

DEALING WITH CHANGE

Dealing with change dynamically and systematically.

THE VALUE OF THIS TOOL



Clarity: Clarify steps teams need to take to work through the change process



Structure: Overcome the typical hurdles when dealing with change by using a logical process

USE THIS TOOL WHEN

1

An event has caused a **big change** within the team

2

Buy-in is needed from the team due to the introduction of a **new system/process/project**

3

Developing a **future-ready team** that is able to **adapt quickly**

4

A team is **getting stuck** in the implementation of an action plan

PROCESS OF ADAPTING TO CHANGE



STEP 1

Change the head: Understand



- The first step is for the team to understand **what** change is needed, **why** is it needed and **how** will the change be implemented.

STEP 2

Change the heart: Believe



- If people don't **believe** in the change, they won't follow through on what needs to change. There needs to be **ownership and buy-in** before the team will **accept and embrace change**.

STEP 3

Change the hand: Behave



- Once people know what they need to do and they want to do it, identify **what accountability** is needed and **how accountability** will be built into the change process to implement changes in behaviour.

STEP 4

Change the home: Habits



- **Repetition** is required to form habits within the team. The team moves past the need for accountability because **change is permanent and repeated spontaneously**. Identify **what actions need to be repeated** by the team for the change to become second nature.