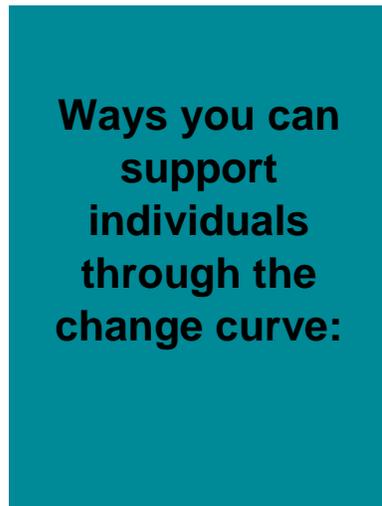
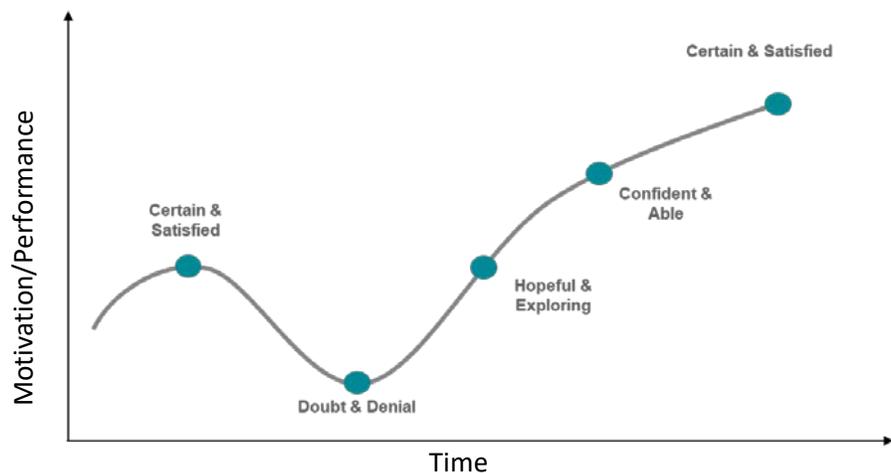


## One Point Lesson | *Emotional Reactions During Change*

**Purpose:** Support leaders in how they help their employees through the change cycle from beginning to sustainment of the change.

Each individual who is impacted by change has their own unique emotional and psychological journey as they navigate new, unfamiliar behaviors and mind shifts.

As we work to move people through the stages of change, we need to consider how people may be feeling at that moment. People may move through the personal curve multiple times, as they adopt the change and identifying where one is in the journey is the first step in knowing how to support them.



- *Create as much certainty as you can by being transparent, available and closing feedback loops.*
- *It's ok to say, "We don't know yet, but we are working on it".*
- *Empathize and be authentic. People know when you're "faking it".*
- *Thank them for bringing concerns and risks forward.*
- *Share your personal concerns and what you are doing to manage your own change response.*
- *Recognize individuals "small wins" and contributions to the change process.*
- *Help people visualize the new future and their role in it.*
- *Provide the space and access to resources to help them while staying focused on positive, quality outcomes.*

### Questions for talking with your team:

- *On this change curve, where would you locate yourself right now? Why?*
- *What would bring you more hope and confidence as we move forward?*
- *What are you certain of right now?*

**Payoff:** Change is harder for some than others. Supporting team members through their emotions and helping them move through the change curve will better enable them to make that transition needed to adopt and sustain the change.