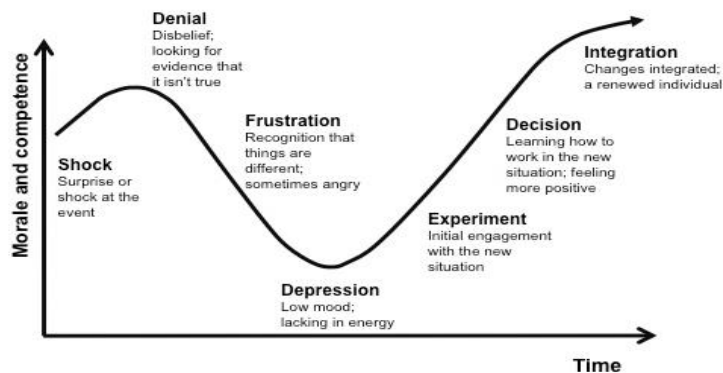


Leading Through Change

The pace of change within our day to day lives is growing exponentially. Adapting to change at work and at home can be overwhelming especially when you have overarching situations like COVID. Adapting to change is a process and its important to recognize that it takes time. As a leader of others, consider part of your job as helping your team move through the change cycle. As a leader, helping each of your teammates reduce the overall time it takes to move through the process and accept change can make a significant difference.

The Kübler-Ross change curve



Here's what you should know about leading through change.

People are more likely to support change if they:

- Know why. They know what drives decisions.
- Stay involved. They can participate in the transition.
- Connect with leaders. Leadership is accessible, active and willing to answer questions.
- Receive information. They receive timely, meaningful and targeted communication.
- Have a voice. They believe that their expectations are considered, and their concerns are heard and addressed.

People are likely to resist change if they:

- Lack motivation. The need for change is unclear and no personal sense of urgency is established.
- Don't understand the Big Picture. There is a partial understanding about what is changing, but minimal understanding of why change is taking place, or the actions required to change.
- Perceive loss of personal control. Impacted individuals have little or no involvement in designing the change, and the personal control that teammates will maintain is not clearly outlined.
- Experience uncertainty. There are high levels of uncertainty regarding future expectations & job security.
- Receive inadequate communications. Communications are untimely and outdated, and they consistently provide few details and little direction that targets the people.
- Don't Have expectations met. Expectations which were set with communications and personal interactions are consistently unmet.

Tips for working through change with your teammates:

- Ask questions
- Explain what you need
- Listen
- Focus on the "what" and let go of the "how"
- Identify the barriers and suggest ways to move them
- Look for others who are ahead of you
- Be willing to extend trust

Additional Resources:

[Talk Change Podcast](#) with Rob Murray

<https://learning.linkedin.com/blog/working-together/how-to-deal-with-change-better--this-simple-brain-hack>

<https://www2.deloitte.com/us/en/insights/economy/covid-19/heart-of-resilient-leadership-responding-to-covid-19.html>

<https://www.gallup.com/workplace/297497/covid-employees-need-leaders-right.aspx>

<https://www.apa.org/news/apa/2020/03/covid-19-leadership>

<https://www.linkedin.com/learning/managing-stress-for-positive-change/welcome>