

3 questions to spark innovation after a change

Every change creates a new landscape of possibilities. FranklinCovey consultant Marché Barney shares how to spot and take advantage of those opportunities. [Video transcript:](#)

If you've recently gone through a change, you may feel like, "Whew, I'm glad that's over!"

But every change brings with it new opportunities. Here are some questions to ask that might help you spot them.

Start by asking, "What's possible now that wasn't possible before?"

Have you learned new skills that you could apply to another part of your job? Have you built new relationships with people who you could collaborate with or learn from? Has doing things a new way given you more time?

One of our client companies saw innovation spread after they converted to new customer management software. They hadn't anticipated that once their teams got trained on the new software that they would find all sorts of ways to use it. Not only were they closing more sales as they had hoped, they were also getting higher satisfaction scores from their existing customers, all because the employees saw the new opportunities the change had opened up.

If you want to spread good ideas beyond your team, you might ask, "Who else could benefit from knowing this?"

We worked with a banking client also, that struggled with high employee turnover. One branch decided to revamp every step in their hiring process to see if that would help. Sure enough, their retention rates rose. But that wasn't just the end of the story. They shared what they had learned with other branches, and soon retention rates across the whole company improved. So when you have success or you learn a valuable lesson, share your story.

Additionally, one of the best ways to keep from being surprised by change is to initiate it yourself. But how do you know what the next change should be? It can be helpful to periodically stop and ask, “How are the needs of the people I serve changing?”

At work, we all provide something to other people. Maybe you create presentations for a sales team or maybe you bake cakes for special events. It could be tempting to think that you know exactly what they need. But the world and the people you serve are always changing. Asking this question can keep you from being left behind.

To make change work for you and to keep yourself from getting stuck in a rut, set aside time to think about these questions about once a month. They might spark the next innovation that improves your work and your organization.