Know + use change management

- has vision and experience to draw upon - how work fits into it
- resourceful/flexible/adaptive
- decision maker w/ power and influence
- comfort/timing
- good at getting buy-in - strong leader
- manage people's impact of change
- patience, empathy
- willingness to see it thru - persistence
- good understanding of community

- We get stuck in loop - helps us move through the stages of change
- are the foundation of change
- manage the conditions by which change can happen
- like a conductor - hear each voice, but see how it all comes together
Subject Matter Experts

- Know where we are/where we should go.
- Local context important.
- Know real barriers.
- Knows key factors that make program quality work.
- Keep the buy-in → Champion for the work.
- Keep us on the right track.
- Understand required resource/Can identify resource gaps.
- Know the why.
- Theory + practice → youth, landscape, work.
- Move work forward.
  (roots the IT; the base, fullest pic of the program)

If we have SME, then...
Use improvement cycles

- Read data
- Background knowledge in youth development & implementation (measurable systems)
- Know & understand a cycle of improvement process
- Can tell the “story” of data
- Open-Minded
- Forecaster
- Emotional Intelligence
- Ask for help/support
- Ability to have difficult conversations, especially when things aren’t working and maintain what is working
- Ability to work with a team
- Influencer
- Tenacity
Promote + Participate in Org level change

"Ears" of Multiple Levels - Communicate - Why Change

Trust at Multiple Levels
Diversity + Inclusion
Passion + Vision
Seek out Resistance - Proactive, Foresight Relationships
"Big Picture Minded"
"Fiercely Optimistic"
Flexible
Balance of New Perspective + Org. Knowledge
Build off Strength of Team & Access to Resources