



Leading Through the Transition of Change

March 28, 2018



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Change is hard.
You go first.

Nothing Changes if
Nothing Changes

The Four Phases of Transition

Denial

**“It’s not happening to me”
“I don’t have to do this”**

Letting Go

Commitment

**“This is how I work now”
“This is a better way”**

The New Beginning

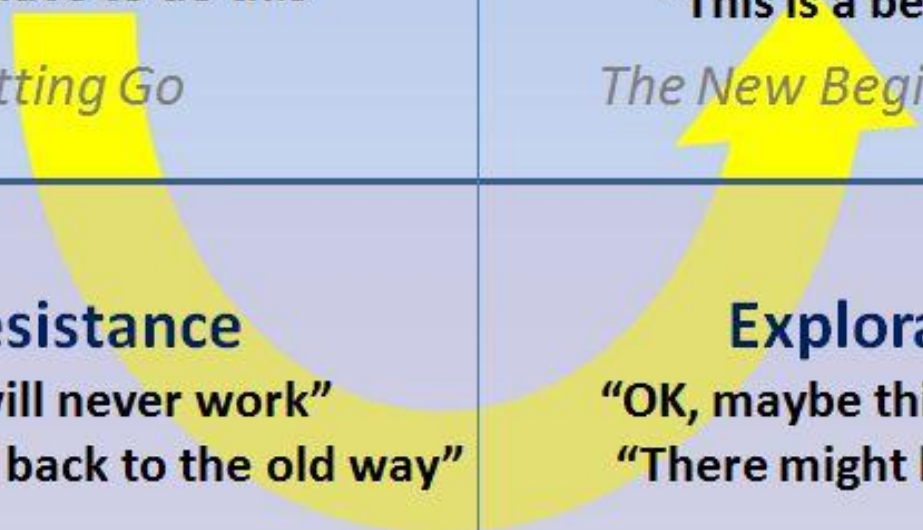
Resistance

**“This will never work”
“I want to go back to the old way”**

Exploration

**“OK, maybe this can work”
“There might be a way...”**

The Neutral Zone



The belief that
you can change
is the key to
change.



The role of a leader in change



Be Real

- Take care of each other
- Ask for help when you need it.






Make Yourself Visible

- Model the behavior you want to see.
- Make it clear you are in this together.





Communicate and Listen

- Share what you know, when you know it.
 - Listen with empathy and answer questions as best you can.
- 



Stay Connected to the Big Picture

- Remember what you are trying to achieve.
- Don't get stuck in the weeds.






Look After Yourself

- Build on your resilience.
- Don't vent to your team. Keep it positive.
- Turn to a coach or mentor for support





If something isn't working, try something else.

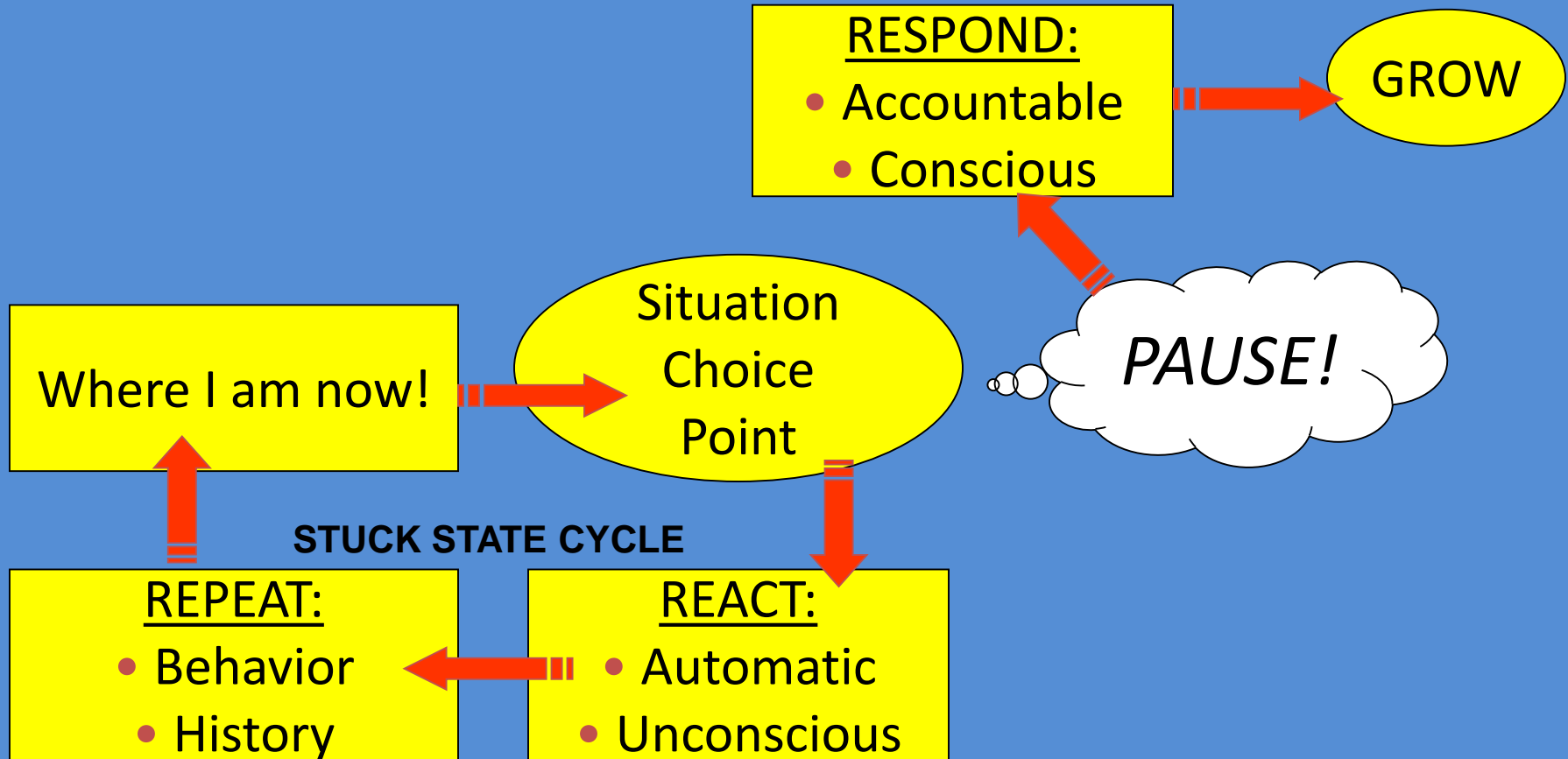
- To change the response you need to change the procedure.



A large, blue, cloud-like thought bubble with a thin black outline is centered on a dark blue background. Inside the bubble, the word "PAUSE!" is written in a white, italicized, sans-serif font. To the left of the main bubble, there are three smaller, overlapping blue circles of increasing size, also with thin black outlines, suggesting a trail or a sequence of thoughts.

PAUSE!

Every Situation is Brand New!



Leadership doesn't always look the way we expect. Often, it's the small things we do when no one is looking that can make the biggest impact.



Tips and tools to facilitate change

Be an Active Listener

- Stop talking
- Stop multi-tasking
- Look up
- Exercise patience
- Ask clarifying questions
- Paraphrase
- Summarize
- Make notes





**Pay attention
to the little things -
they either build
or erode
relationships**

Positive Connections



- Avoid distractions
- Use open body language
- Use eye contact
- Remember names
- Look up - smile

12 Easy Ways to Show Appreciation

1. Be kind and respectful.
2. Give regular, positive feedback (be specific).
3. Say “please” and “thank you.”
4. Catch someone doing something right.
5. Show genuine interest.
6. Use their name.



7. Give the gift of time.

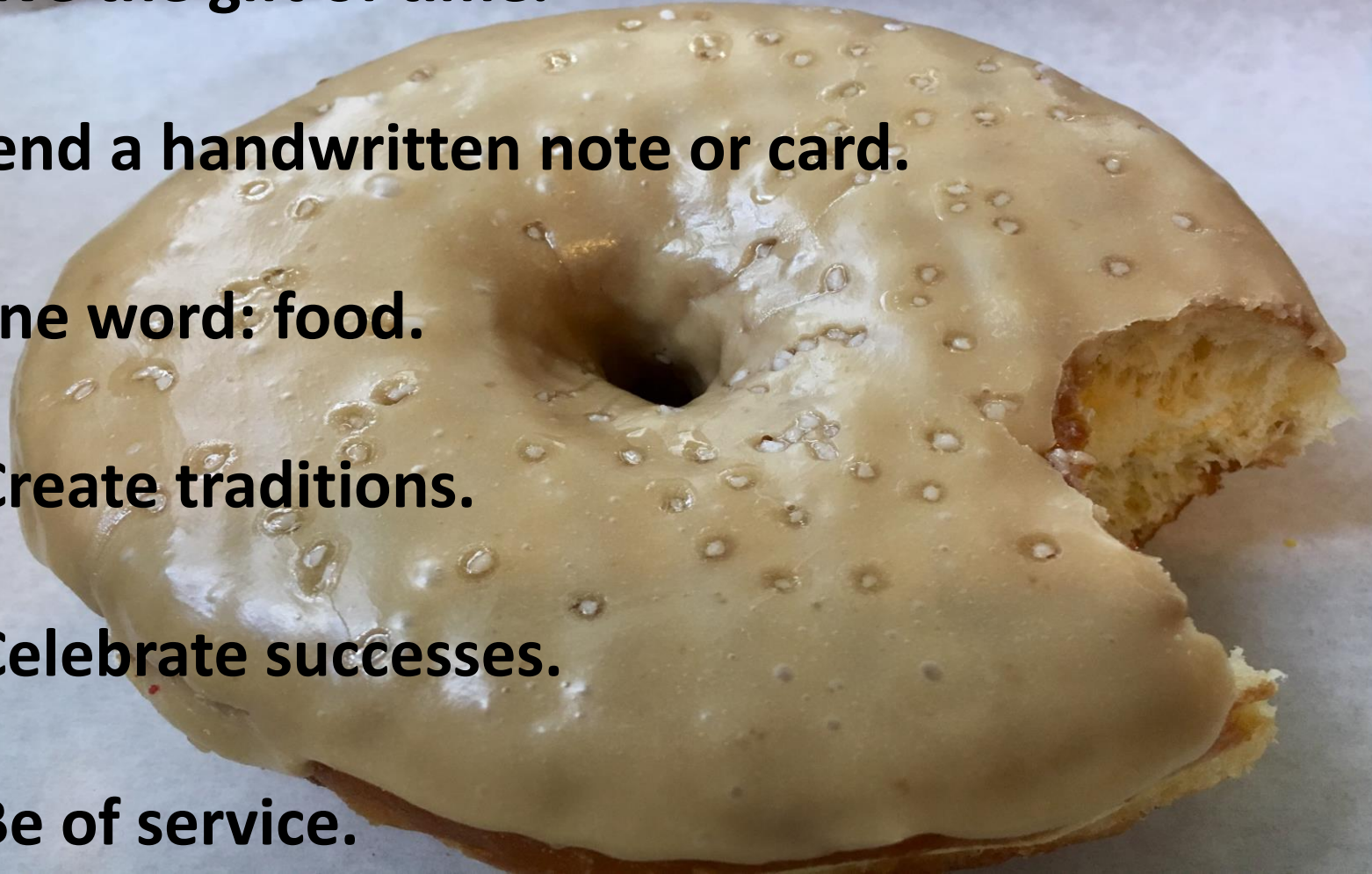
8. Send a handwritten note or card.

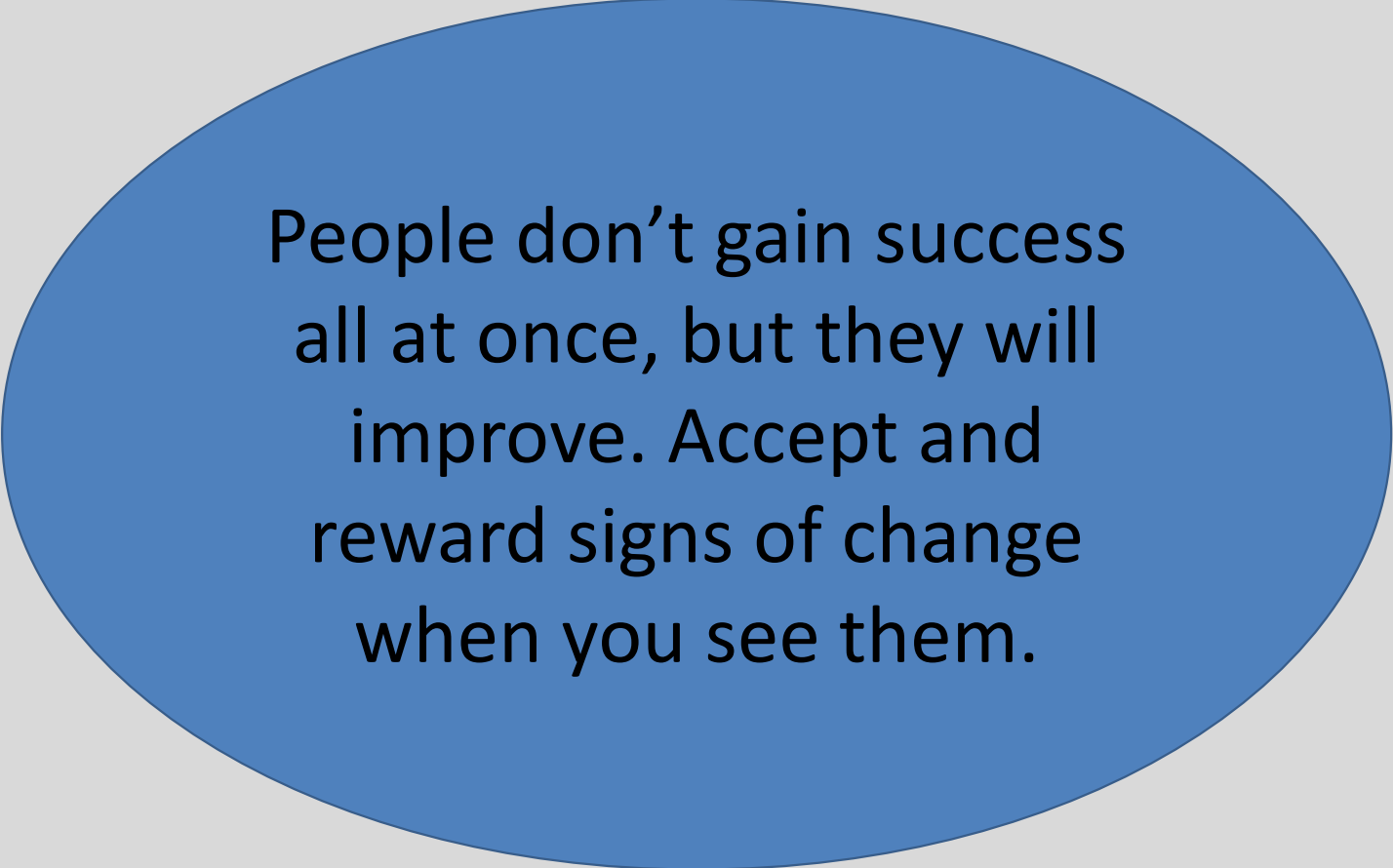
9. One word: food.

10. Create traditions.

11. Celebrate successes.

12. Be of service.



A blue oval with a thin black border, centered on a light gray background. Inside the oval, there is a paragraph of text in a black, sans-serif font.

People don't gain success
all at once, but they will
improve. Accept and
reward signs of change
when you see them.

Reflections

I learned ...

I will apply ...



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tim durkan

THANK YOU!