

Support Yourself and Others Through Change

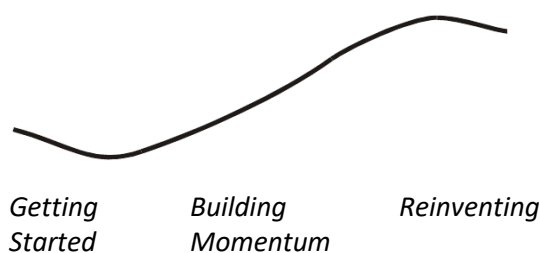
Introduction: Change is constant. Rationally, it makes sense: organizations are either changing or dying. Fundamentally, employees get it. So why is it so difficult to deal with the actual changes?

In this session, we help leaders (as leaders *and* as employees) understand the difficulties of change on an individual and an organizational level. This understanding helps leaders more effectively implement change within the organization.

Payoff: After completing this workshop, leaders will be able to:

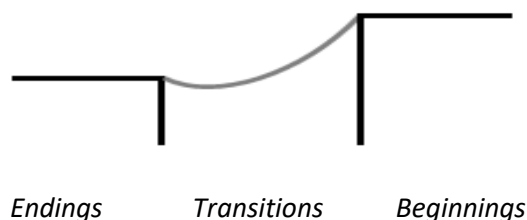
- Be familiar with the Rational Change Model as an illustration of why organizational change is necessary
- Identify current change-related challenges affecting you and your team
- Know the predictable human dynamics of change
- Be familiar with the Emotional Change Model and how to communicate during change
- Identify the four types of emotional resistance to change in yourself and others
- Prepare and conduct a change-related coaching conversation by using a six step **Coaching Through Change** planner

Rational Change Model



This model shows how an organization evolves. An organization gets started, then builds momentum, then reinvents. If it doesn't reinvent, it will eventually die. Participants have an opportunity to talk about organizations (or industries) that did not reinvent soon enough and others that have proactively reinvented their way of doing business.

Emotional Change Model



When something changes, individuals who are onboard with the change, who support it and are excited about it have crossed the bridge; they're in the Beginnings stage. Others hold on to the past – the comfort of what they've known, of what feels "right." They become entrenched in what we call the Endings stage, unable to move forward. A third group is in the Transitions stage, on the bridge between Endings and Beginnings. They may need more support or more information to fully make it across the bridge. The key is that they are working on it.

Predictable Emotions

People who are in the Endings or Transitions stages tend to resist change because it moves them away from their comfort zone. They typically respond with one of four emotional reactions:

ANGER – "They can't do this to me!"

SADNESS – "Why is this happening to me?"

FEAR – "This will not be good for me."

SELF-DOUBT – "I used to be somebody! Now I don't know where I fit."

Summary: During the workshop, we talk about what individuals need to help them begin or continue crossing the bridge. Participants also have an opportunity to work through a personal case study in their workplace or one that relates to their own struggle through change.