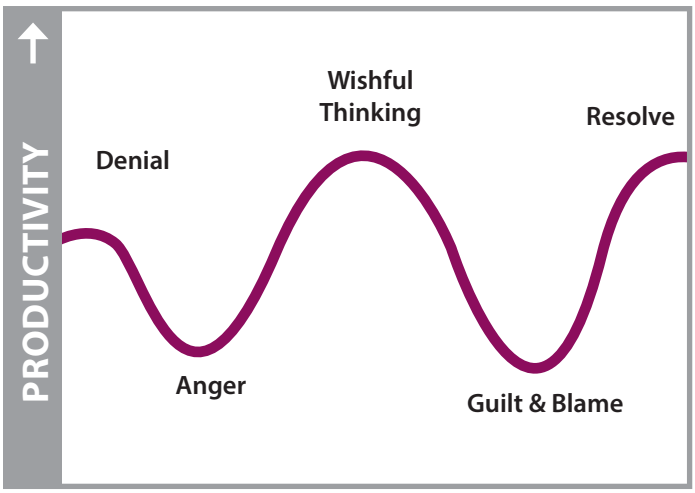
4 CHANGE RESISTANCE TOOL

"We all enter the emotional roller coaster at different times – and we all work through the curves at different paces. Look for and benefit from the resistance you find in yourself and your team.

What is the change your team is facing?

What is the date?

CHANGE CURVE – EMOTIONAL ROLLER COASTER



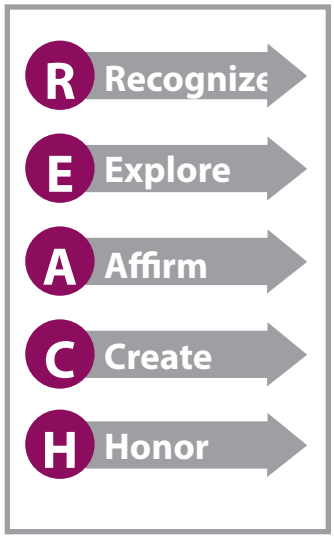
STEPS

a. Use the ***CHANGE CURVE*** to discuss and better understand the natural emotional impact of change on yourself and your team.

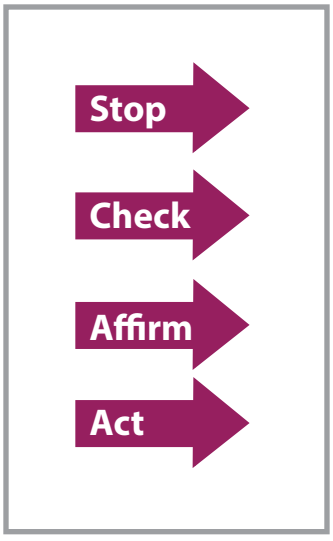
b. Use the ***REACH Model*** to identify and address resistance you experience during change.

c. Use the ***Stop, Check, Affirm, Act*** method to help you shape self-talk within yourself and when helping others.

REACH MODEL



SHAPE SELF-TALK

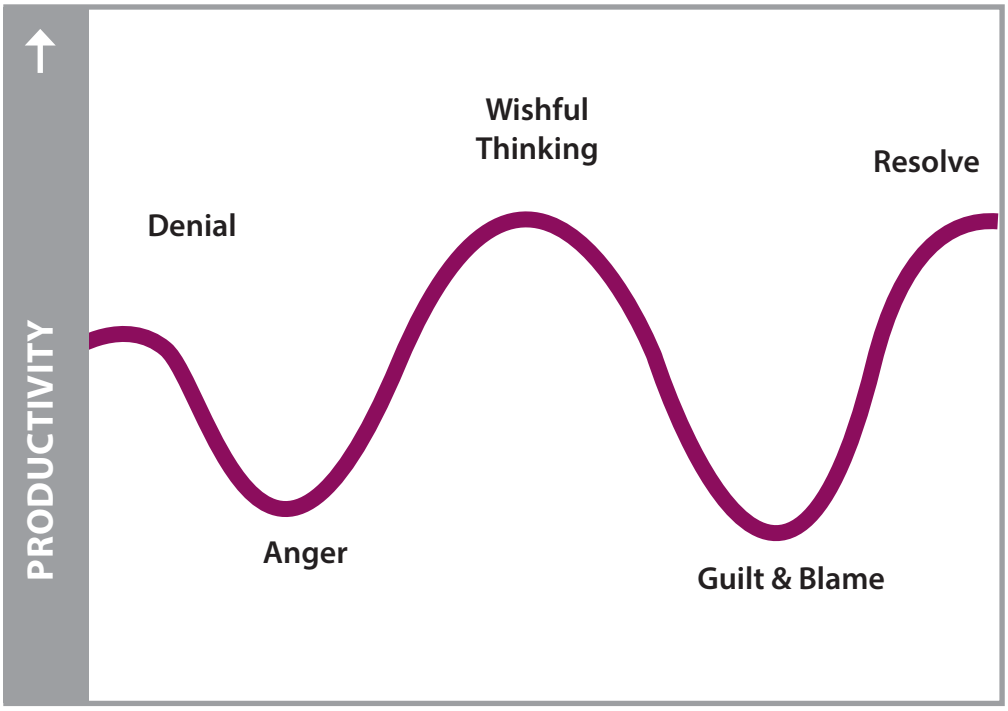


4 Change Resistance

The Change Curve - The Emotional Roller Coaster

Use the Change Curve to discuss and address the emotional impact of change.

CHANGE CURVE – EMOTIONAL ROLLER COASTER



1. How does the Change Curve apply to our situation?

2. What might each stage in the curve look like for us in our situation?

3. Is it possible that we might each be at different places on the curve at one time?

4. How can we help each other through the emotional ups and downs of change?

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4 Change Resistance

REACH Model

Use the REACH Model to help you effectively address resistance.

If you are not hearing or experiencing any resistance, you should be nervous.

	What do they need?	What will I do and say?
R Recognize • Check in daily • Look for early signs • Ask questions • Initiate conversations		
E Explore • Make it safe to talk • Empathy over sympathy • Ask questions • Listen and learn		
A Affirm • Affirm what is true • Affirm your commitment • Affirm your connection • Affirm their capacity to win		
C Create • Create confidence to win • Create sense of urgency • Create path forward • Create collaboration		
H Honor • Honor the person • Honor the past • Honor the process • Honor the change makers		

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4 Change Resistance

Shape Self-Talk

Use the Stop, Check, Affirm, Act method to shape self-talk.

We all engage in self-talk. We are quite convincing to ourselves. But we are not always accurate.

Stop

Are you feeling negative energy? Do you know why?

What are you telling yourself regarding the change?

What assumptions are you making?

What do you feel is at risk or at stake for you?

Check

How can you verify the accuracy of what you are telling yourself?

How can you challenge your assumptions?

Affirm

What do you already know about yourself that will help you not only survive this change but also thrive during the change?

Act

What do you realistically want to have happen?

What practical steps can you take to make that happen?

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