



### **Driving Positive Change - The Challenge:**

“Our Company has just put another new initiative in place. People are resisting the change.”

You’ve just managed to get your whole team “rowing in the same direction.” You’re breathing a sigh of relief... they finally get what they are supposed to do. Then, another new initiative comes down. This will require a change in thinking for some, a shift in priorities for others, while still others need to stay the course. People are resisting. What should you do?

1. Understand that reluctance to change is a natural human behavior. Change signals “loss of control” and that makes almost everyone uncomfortable. Understanding that people differ in their capacities to assimilate change can help you to increase your patience with the process.
2. Hold a meeting quickly to communicate the “why” behind the new initiative. If you are clear on the value of the changes required, you can then effectively share them with the rest of your team. Ask as many questions of your supervisors as you need to in order to achieve clarity and ensure your own buy-in.
3. Acknowledge your team’s discomfort. Remind them of their Personality Types and have them describe their natural reactions to change. Verbalizing this can decrease the level of intensity in their resistance.
4. List the perceived obstacles that each faces in adapting the new initiative. Use the team to generate solutions to each.
5. Before you end the meeting, make sure that each team member can verbalize an understanding of the reasons for the new initiative and commit to making the adjustments needed to ensure its success. Let them know that you are there to help.
6. Re-take the group temperature in a few days to be sure that they haven’t retreated into their initial concerns.

### ***Driving Positive Change Tip:***

People can only change when they have the ability and willingness to do so. By helping your team to develop a variety of interpersonal skills, you can decrease potential resistance.