



Next Third Thursday Webinar:  
**October 19, 2017 \* What's Your Emotional Quotient? (EQ)**

Check the CPTP YouTube Channel for any of the webinars you missed or that you'd like to review at <https://goo.gl/iS0iJP>

#### GREAT COMMENTS from this month's webinar:

*Inspire staff to recognize when change is needed and, when approached with an idea, embrace and support it. –Michelle Bridges*

*Focus on the pros first, then the cons. Usually the pros will outweigh the cons. – Kim Green*

*Mimi Vidrine reminded us that people can support change more readily if they understand the reason for it. Take the time to explain why change is happening and how it will benefit us.*

#### Resources for this month's topic:



[Success.com](http://Success.com)



[Tidal Shift Change Management Webinar](#)



## Dealing with Change

It's not the change. It's the transition.

Sort of sounds like, "It's not the heat. It's the humidity."

But both of these statements have a lot of truth in them. We know the second one is true because we live in Louisiana.

The first statement is one we discussed in our webinar on Dealing with Change and it's the focus of the model represented in the book, *Managing Transitions* by William Bridges.

Bridges notes that change is something that happens to us, even if we don't agree with it. Transition, on the other hand, is internal. It's what happens in our minds as we go through change. Change can happen very quickly, while transition usually occurs more slowly.

Bridges' model progresses through three stages: Endings, Neutral Zone, and New Beginnings. This handout will give you some recommendations for each of those stages that can help you and your team make smoother transitions in times of change.

## STAGE ONE: ENDING

- ❑ This is the initial stage when people are presented with a change.
- ❑ People may experience the same emotions commonly identified with the grieving process. Fear, denial, anger, sadness, disorientation, frustration, uncertainty, and a sense of loss may be present.
- ❑ To help others in this stage: Listen with empathy.
- ❑ To help yourself and others: Communicate openly and frequently.
- ❑ Honor the past.
- ❑ Clearly define what is over and what isn't.
- ❑ Discuss to bring losses out into the open.
- ❑ Determine what the future will look like.
- ❑ Don't be surprised at overreaction.
- ❑ Select a piece of the past to serve as a memento.

## STAGE TWO: NEUTRAL ZONE

- ❑ This stage is the bridge between the old and the new.
- ❑ Emotions may include resentment, low morale, decreased productivity, anxiety, and skepticism.
- ❑ To help others, encourage communication about feelings and concerns.
- ❑ Give and receive feedback on how changes are going.
- ❑ Find ways to experience quick wins.
- ❑ Set short range goals and establish checkpoints.
- ❑ Capitalize on the opportunity to improve processes.
- ❑ Redefine work relationships affected by the change.
- ❑ Expect setbacks, learn from them, and move forward.
- ❑ If you're leading the change, create a team that monitors and helps with the implementation of the change.

## STAGE THREE: NEW BEGINNINGS

- ❑ At this stage, people begin to adopt the change.
- ❑ Change leaders can create a positive atmosphere at this time by painting a picture of how the outcome will look.
- ❑ At this point it's important to be consistent and help others sustain the change.
- ❑ Celebrate what has been accomplished.
- ❑ Create rewards to acknowledge achievements.
- ❑ Postpone extra changes.
- ❑ Ensure that everyone understands his or her role in the change.
- ❑ Check to see if policies or procedures need to be updated to reflect the changes that have been made.
- ❑ Set the example.
- ❑ Reward others for the role they are planning in making the change successful.
- ❑ Find a way to symbolize the new identity brought on by the change.



- ❑ Convince ourselves.
  - A. Determine what is really ending and what is continuing.
  - B. Clarify your mission and how the change supports it.
  - C. Consider what could happen if you don't change.
  - D. Consider the possibilities if you do change.
- ❑ Communicate
  - A. Share fears and concerns.
  - B. Mourn what is lost.
  - C. Ask questions.
  - D. Celebrate victories.
- ❑ Be a Part of the Change
  - A. Take the time to understand your role in the change.
  - B. Ask questions to determine what your new roles will be.
  - C. Experiment with new ways of doing things.
  - D. Use the endings as an opportunity to reinvent yourself.