



WELCOME TO
THE 2019 FRPA
CONFERENCE!



The Change Curve

Accelerating Change and Increasing its Success



Speaker
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RecStar Consulting



MY CURVEBALL ROCKS!

The Pitching
Academy

LEARNING OBJECTIVES

- Common Mistakes of Change Management
- Phases of Change
- Barriers to Creating Change
- Not to bore you...





CHANGEUP





How Change affects us...



WHY IS CHANGE SO HARD?



Baseball people, and that includes myself, are slow to change and accept new ideas. I remember that it took years to persuade them to put numbers on uniforms.

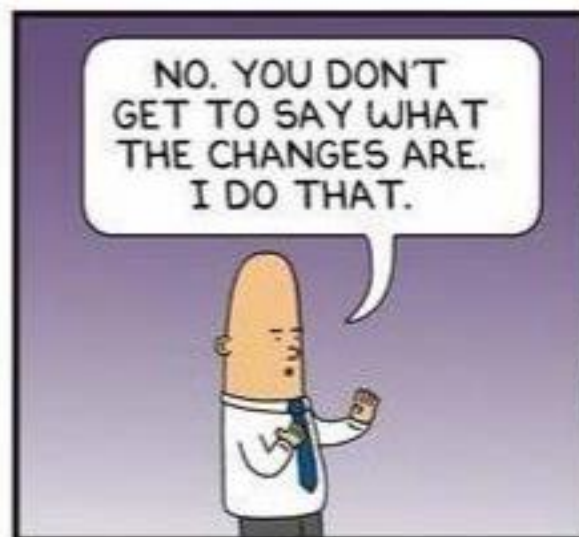
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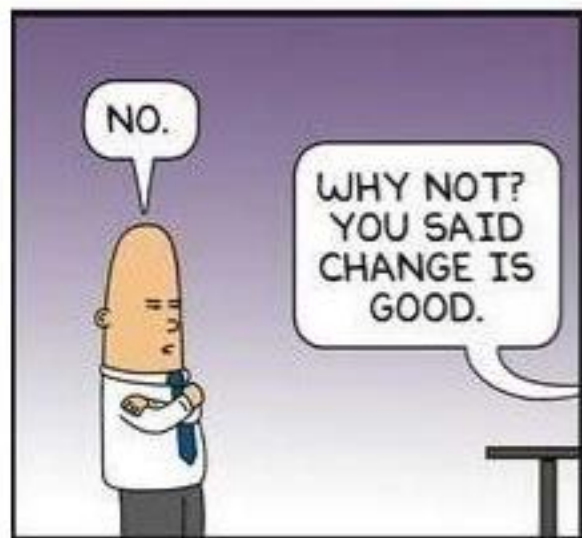
WHY IS CHANGE RESISTED



DilbertCartoonist@gmail.com



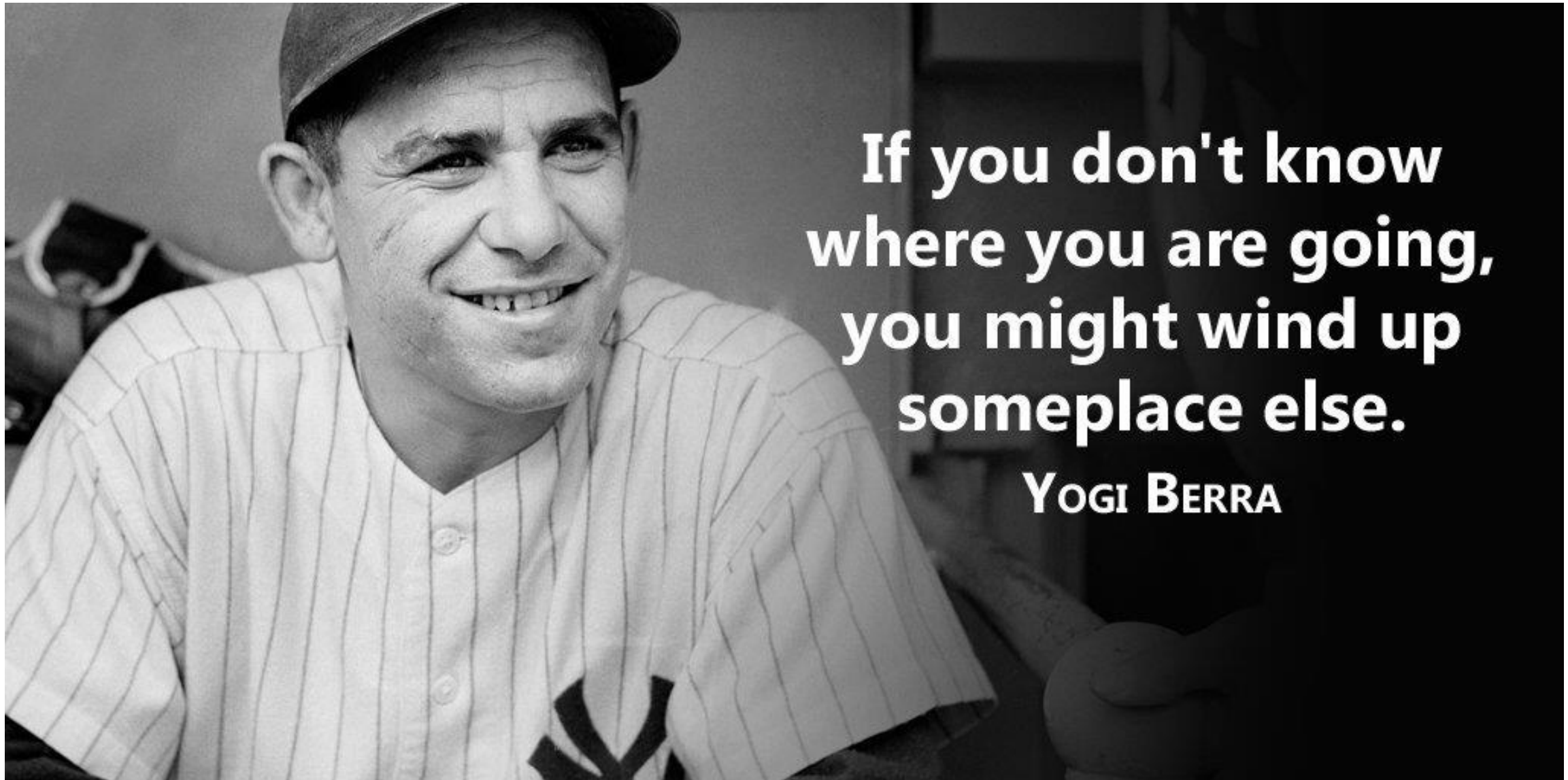
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www.dilbert.com

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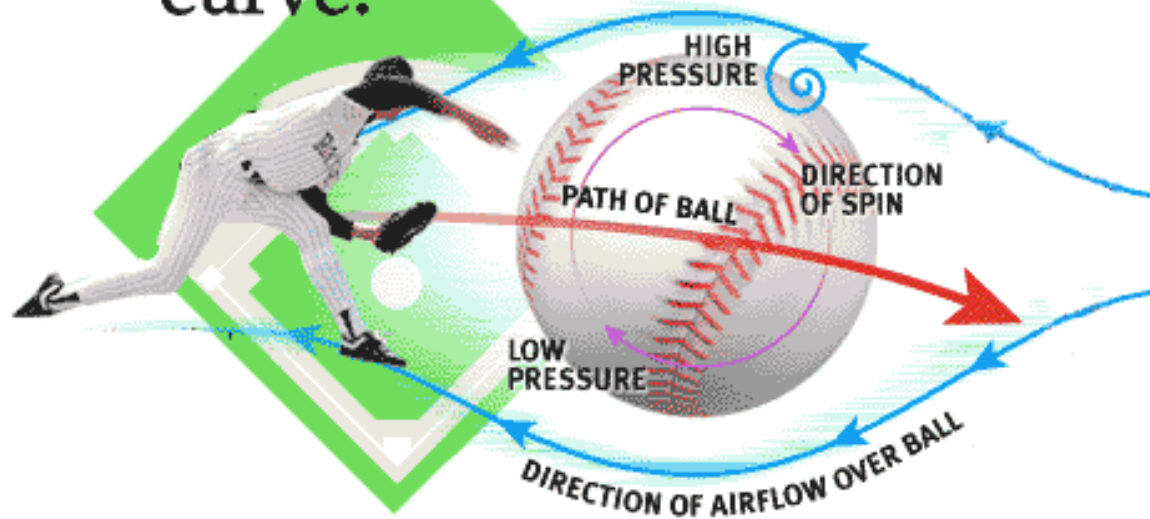




**If you don't know
where you are going,
you might wind up
someplace else.**

YOGI BERRA

Why does a
curveball
curve?



Objective: Optimize the
change curve



Curveball = Change Curve

4 basic Phases

Four Phases of Change Curve

Denial



Resistance



Exploration



Commitment





Phase #1

DENIAL



Denial

What does it look like

Consequences

- 1.Delay of the inevitable**
- 2.Loss of opportunities**
- 3.Undermining the need for changes.**

SCHEDULE CHANGE

Tips for Dealing with Denial

- Denial is Norm
- Time
- Listen
- No Big Swings
- Support

JOSE CANSECO
Class of 2016





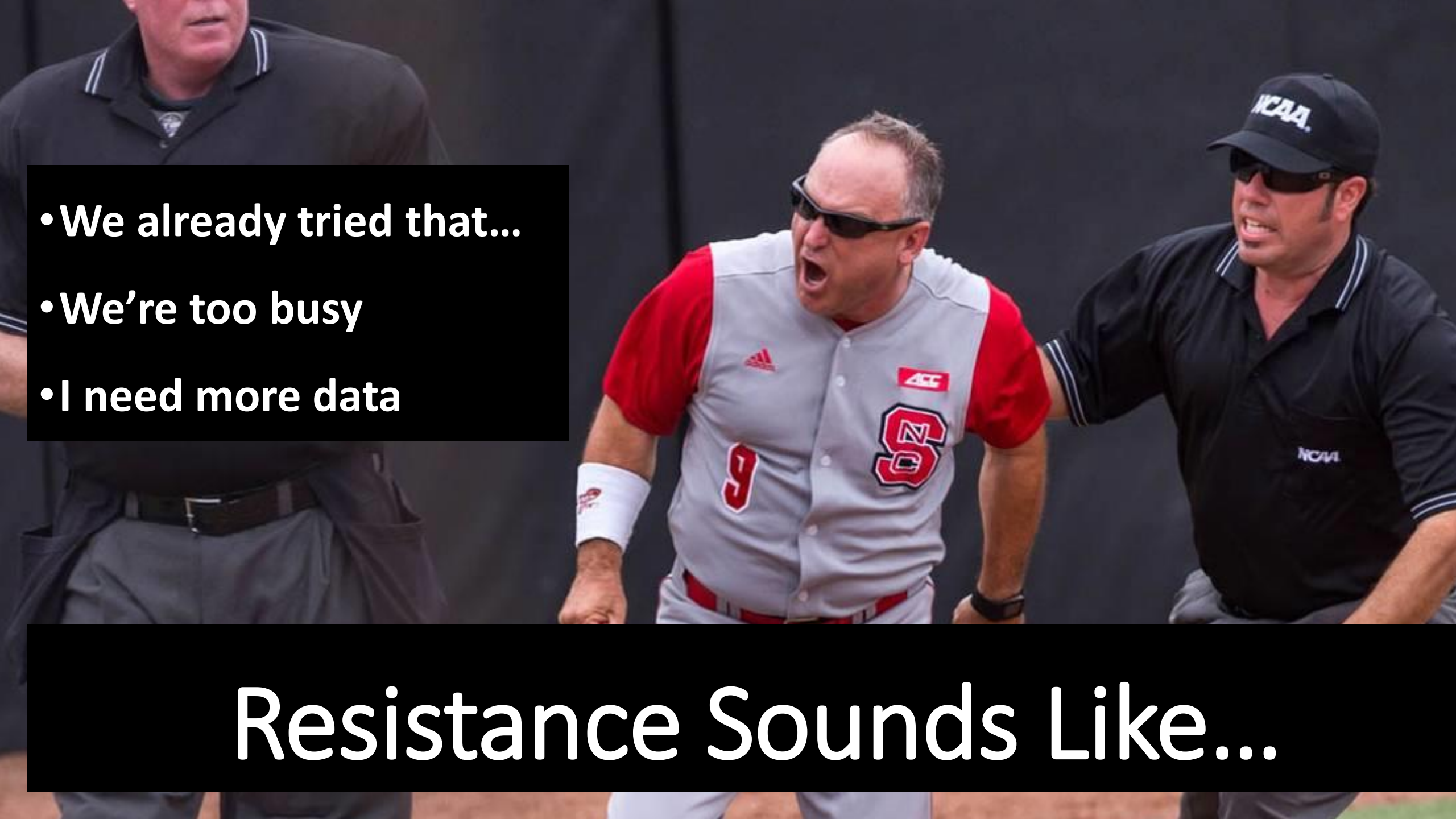
Phase #2

Resistance

People in Resistance:

1. Ask, “Why me?” and, “What about me?”
2. Show anger at the organization
3. Doubt the wisdom of decisions
4. Believe the task is impossible
5. Refuse to go along



- 
- We already tried that...
 - We're too busy
 - I need more data

Resistance Sounds Like...

Tips for Dealing with Resistance

- Focus on the Gains vs the Loss
- Don't get angry for people feeling this way
- Hard to talk people out of their feelings
- Stay out of the negative cycle





Phase #3

Exploration



Benefits of Exploration:

1. People are finally ready to learn
2. People believe they can make it
3. Energy is released.

Exploration



Exploration Sounds Like...

- “Maybe there is a way to do this ...”
- “We can make it work
_____”
- I feel like the worst part is over.

Tips for Dealing with Exploration

- They are moving back and forth between Resistance and Exploration, which is a common reaction to change.





Phase #4 Commitment

VERBAL COMMITMENT



STEPHEN WILMER

HEIGHT: 5'11" WEIGHT: 180LBS GRAD YEAR: 2018

POSITION(S): OUTFIELDER, LEFTHAND PITCHER

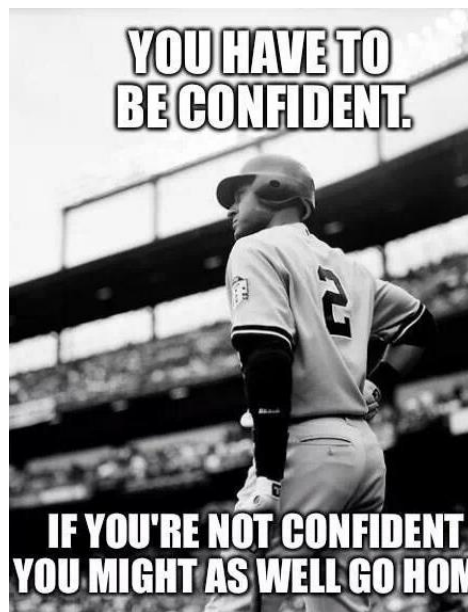
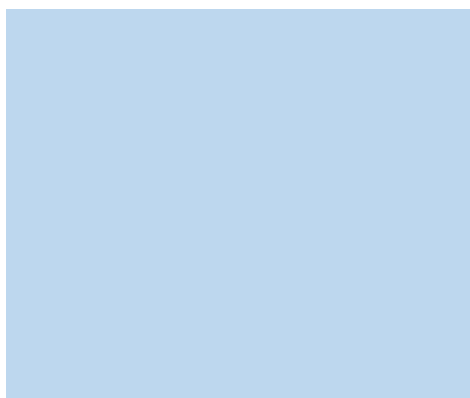
HIGH SCHOOL: RIVERVIEW HS

HOMETOWN: SARASOTA, FLORIDA

ORLANDO SCORPIONS 2018 PRIME

1. I've really come a long way
2. I would not go back to the old way
3. I feel good about myself

Phase #4
Commitment



1. High Performance
2. Desired results
3. Focus on Improvement

Phase #4

Commitment



STEP UP
TO THE MOUND WITH
CONFIDENCE!
WWW.THEPITCHINGACADEMY.COM

Tips for Commitment

Reward Them



Celebrate
with them



Continue
to support
them





7TH INING
STRETCH



Change is Constant...





ACCELERATING CHANGE

Self-Esteem

Elation

Denial



Shock

*Leaving
something
of yourself
behind*

Anger

Blame

*Dealing with chaos
and confusion*

*Doubt and
Self-Blame*

Confusion

*Problem-
solving*

Acceptance

*Moving
Forward*

Reduce the
depth

- Severity of
discomfort

ACCELERATING

CHANGE

Reduce the width - Duration of discomfort

Progress

Follow up

Communication

Communication

Layout a plan

Support

Training
Development

Leadership

Rational for Change

Who does the
change affect

Framework for Lasting Change

7/5/12



	R	H	E
PHILLIES	5	11	0
METS	4	7	0



MIDDLE OF 7TH SNY



9 innings of Major League Errors

Has this ever happened to you (Yes or No)

How has this happened in your Agency

How would you prevent this from happening?

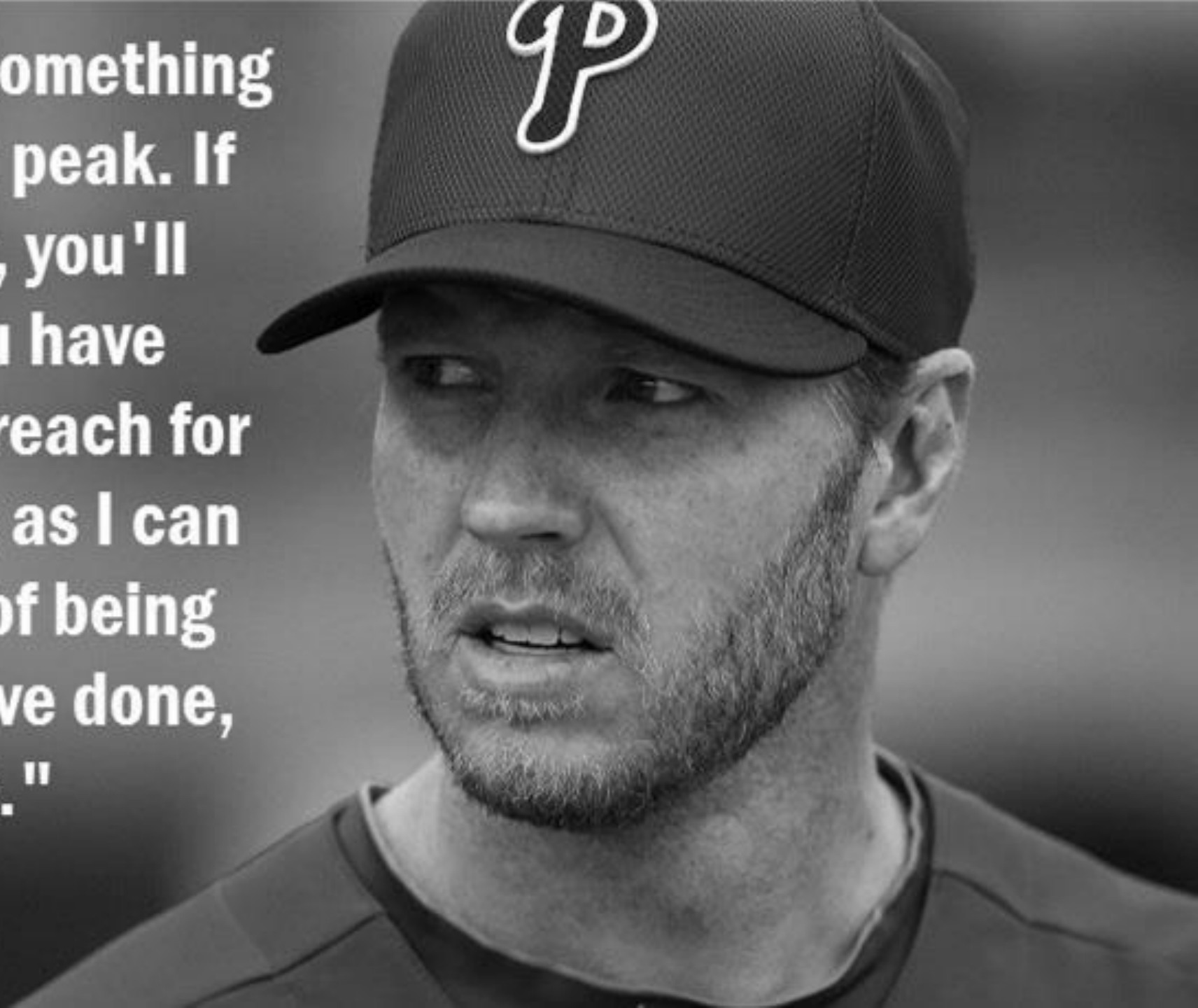
Allowing too
much
complacency

Major League Error #1



"Complacency is something that can make you peak. If you can avoid that, you'll always feel like you have something else to reach for and go for. As long as I can avoid that feeling of being happy with what I've done, that's the fun part."

--Roy Halladay



Miller Lite

THE ORIGINAL LIGHT PILS



MLB.com



BLOCKBUSTER

STORE CLOSING

MUST SEE

STORE CLOSING

HOLD BACK

SALE

Failing to Create
a Suitably Change
Team

Major League Error #2





Major League Error #2

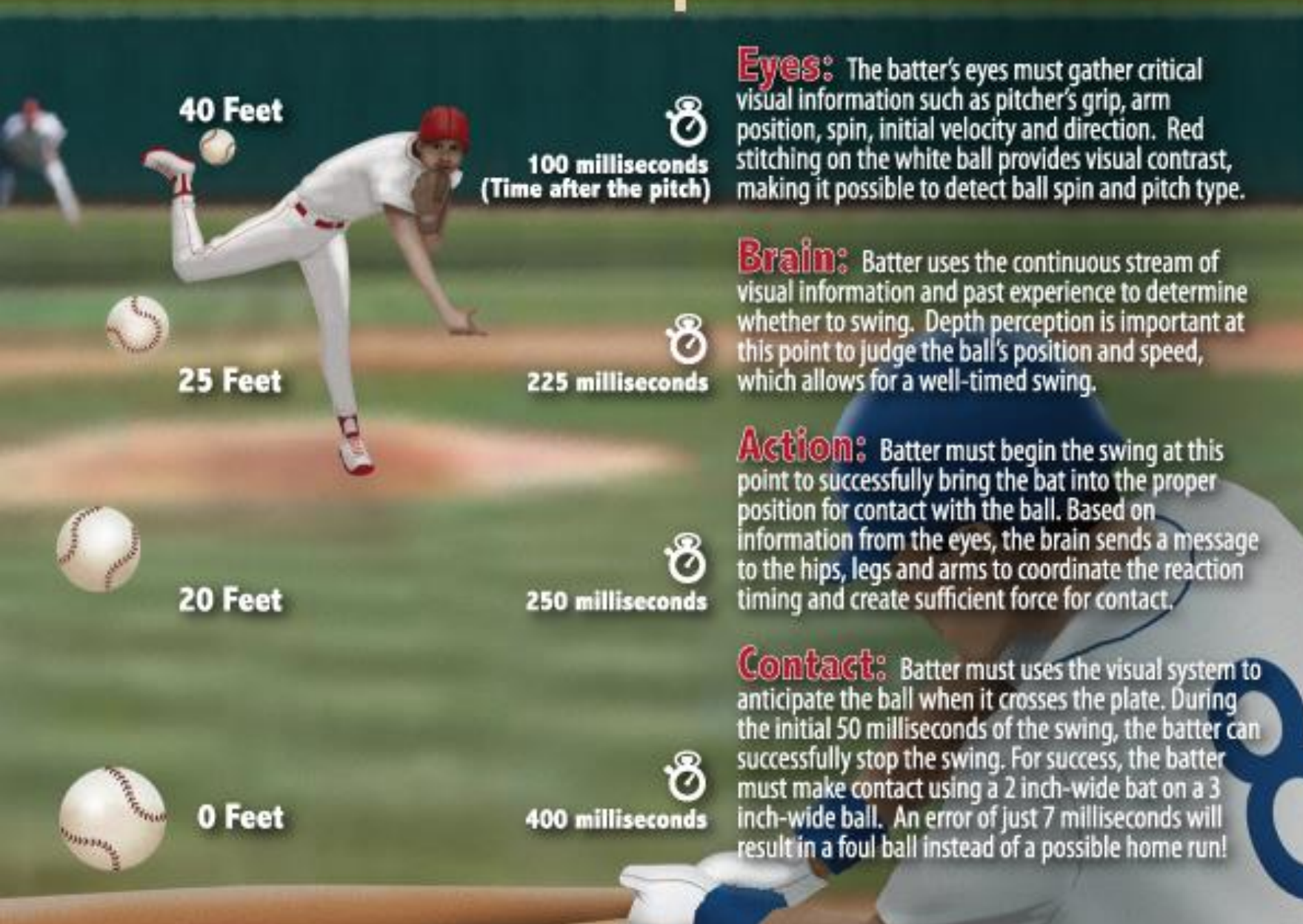
Failing to Create a Suitably
Change Leading Group

**Underestimating
the Power of
Vision**

Major League Error #3



Hitting a Home Run: The Importance of Vision



Major League Error #3

Underestimating the Power of Vision

**Ineffective
Communicating
of the Vision**

Major League Error #4





Major League Error #4

Ineffective Communicating
of the Vision

**Permitting
Obstacles to
Block the New
Vision**

Major League Error #5



Major League Error #5



Permitting Obstacles to Block the New Vision

@CJZERO

No Winning
Strategy

Major League Error #6



Major League
Error #6

No Winning Strategy

1. Not Involving your employees
2. Lack of communication
3. Focusing only on long term



**Declaring Victory
too Soon**

Major League Error #7





FOX WORLD SERIES

LA LEADS 1-0

Declaring Victory
too Soon

Major League Error #7

**Neglecting to
Anchor Changes**

Major League Error #8



Major League Error #8

2 Factors for Anchoring

1. Show how it helps & improves
2. Invest Sufficient time

A large, dark, weathered anchor is the central focus, resting on a wooden dock. The anchor has a classic design with a shank, a crown, and a fluke. In the background, a calm body of water stretches towards a distant shoreline with green trees under a blue sky with light clouds. To the right of the anchor, some mechanical equipment and coiled ropes are visible on the dock.

**Neglecting to
Anchor Changes**

Not Involving the Employees

Major League Error #9





Not Involving the Employees

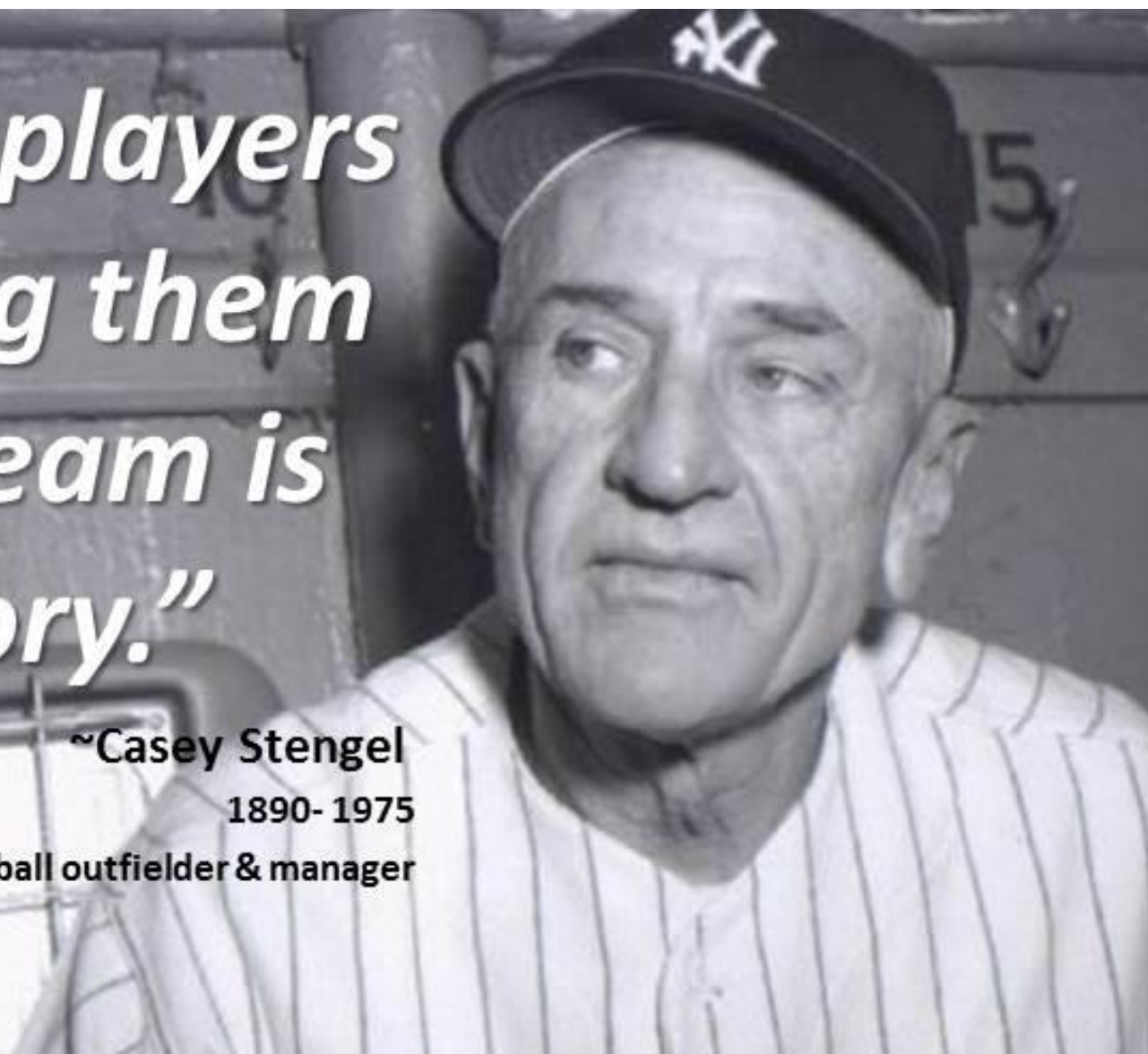
Major League Error #9

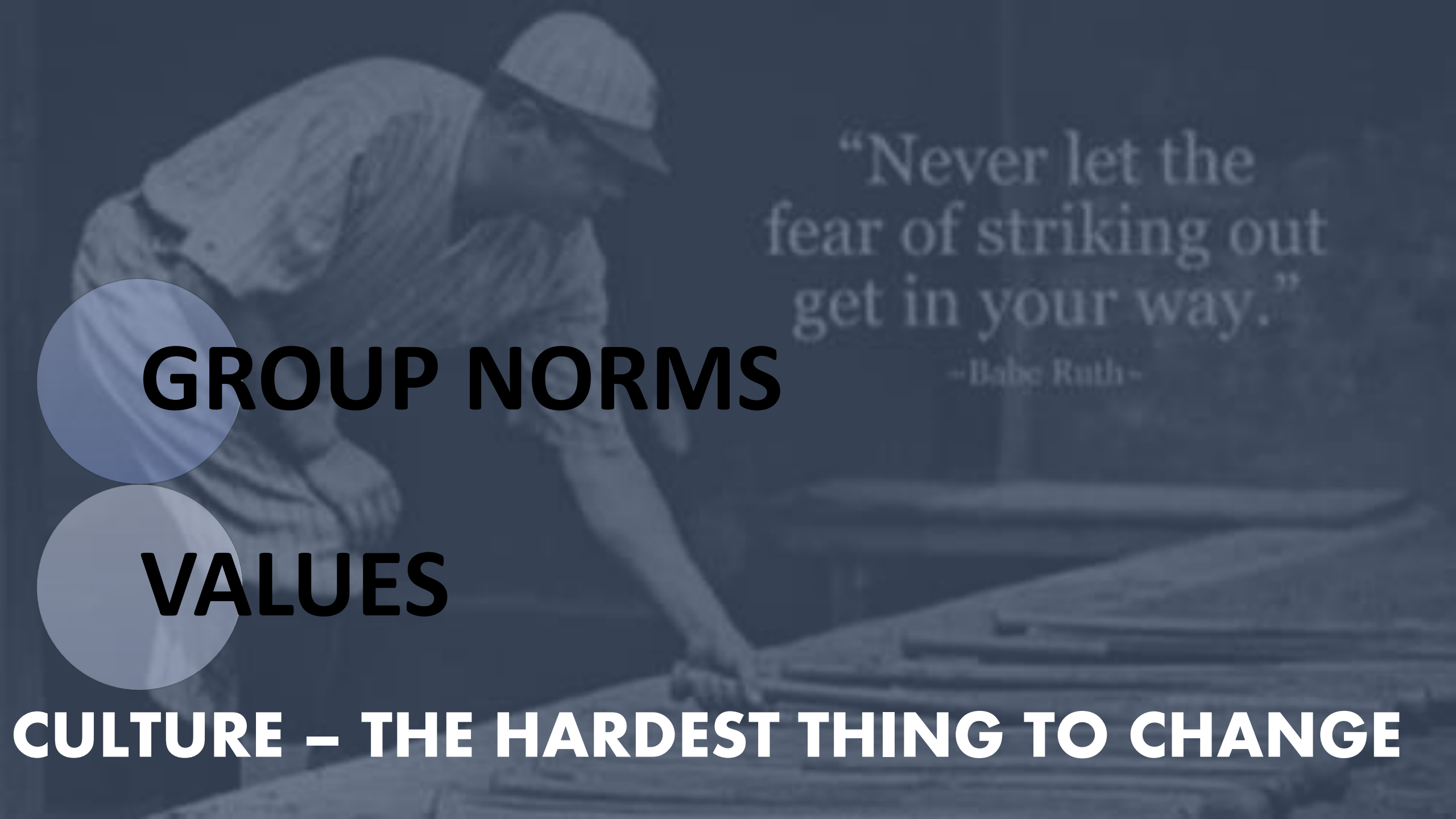
***“Finding good players
is easy. Getting them
to play as a team is
another story.”***

~Casey Stengel

1890- 1975

American Major League Baseball outfielder & manager





“Never let the
fear of striking out
get in your way.”

—Babe Ruth—

GROUP NORMS

VALUES

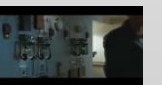
CULTURE – THE HARDEST THING TO CHANGE



CULTURE – GROUP NORMS



CULTURE – VALUES





Norms



Unwritten Rules

**"I AM VERY OLD SCHOOL IN MY BELIEFS IN
PITCHING AND METRICS. COULDN'T EVEN
TELL YOU WHAT HALF THE CRAP MEANS,
HONESTLY. COMPLETELY CLUELESS."**

-ALEX WILSON

Beliefs

SOURCE: JOE SCARNICI/GETTY IMAGES

SB NATION





Traditions

**“MY LIFE MISSION...
IS NOT TO BE
‘GOOD FOR A GIRL’
BUT SIMPLY
‘GOOD!’”**



Perceptions



Feelings

3 ways not to strike out...

A dark, blue-tinted photograph of a baseball game. A batter is in the middle of a swing, and a catcher is crouched behind home plate, ready to catch the ball. The background shows a crowd of spectators in the stands.

Find out everything there is to know about the change from the most reliable source

Ask questions when you don't understand

Take charge of your thoughts and actions



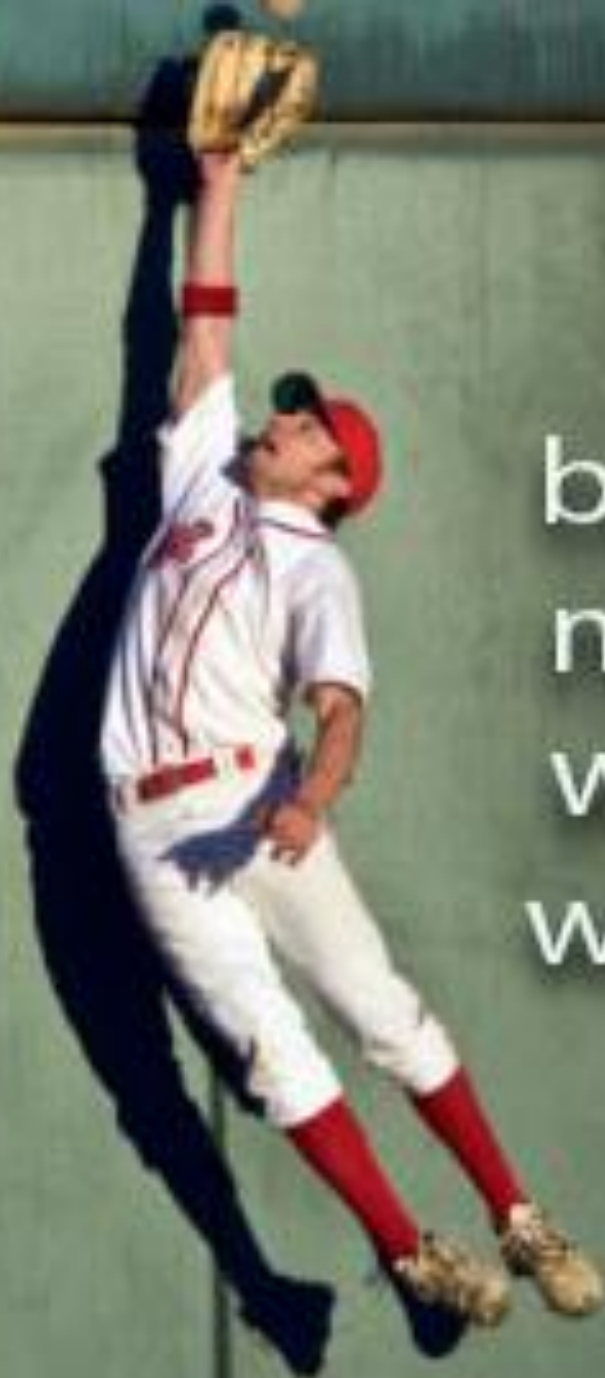
To succeed in baseball, as in life, you
must make adjustments.

— *Ken Griffey* —

AZ QUOTES

5 Adjustments of Leading Change

- 1. Modeling Change – You can not expect your employees to change if you are not willing to have some as well**
- 2. Communicating The Change**
- 3. Involving the others in Change**
- 4. Helping other break from the past**
- 5. Creating a supportive Learning Environments**



There are three types of
baseball players: those who
make it happen, those who
watch it happen, and those
who wonder what happens.

--TOMMY LASORDA

Now go knock it out of the Park...



Now go knock it out of the Park...



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FOR MORE INFORMATION ABOUT THE FLORIDA RECREATION AND PARK ASSOCIATION VISIT FRPA.ORG