

FACTS ABOUT CHANGE

- ✓ Change is **constant!**
- ✓ Change is a challenge to the **status quo.**
- ✓ Change alters the **current reality.**
- ✓ When you notice change is coming, it has **already** happened.
- ✓ When change occurs, you **cannot** go back!
- ✓ Resistance to change occurs because we are **afraid** of the unknown (anxiety).
- ✓ Change **always** involves some sort of conflict.



UNDERSTANDING CHANGE: 3 PHASES

Transitions: Making Sense of Life's Changes by William Bridges

Phase 1: Endings

- ✓ Fear of losing something
- ✓ Lack of trust in leadership leading change
- ✓ Multiple perspectives about how to tackle the change
- ✓ Fear of lacking skills or the resources to embrace change



How to address it:

- ✓ Explain changes
- ✓ Talk to naysayers (Try to see the issue through their eyes)
- ✓ Celebrate the past (but emphasize that going back is not an option)
- ✓ Communicate, communicate, communicate

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Phase 2: Neutral Zone

- ✓ Uncomfortable; tendency to rush through it
- ✓ Old issues resurface
- ✓ The ship is sinking!
- ✓ Leadership is trying to destroy our legacy!
- ✓ We need to adhere to our old and antiquated policies (even when they don't apply anymore)

How to address it:

- ✓ Take your time; do not rush
- ✓ Time for creativity to surface
- ✓ The ship is not sinking, just changing course
- ✓ Refresh and update policies so they reflect current reality
- ✓ Communicate, communicate, communicate

UNDERSTANDING CHANGE: 3 PHASES

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Phase 3: Beginnings

- ✓ Fear of the unknown
- ✓ Desire to "go back to Egypt"

How to address it:

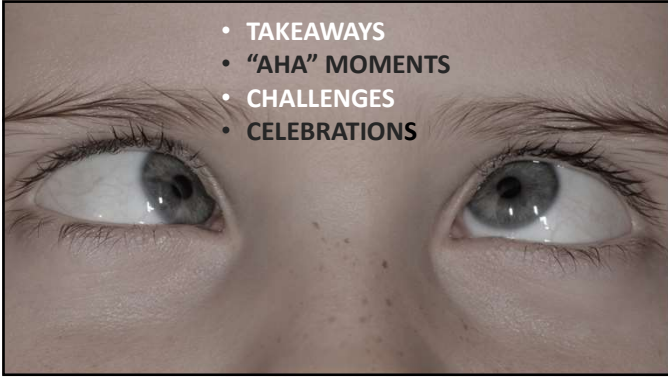
- ✓ Create excitement and acknowledge the fear
- ✓ Implement the 4 P's: Purpose, Picture, Plan, Part to play



COACHING THROUGH CHANGE

- ✓ Normalize change
- ✓ Understand that the presenting issue is not the real issue
- ✓ Be open and invite people to share feelings and fears without judgment
- ✓ Provide a safe space to experience grief
- ✓ Use powerful questions and address the "who" not the "what"
- ✓ Offer an invitation to identify new opportunities
- ✓ Collaborate in creating a plan to implement the change





- TAKEAWAYS
- "AHA" MOMENTS
- CHALLENGES
- CELEBRATIONS
