Supporting People Through Change

TOOL: Understanding Change

Sponsors and leaders have a responsibility to understand the change process—the situation **CHANGES,** the person goes through a **TRANSITION**—and support their colleagues and employees in a caring and respectful manner as they move through the transition. By nature, change is disruptive, even if the change is self-imposed and considered to be positive.

No matter how positive, promising or proactive the change, no matter how competent, loyal and committed team members are, expect **a sense of loss and a sense of confusion.** Loss and confusion will cause some degree of mistrust and a "me" focus.

When people have little control over **WHAT** is changing, get them involved in **HOW** it will be done— this will help reduce their fear. The following tools will help you understand change more fully and what you can do to guide people through it.

POCKET COACHING

GOOD CHANGE LEADERSHIP INCLUDES:

1. Fostering a non-threatening environment that does not penalize mistakes, but instead encourages learning.

2. Understanding how people are experiencing the change by listening to concerns, rewarding them for surfacing issues and helping them find solutions to their problems.

3. Reinforce the change by making it **easy to do the new thing and hard do the old.**

People may experience:

[✓]	Apprehension	[✓]	Exhaustion
[✓]	Loss of control	[✓]	More work
[✓]	Loss of face	[✓]	Loss of work/life balance
[✓]	Concern for competence	[✓]	Changing needs
[✓]	Being overwhelmed	[✓]	Fear of failure