

CHANGE

TYPES OF CHANGE

Adaptive

- Small, gradual, iterative changes to evolve products, processes, workflows and strategies over time

Transformational

- Larger scale, often dramatic and sometimes sudden, departure from the status quo

WHAT TRANSITION TYPICALLY LOOKS LIKE

Endings

- Shocked/angry, in denial, fearful, sad

Neutral Zone

- Confused, disoriented, frustrated, skeptical, apathetic

New Beginnings

- Excited, energized, committed



41% of people report that the biggest resistance to change is a lack of trust in their leadership

[LQ] CHANGE READINESS

[LQ] LEADERSHIP INTELLIGENCE



Commitment | Why I lead
Character | Who I am
Competency | What I do well
Culture | How we work



- How does commitment contribute to change readiness?
- What type of commitment is required?



- What values embrace change?
- What character traits support change readiness?
- What character traits could **detract** from change readiness?



- What knowledge is required for change readiness?
- What competencies contribute to change readiness?



- What type of work culture supports change readiness?
- How do people need to work together to embrace change?
- What support might be needed?

CHANGE MINDSET BEGINS WITH YOU

Change mindset emphasizes flexibility, resilience, and a proactive attitude toward learning and innovation.

LEADING YOURSELF IN CHANGE

1. Increase self-awareness
2. Reflect daily
3. Regulate your emotions

STRATEGIES TO DEVELOP A CHANGE MINDSET

1. Stay connected with your colleagues
2. Communicate with others
3. Look for ways to help others cope
4. Seek support
5. Learn new skills
6. Examine change from different perspectives
7. Recognize that change is constant

THE SCARF MODEL



Status | our relative importance to others

Certainty | ability to predict the future

Autonomy | sense of control over events

Relatedness | how safe we feel with others

Fairness | how fair we perceive situations