**Continuous Improvement Professionals (CIP) Meeting & CAMLS Seminar at UTSA**

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**Ready - Set - Change**

*The New Normal for Change Management*

By: John Knotts

Lead Process Engineer -- USAA & President -- Crosscutter Enterprises

**When:** Friday, February 27th, 2015, 12:30 PM – 1:30 PM

**Where:** Biotechnology Sciences and Engineering Building (BSE) 2.102 on UTSA Main Campus (*Room Change!*)

(MAP: [http://camls.utsa.edu/Event_files/CAMLS_MAP_CIP_Meeting_BSE.pdf](http://camls.utsa.edu/Event_files/CAMLS_MAP_CIP_Meeting_BSE.pdf))

**RSVP:** Contact Dr. Hung-da Wan (hungda.wan@utsa.edu) to reserve your seat

To learn more about CIP Meeting: [http://camls.utsa.edu/events_CIP.php](http://camls.utsa.edu/events_CIP.php)

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**Presentation Summary**

Since the 1940s, business has focused on change resistance and the management of change resistance. Companies and consultants are cashing in the 'Change Management' craze, but are we too late?

Change is a constant in today's day and age and the speed of change is ever-increasing. Are we too late to manage change or is there simply too much change to manage?

**Stop Managing Change and Start Building Change Readiness!**

Join us as John talks about change, change management, and change readiness and takes the audience through the steps to become a *Change Ready Business*.

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**Speaker Information**

John Knotts is a Senior member of ASQ with over 25 years of experience in military, non-profit, and commercial consulting. He has an extensive background in strategy, change, process, performance, leadership, management, human capital, training and education, and communication.

An Air Force Veteran and former consultant with the top-rated consulting firm, Booz | Allen | Hamilton, John now is the Enterprise Practice Lead for Process Excellence at USAA. John also owns his own consulting business, Crosscutter Enterprises, which he’s sharpened the saw with since retiring from the Air Force in 2008.

John holds a Master’s Degree in Quality Systems Management from National Graduate School and is an adjunct faculty member with them. He has a Lean Six Sigma Master Black Belt from Smarter Solutions, a Master’s-level certification as a Change Management Advanced Practitioner from Georgetown University, and Change Management certification from Prosci.

John is a current Doctoral student with Walden University in the field of Industrial and Organizational Psychology and expects to graduate by the end of 2017.