

# Making Implementation a Success

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# Organization of the Presentation

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- Nature of the Organization
- Implementing Change
- Cultural Issues in Implementing Change

# Nature of the Organization

- How the organization solves problems and the way managers and staff relate to each other
  - Staff participation in decision making
  - Accepting the continuing nature of implementation
  - Cultivating attitudes of cautious optimism and persistence
  - Using empowering language

# Implementing Change

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- Factors contributing to effective change
  - Consistent leadership
  - Allocating adequate time and effort for implementation
  - Being clear about staff roles in implementing change

# Implementing Change

- Factors contributing to effective change
  - Proactively addressing staff resistance to change
  - Providing effective staff training
  - Willingness to repeat steps in the implementation process

# Cultural Issues in Implementing Change

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- Cultural differences
  - Variation may exist among cultures in the participants in decision making and the level at which decisions are made
- Cultural similarities
  - Most decisions about implementing change involve the use of a model of decision making that includes a sequence of events

# Cultural Issues in Implementing Change

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- Creating an implementation plan to make informed and careful decisions is relevant regardless of the individuals involved in decision making
- The eight-step implementation model is flexible enough to accommodate cultural differences no matter who is involved in making implementation decisions

# References

Sampson, J.P., Jr. (2006). *Promoting continuous improvement in delivering career resources and services: Inaugural professorial lecture*. Occasional paper, Centre for Guidance Studies, University of Derby, Derby, United Kingdom. Retrieved September 6, 2007, from <http://www.derby.ac.uk/cegs/assets/Promoting%20Continuous%20Improvement%20FINAL.pdf>



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