

LEADING CHANGE

WITHOUT LOSING YOUR TEAM.

*A practical workbook for leading change with clarity, confidence, and buy in.
Best used before a major change conversation, restructure, process rollout, or strategic shift.*



Use this resource to **pressure-test your approach**, and guide change conversations that support both performance and wellbeing.



Before we begin...

Most change initiatives don't fail, or experience friction, because the idea is wrong or because people 'don't like change'.

They fail because people become overwhelmed, confused, or uncertain, which then creates resistance.

The reality is - most people *can* handle change.

Change itself isn't usually the problem. **Uncertainty is.**

This is because our brains often process uncertainty in the same way they process *actual* danger.

Remove the uncertainty - remove the resistance.

How you communicate during change directly shapes whether or not teams adapt and performance continues. This workbook is designed to help you prepare your change communication from all angles.

How to use this workbook...

Use this:

- ✓ Before announcing major change
- ✓ During leadership planning meetings
- ✓ In team workshops
- ✓ To prepare for 1:1 conversations with impacted team members

You can complete this alone, or use the prompts with your leadership team or key change stakeholders.

Why communication matters more than the change itself.

The way change is communicated shapes whether people:

- ✓ Understand the 'why'
- ✓ Trust leadership
- ✓ Adapt quickly
- ✓ Maintain performance
- ✓ Feel psychologically safe

Reflection:

Think about a poorly managed change you've experienced.

What made it difficult?

- | | |
|---|---|
| <input type="checkbox"/> Lack of clarity | <input type="checkbox"/> Poor communication |
| <input type="checkbox"/> No support | <input type="checkbox"/> Unclear expectations |
| <input type="checkbox"/> Resistance from others | <input type="checkbox"/> Other: _____ |

Change isn't usually the problem. Uncertainty is.

When people don't have answers, ***they create stories.***

- ❓ What if my role changes?
- ❓ Am I still valued?
- ❓ Will this create more work?
- ❓ Does leadership know what they're doing?

Before announcing change, ask yourself:

What questions will the team already be asking in their heads?



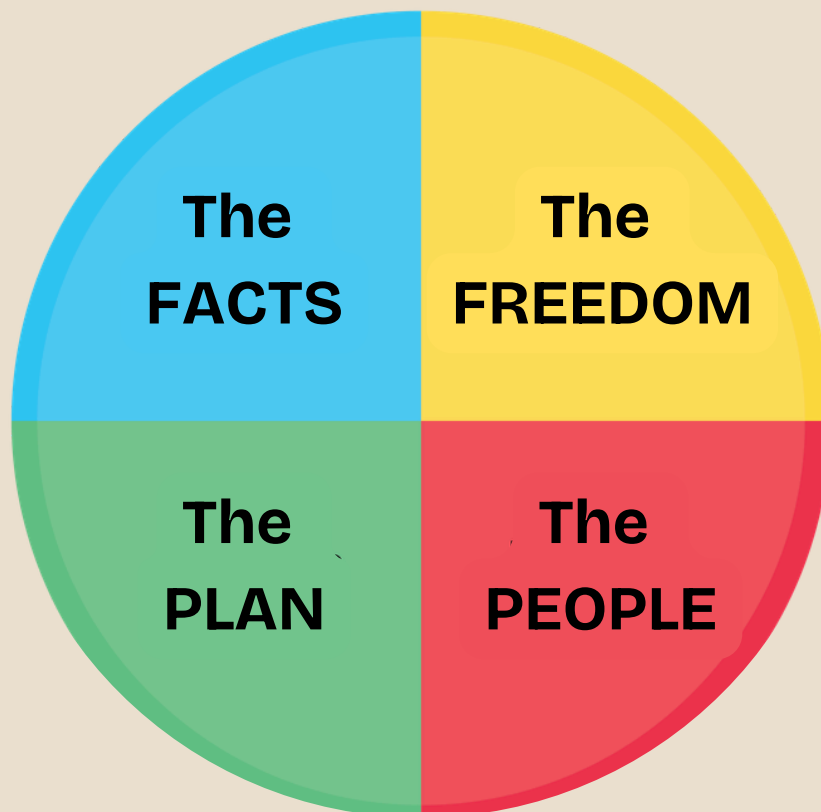
TIP: Take the above prompt to your next change leadership meeting.

Pressure-Test Your Change Message

We all process change differently:

- ✓ Some need **facts** and clarity.
- ✓ Some need **structure** and predictability.
- ✓ Some need **reassurance** and connection.
- ✓ Some need **vision** and freedom.

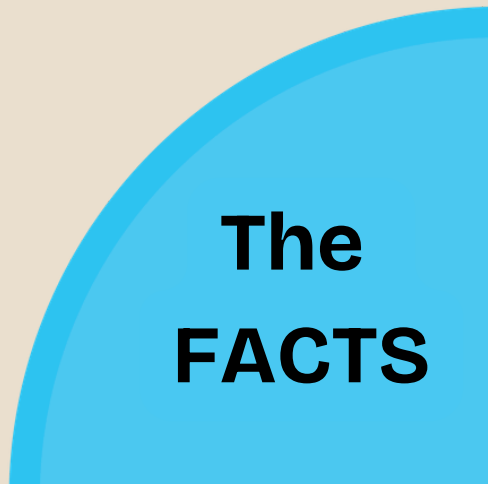
Strong change leaders communicate to *all four*.



Work through the following pages to **pressure-test** your communication and identify where resistance could be triggered from missing information.

The FACTS Build Clarity

People resist confusion and uncertainty more than change.



Key prompts:

- What problem is this change actually solving?
- What evidence supports it?
- What happens if nothing changes?
- What metrics or data matters here?

Write your response:

Meeting prompt - Ask your leadership team:

“Could someone explain this change clearly in 60 seconds or less?”



TIP: Avoid assuming people ‘just get it’.

The PROCESS Reduces Overwhelm

Unclear plans and timelines create anxiety.



Key prompts:

- What does success look like?
- What is the very first step we expect people to take?
- What training is needed before we can expect compliance?
- What deadlines and milestones are important here?

Write your response:

Meeting prompt - Ask your leadership team:

“Where are people likely to get stuck?”



TIP: Mapping out a clear path will build momentum.

The SUPPORT Anticipates Resistance

Resistance is feedback, not defiance.



**The
SUPPORT**

Key prompts:

- Who is impacted most?
- What fears or misunderstandings exist, that could spread?
- What support will people actually need?
- How can leadership amplify the ‘human side’ of this change?

Write your response:

Meeting prompt - Ask your leadership team:

“What concerns aren’t being said out loud?”



TIP: Address fears early - silence grows stories.

The FUTURE Creates Buy-in

Resistance is feedback, not defiance.



Key prompts:

- Why does this matter?
- What becomes possible if we get this right?
- How can we retain freedom and flexibility during this change?
- What is our bold 'north star' message?

Write your response:

Meeting prompt - Ask your leadership team:

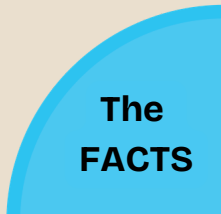
"If this change works, six months from now we'll be..."



TIP: Paint the future. It'll pull people forward.

Build Your Change Message

Use this template as a 'fill-in communication script' before communicating change to your team.



What is changing and why:



What do we need people to do & buy when:



What bright future are we working toward:



How will we support people:

Whole Brain[®] Communication Checklist:

Before communicating change, have I covered:

- | | |
|---------------------------------------|---------------------------------------|
| <input type="checkbox"/> The facts? | <input type="checkbox"/> The process? |
| <input type="checkbox"/> The support? | <input type="checkbox"/> The future? |

Clarity reduces cognitive load and keeps your team regulated, so they can think logically, manage emotions, and adapt more easily.

Leadership Reflection

What's one thing I'll do differently the next time I lead change?

What's one communication habit I want to strengthen, and how?

What conversation do I need to have this week?

Want support leading change well?

*Sustainable performance and wellbeing can co-exist.
When leaders understand how to communicate change in ways that reduce uncertainty, teams are more likely to adapt, stay engaged and maintain trust.*

If you're navigating change inside your organisation and want support, I'd love to help. Reach out on the contact details below.

✔ *Leadership Workshops* ✔ *Whole Brain Thinking* ✔ *Wellbeing Programs*



📞 0400 583 757
🌐 www.cmpcoaching.com.au
✉ chloe@cmpcoaching.com.au