

Change Agents

(How to Develop a Thick Skin and a Sensitive Approach)

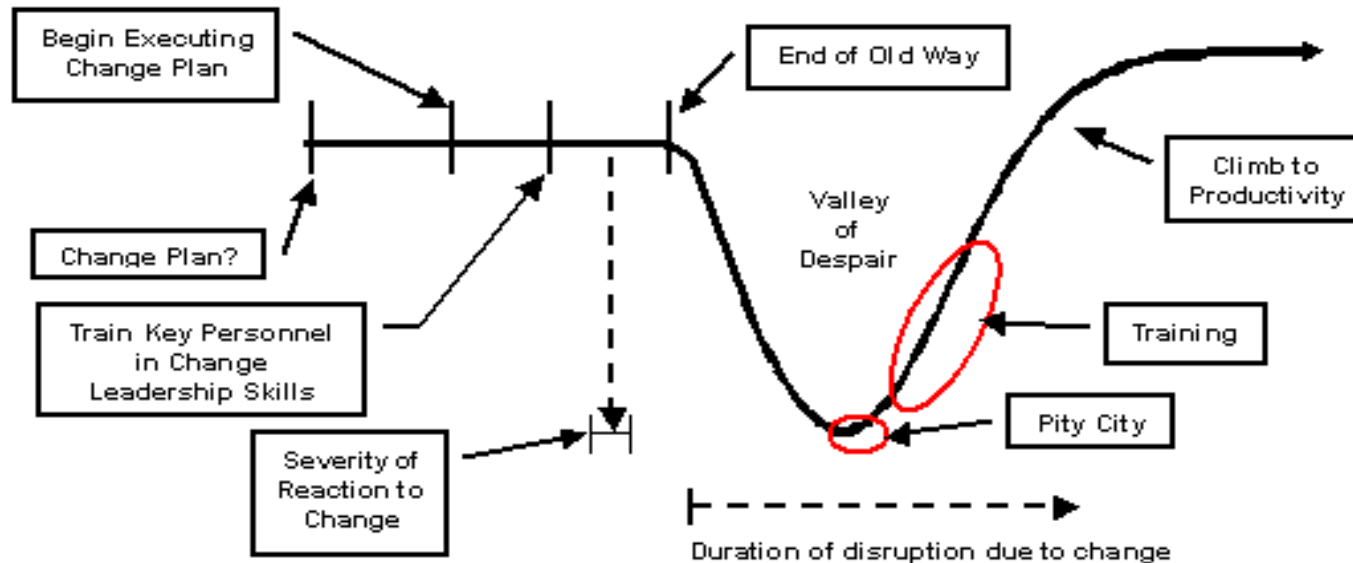


UNIVERSITY OF WYOMING

The Eight Step Change Process



The Reality: The Valley (Pit) of Despair



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Understanding Change

- Want someone to accept change?
 - First understand why someone may resist
- Change is an emotional experience
- Change always means loss
 - Safety & Security
 - Competence
 - Relationships
 - Mission & Purpose

Source: www.yourofficecoach.com



Understanding Change (Cont'd)

- Acceptance requires planning
 - Caring
 - Control
 - Choice
 - Competence

Understanding Change (Cont'd)

- Factors that increase resistance
 - Important expectations about the future won't be met
 - Management is not trusted
 - People don't understand the reason for change
 - There is a long period of uncertainty about what is going to happen
 - Change is going to impact me more than others
 - Many changes are happening at the same time
 - Change has been ongoing, with little let-up

So What (Does it Mean for Me)?

- Understand the negative responses to change
- Be prepared for your own emotions
- Find ways to care for yourself and embrace opportunities that might present themselves
- You're here because you have expertise and are respected, so speak up when you identify issues

Let's Talk

- Ideas?
- Questions?
- Comments?
- Concerns?
- Remember, we're not the first group to experience this type of change