

Change Management for Leaders*

Most people struggle with change. That means leaders have an opportunity to help their teams work through things like personnel changes and reorganizations by carefully managing and communicating the process. Follow the steps below and answer the questions to give more structure to your change management techniques.

1. Recognize the emotional red flags.

What signs have you noticed that could indicate your team members are struggling with change? (For example: fear, frustration, uncertainty, stress, etc.)

2. Keep your team members informed.

What information can you share about the changes?

What's the best format, word choice, tone, and timing to deliver that communication?

3. Listen to concern.

How can you improve your active listening skills? _____

4. What open-ended questions could lead the conversation? (For example: How will this change impact you personally? What worries you the most?)

5. Remain calm and reassuring.

How can you communicate those qualities, verbally and nonverbally?

6. Be honest about the future.

Managing change doesn't mean sugar-coating difficult realities. Do you have team members who need to know the truth about their opportunities for advancement or about the skill deficits that are holding them back?

7. Demonstrate trust.

What projects and responsibilities could you share with our team members to develop their confidence in coping with change?

*From *Who Comes Next?* by Mary C. Kelly, PhD & Meridith E. Powell, MBA