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## **HOW *YOU* LEAD THROUGH CHANGE**

### **A SELF ASSESSMENT TOOL**

#### **Why is 'Leading through Change' important?**

John F. Kennedy said 'Change is the law of life. And those who look only to the past or present are certain to miss the future'.

Change is a constant in all our lives, at times it can be unsettling and can impact on people at different times and in different ways.

When Change takes place in the work environment – *YOU* - as a Leader naturally undertake an important role in supporting your team's understanding of the changes taking place, whilst helping them work through the Change.

But, prior to this is an important step, – *YOU* – as a Leader need to understand your own response to Change. Can you define Change? Do you know how you feel about Change? How do you deal with Change?

#### **Why complete this self assessment tool?**

This self assessment tool is a first step to understanding, dealing with and managing Change. It focuses on how *YOU*, as an individual, understand and deal with Change.

The tool will specifically help you achieve the following objectives:-

- Define Change
- Recognise how you feel about Change
- Identify how you deal with two types of Change – personal & workplace
- Identify what further support you may need



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**How would YOU describe Change?**

Change can be defined as “an act or process through which something becomes different”. It could also be described as: -

- Not routine
- Shift from the normal
- Out of the ordinary
- New ways of working
- Disruption
- Something different
- Inconvenience
- Challenging of old beliefs, attitudes and values
- It can also be seen as an exciting opportunity!

**How do YOU feel when you think of Change?**



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## So why do we need to go through Change?

Think of two recent Changes you have been through, one should be a personal Change and the other a workplace Change.

	Personal Example	Workplace Example
Why did that Change occur?  Who chose for the Change to occur?		
How were you impacted? E.g. new job, move house, change of team etc.		
How did you feel at the start of the Change?		
How did you feel after the Change was implemented?		
How did you deal with the Change?		

The type of Change will have an impact on how you deal with it.



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If the Change is chosen by ourselves e.g. a new house or a new job it is easier to accept and deal with it rather than the Change being imposed on us e.g. a new car due to a car accident or a new role due to a restructure at work.

When going through Change it is normal for you to experience various emotional reactions as Change affects people in different ways. Emotions can vary from shock and anger to depression. It is important when you are going through Change to identify your emotional response, identify what support you require and receive that support.

## **What support do *YOU* require when going through Change?**

10 top tips for dealing with Change: -

1. Be honest from the outset
2. Clearly articulate why the Change is necessary
3. Time - let your team know as early as possible so they've time to consider what they really want
4. Don't be afraid to fight for the right thing for your team
5. Show empathy and not sympathy
6. Always make time in the diary if a team member needs to chat
7. Ensure you have the right resources – budget, headcount and infrastructure
8. Have a transparent communications plan so your team knows what will happen and more importantly when
9. Always listen to feedback from your peers and team
10. Don't feel guilty

## **Further Reading**

The Change Curve is based on a model originally developed in the 1960s by Elisabeth Kubler-Ross and has been widely used to help people understand their reactions to change or upheaval.

There is a wealth of information via the intranet on the Change Curve - or contact me for an informal chat on 07867 616281 or via my website [mattcarrollcoaching.com](http://mattcarrollcoaching.com).