:

1. Isolates – don't engage with anyone
2. Average persons
3. Bridges – connected to multiple groups; connections provide access
4. Stars - ~10% of the population; engage with a larger # of people and more contacts; culture and message carriers; have a passion for information

Diffusion of Innovation

<https://www.youtube.com/watch?v=9QnfWhtujPA>

Have you had experience with a Community of Practice and, if so, what contributed to its success?

Based on your experience, what do you think is essential to grow the Communities of Practice within NCCI?

What is a Community of Practice?



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Communities of Practice: NCCI



NETWORK for CHANGE & CONTINUOUS INNOVATION

- Change Management: Learn about managing change, practicing change management, sponsoring change.
- Leadership: Exchange ideas about creating a culture of leadership, coaching, consulting, advising, measurement, succession planning and talent development
- Lean: Expand your knowledge of Lean principles and practices and supporting one another in introducing continuous improvement and operational excellence.
- Community of Discovery: Further your network for collaboration and innovation within a broad distribution of higher education institutions.

Growing and Sustaining a Community of Practice

- An effective Community of Practice
- Finding the right Community of Practice
- Tools for determining network effectiveness

11 HABITS

OF THE BEST NETWORKERS

Smile

Patience

Be consistent

Leave them
wanting more

Follow up

Be curious

Listen

Don't focus on what
others can do for you

Get to know network
event organizers

Talk to more
than 1 person

Connect
others

Resources and Tools Available

- Network Effectiveness – Diagnostic and Development Tool – Monitor Institute
- www.monitorinstitute.com
- Network weaver checklist
 - What kind of network weaver are you?
 - June Holley, network weaver

Questions and Comments

Thank you!!

Lee, Carol, Marilyn and Bridget