


NCLUG
December 16, 2020

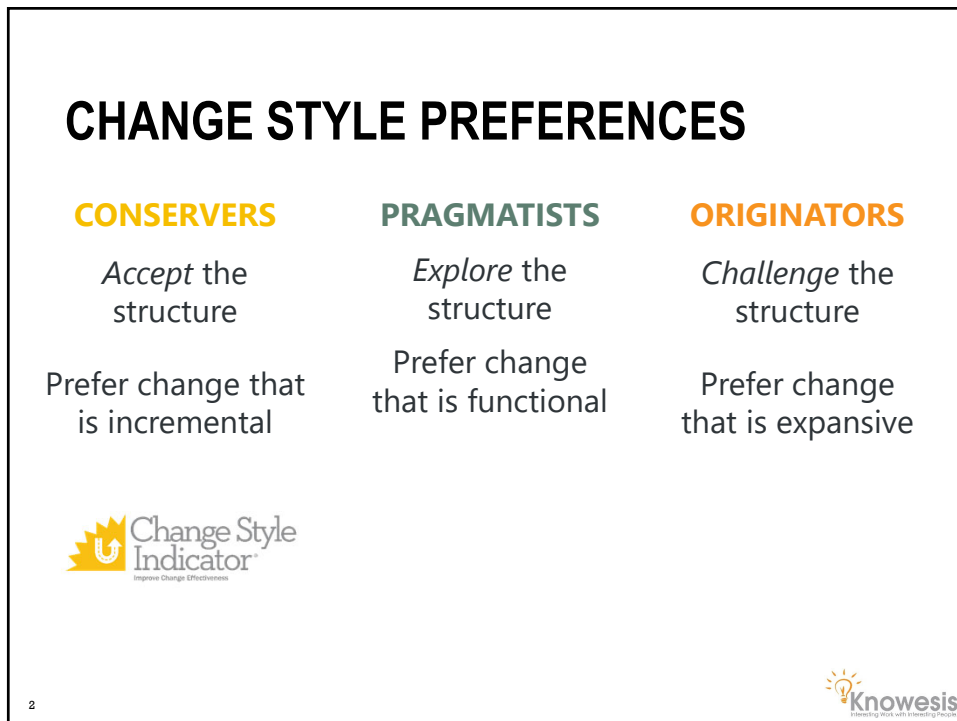
Change – From Resistance to Resilience

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Knowesis
Interesting Work with Interesting People.

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CHANGE STYLE PREFERENCES

CONSERVERS <i>Accept the structure</i> Prefer change that is incremental	PRAGMATISTS <i>Explore the structure</i> Prefer change that is functional	ORIGINATORS <i>Challenge the structure</i> Prefer change that is expansive
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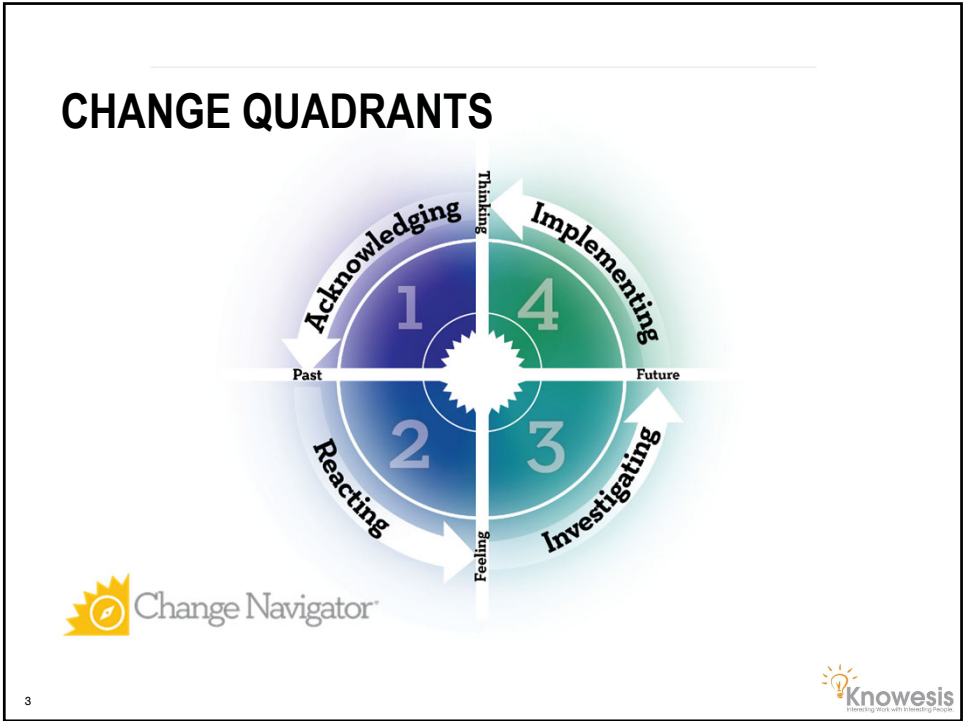


Change Style Indicator
Inspire Change Effectiveness



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STAGE 1: ACKNOWLEDGING

BEGINNING MINDSET	Comfort and control
PEOPLE THINK/FEEL	<ul style="list-style-type: none"> I'm in control. I'm satisfied. I'm doing okay. I'm doing my job. Hey, everything is good!
PEOPLE REACT WITH	<ul style="list-style-type: none"> Surprise Uncertainty Disorientation Confusion Disbelief

Knowesis
Helping you work with change effectively

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STAGE 2: REACTING



BEGINNING MINDSET	Confusion, disbelief, disorientation
PEOPLE THINK/FEEL	<ul style="list-style-type: none"> • I'm anxious. • I've lost control. • I'm worried. • I'm tired. • Hey, everything is in chaos!
PEOPLE REACT WITH	<ul style="list-style-type: none"> • Sadness • Shock • Anxiety • Anger • Weariness

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STAGE 3: INVESTIGATING



BEGINNING MINDSET	Some openness to inquiry and new possibilities
PEOPLE THINK/FEEL	<ul style="list-style-type: none"> • I'm skeptical. • I'm encouraged. • I'm searching for... • I have expectations of... • Hey, progress is being made!
PEOPLE REACT WITH	<ul style="list-style-type: none"> • Curiosity • Hope • Caution • Openness • Inquisitiveness

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STAGE 4: IMPLEMENTING



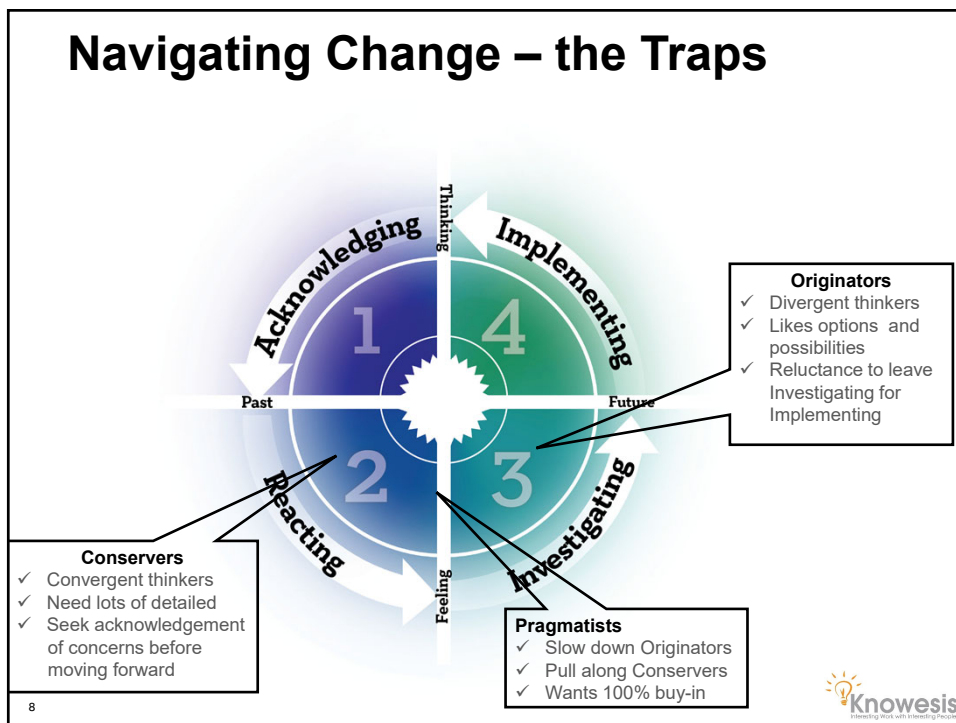
BEGINNING MINDSET	Readiness to learn and accommodate
PEOPLE THINK/FEEL	<ul style="list-style-type: none"> • I'm back on track. • I'm encouraged. • I'm more optimistic • I'm energized. • Hey, I made it!
PEOPLE REACT WITH	<ul style="list-style-type: none"> • Satisfaction • Confidence • Purpose • Intention • Commitment

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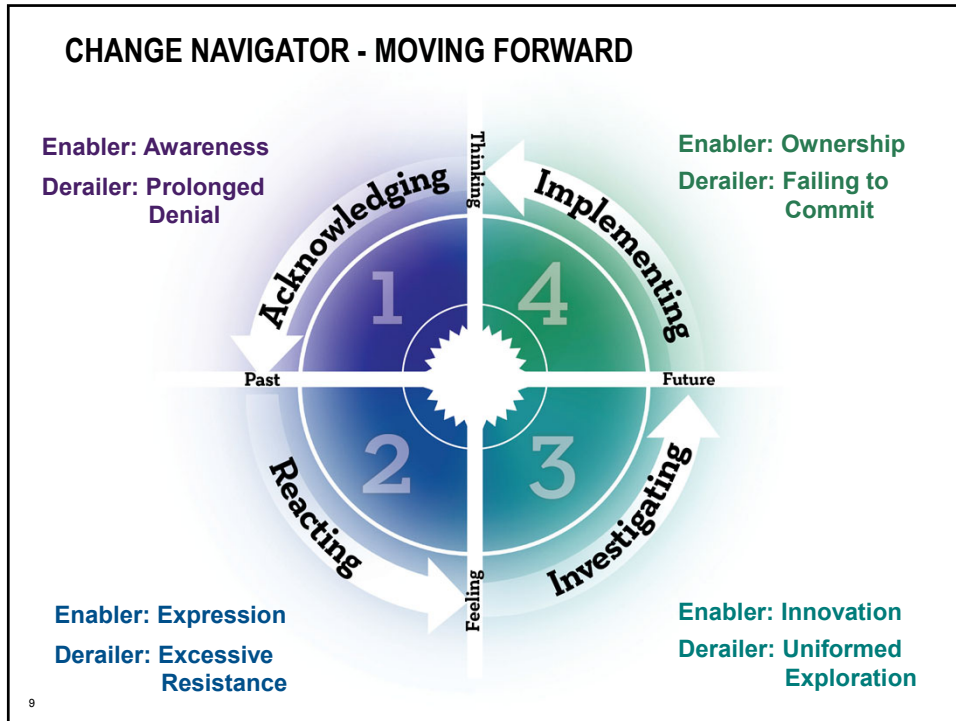
Navigating Change – the Traps



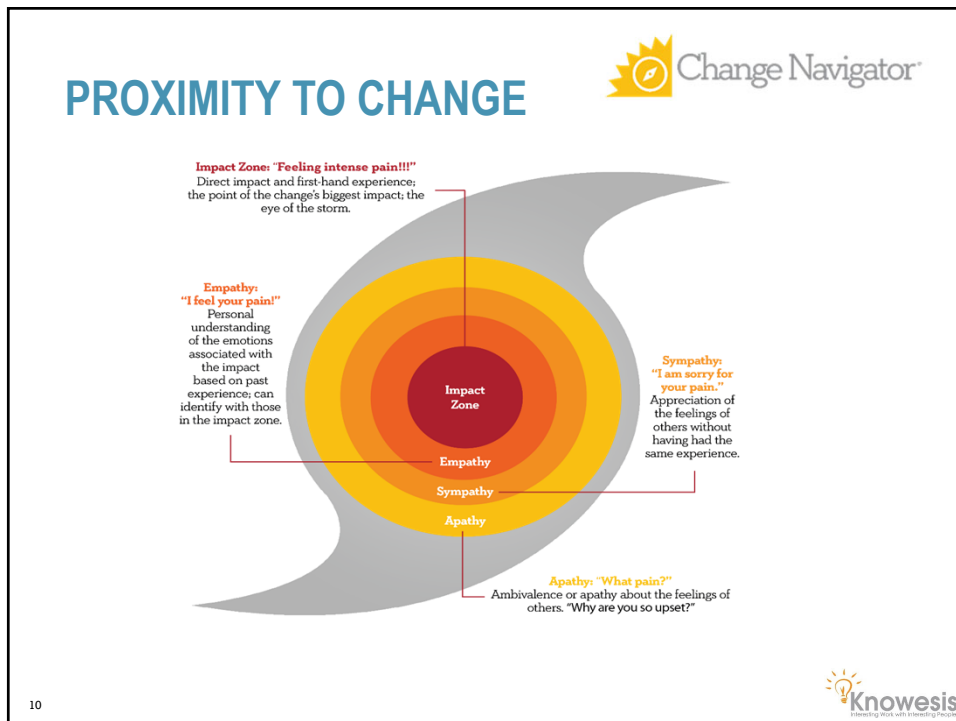
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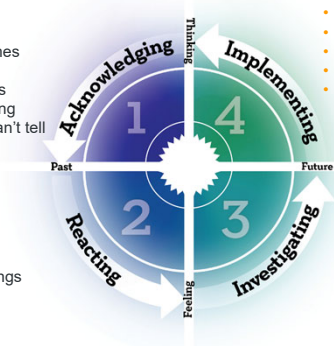


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HELPING OTHERS – THE LEADERS’ IMPERATIVES

Leading Others

- Provide information
 - Be clear and honest
 - Repeat information multiple times
 - Be accessible
 - Link change to business drivers
 - Clarify what is and isn't changing
 - Say when you don't know or can't tell
-
- Ask questions
 - Listen
 - Acknowledge others' feelings
 - Stay connected
 - Show empathy
 - Be nonjudgmental
 - Take your time
 - Link change to the bigger picture
 - Prioritize



- Clarify expectations
- Focus on role clarity and accountability
- Encourage learning new skills
- Allow time for developing new skills
- Reward effective performance
- Promote information sharing
- Encourage collaborative problem solving
- Get out of the way
- Celebrate

- Create opportunities to explore new options
- Outline pros and cons of new possibilities
- Acknowledge and reward openness to new ways of doing things
- Focus as much on investigating as on reacting
- Facilitate brainstorming and idea sharing
- Support risk taking and innovation

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If your organization is interested in a virtual workshop featuring the Change Style Indicator and/or the Change Navigator, please contact Lisa Coleman at the email below.

Other topics available:

- Emotional Intelligence
- Hardiness Resilience Gauge
- Risk Type Compass
- Influence Style Indicator
- ...and more

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