



SMALL STEPS TO
BIG
CHANGES

**CREATE THE CHANGE
YOU WANT NOW**

KENNETH KWAN

WHAT DO LEADERS WANT FROM THEIR TEAM MEMBERS?

1. DEVELOP "POSSIBILITY" THINKING
2. FOCUS ON WHAT IS WORKING AND WHAT CAN WORK
3. ABILITY TO TAKE ACTION STEPS INDEPENDENTLY



DEVELOP "POSSIBILITY" THINKING

HOW DO WE DO THIS?

1. EXPLORE A PREFERRED FUTURE.
2. LIFE WITHOUT OPERATIONAL PROBLEMS
3. VIVID POSITIVE DESCRIPTIONS OF FUTURE INVOKES POSITIVE BEHAVIOURS



EXPLORE A PREFERRED FUTURE

1. Suppose we are serving our clients at our highest level, what has improved? What's better? (Get vivid descriptions)
2. What has improved? What has been better?
3. What will our management notice about us that is different?
4. What will our stakeholders notice about us that is different?



FOCUS ON WHAT IS WORKING AND WHAT CAN WORK



- 1. BE INTENTIONAL IN DEVELOPING SOLUTION TALK**
- 2. OPTIMISM IS DEVELOPED**
- 3. IDENTIFYING AND AMPLIFYING "WHAT WORKS" CREATES PROGRESS**

IDENTIFY AND AMPLIFY USEFUL CHANGE

1. What worked the last time?
2. What needs to happen for that to happen more often?
3. What do you notice are our strengths?
4. What do you want to acknowledge your team members for?

ABILITY TO TAKE ACTION STEPS INDEPENDENTLY

- 1. PEOPLE CHANGE BEST BY
TAKING SMALL STEPS**
- 2. CONFIDENCE IS DEVELOPED
WHEN A PERSON SUCCEEDS**
- 3. WINNING IS HIGHLY
MOTIVATIONAL**



USE SCALING QUESTIONS TO CREATE CHANGE

1. On a scale of 1 to 10, where are we right now on this issue?
2. Where do we want to be?
3. What's working so far?
4. What is a small step to move one level up?

ABOUT KENNETH KWAN



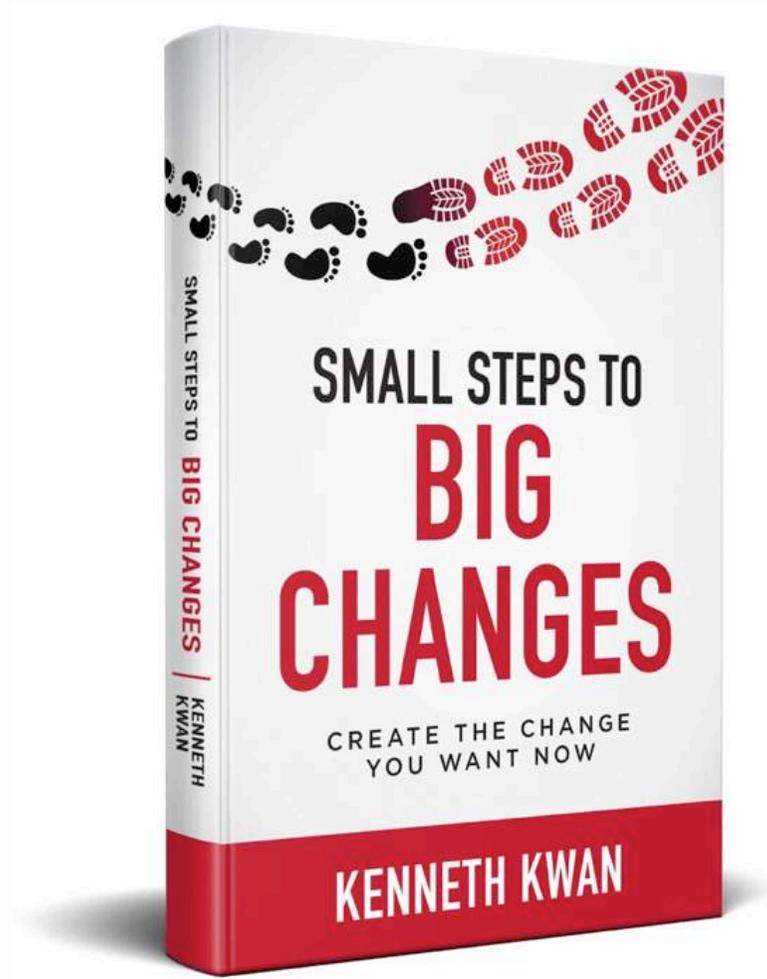
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Kenneth Kwan is an Author, Global Virtual Leadership and Motivational Speaker, who has spoken to over tens of thousands in 18 countries on developing a success-oriented mindset and what is required to lead sustainable change. He has helped Global Companies and Government Organisations to create proactive and high-performance cultures.

Kenneth is usually engaged to deliver opening or closing keynotes at conferences. He also conducts strategic planning retreats with senior management teams to help them identify clear measurable and action steps in their planning process. Businesses who work with Kenneth say that they have achieved business results, increased staff motivation and a solutions-oriented culture.”

Invite [Kenneth Kwan](#) to work with you today.

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www.SmallStepsToBigChanges.com



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