Leading Through Change

From Resistance to Resilience

WORKPLACE CHANGE

Objectives

- Understand your leadership role in navigating change.
- Recognize and address employee resistance.
- Build resilience and adaptability in teams.
- Identify scalable, practical strategies to lead through any change.

Follow along by using the QR code or going to ***Mentimeter.com*** *and entering code:* ***6856 2326***

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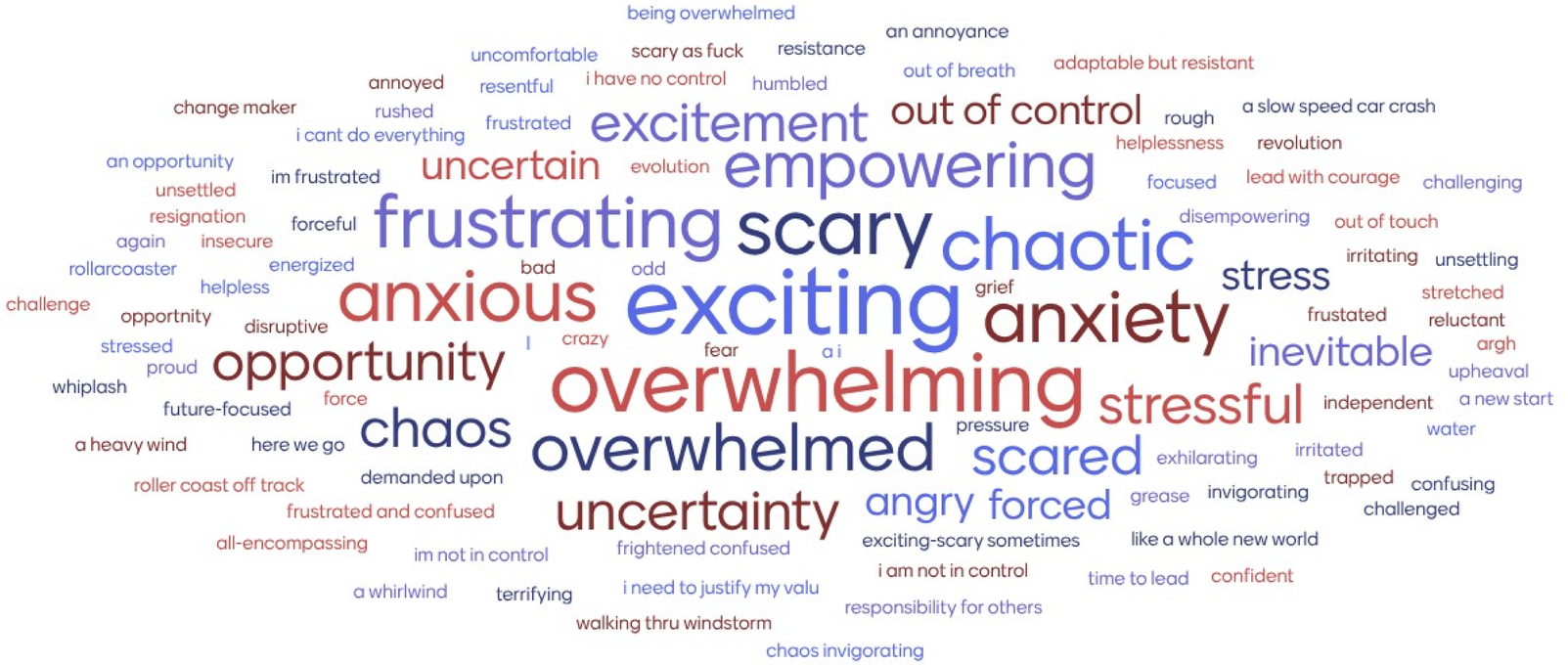
“When change is ‘happening to me’, it feels like...”



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“When I’m leading change, it feels like..."

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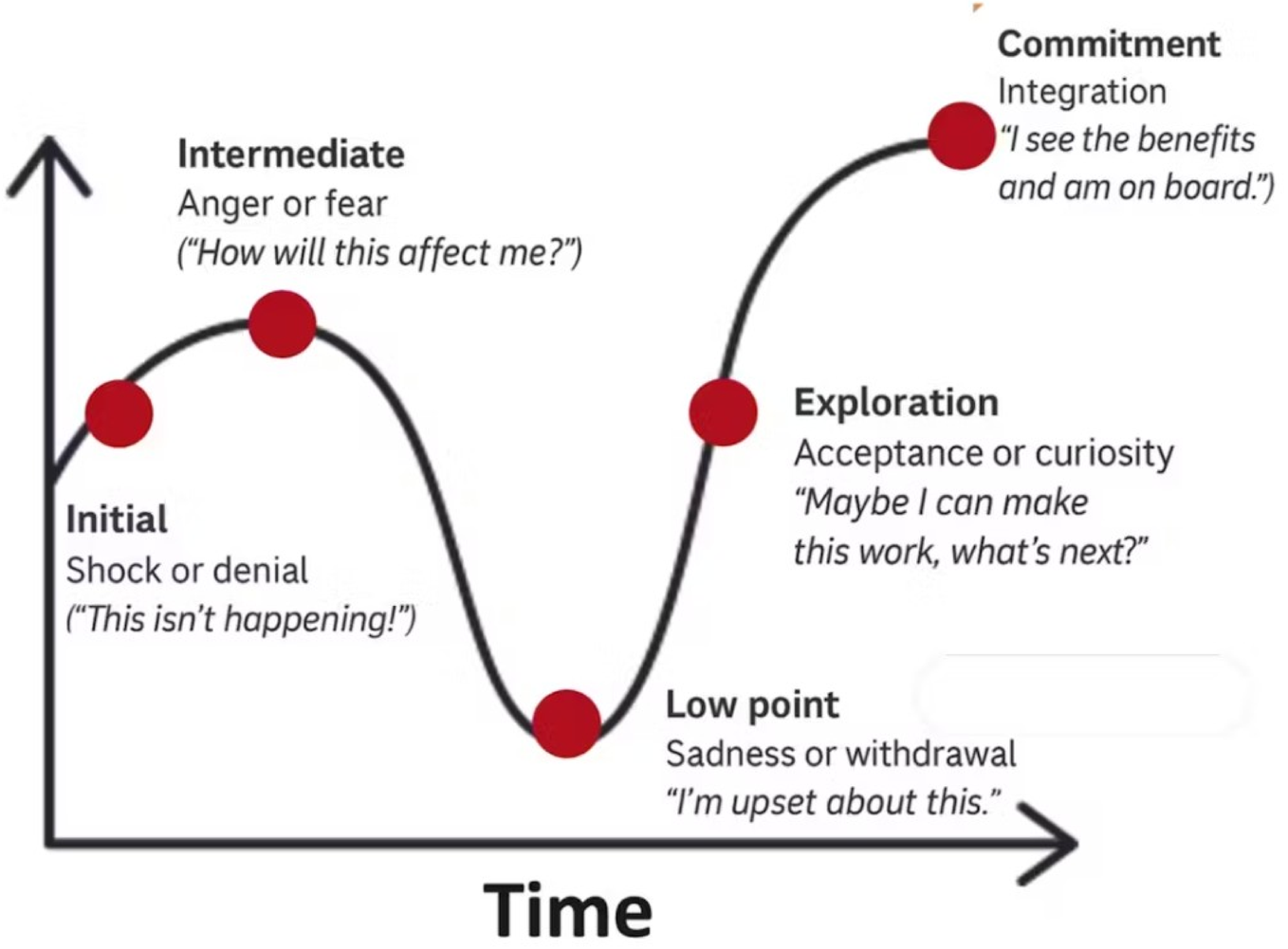
The Change Curve



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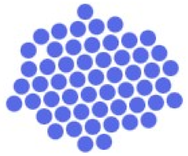
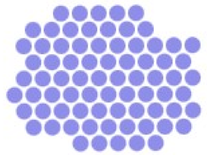
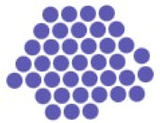
Think about a major change at your company. Which of these did you see in employees?



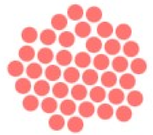
55 Shock



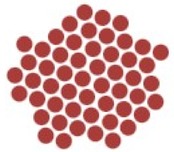
75 Uncertainty



39 Curiosity

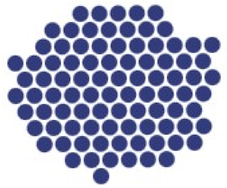


41 Denial

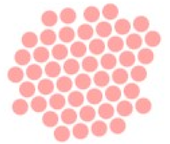


53 Sadness

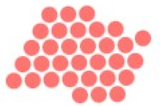
27 Engaged



91 Frustration



51 Withdrawn



32 Acceptance

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The Constant of Change

External factors

- The world is constantly evolving.
- Pressures shift and new ones emerge.
- The needs of clients are varied and changing.

Internal Factors

- We continuously learn and improve the ways we work.
- Resources change—people, tools, priorities, and budget.
- The people who make up your team change.

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Types of Organizational Change

- Processes and workflows
- Workplace policies
- Team members and team composition
- Culture change
- Roles and responsibilities
- Organizational strategy and priorities
- External policies
- External relationships
- Budget types and availability
- Technology and tools
- Communication and messaging
- Learning and training focus areas
- Organizational structures

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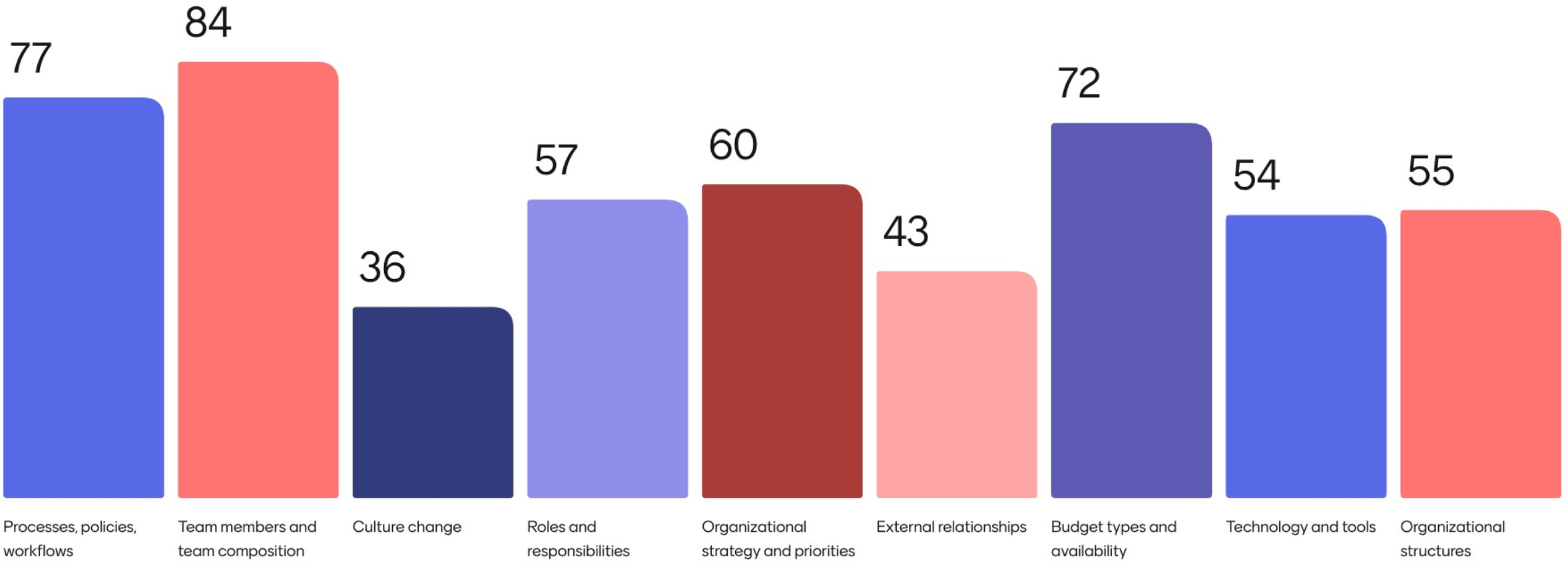
Which types of these changes have you experienced in the past 12 months?



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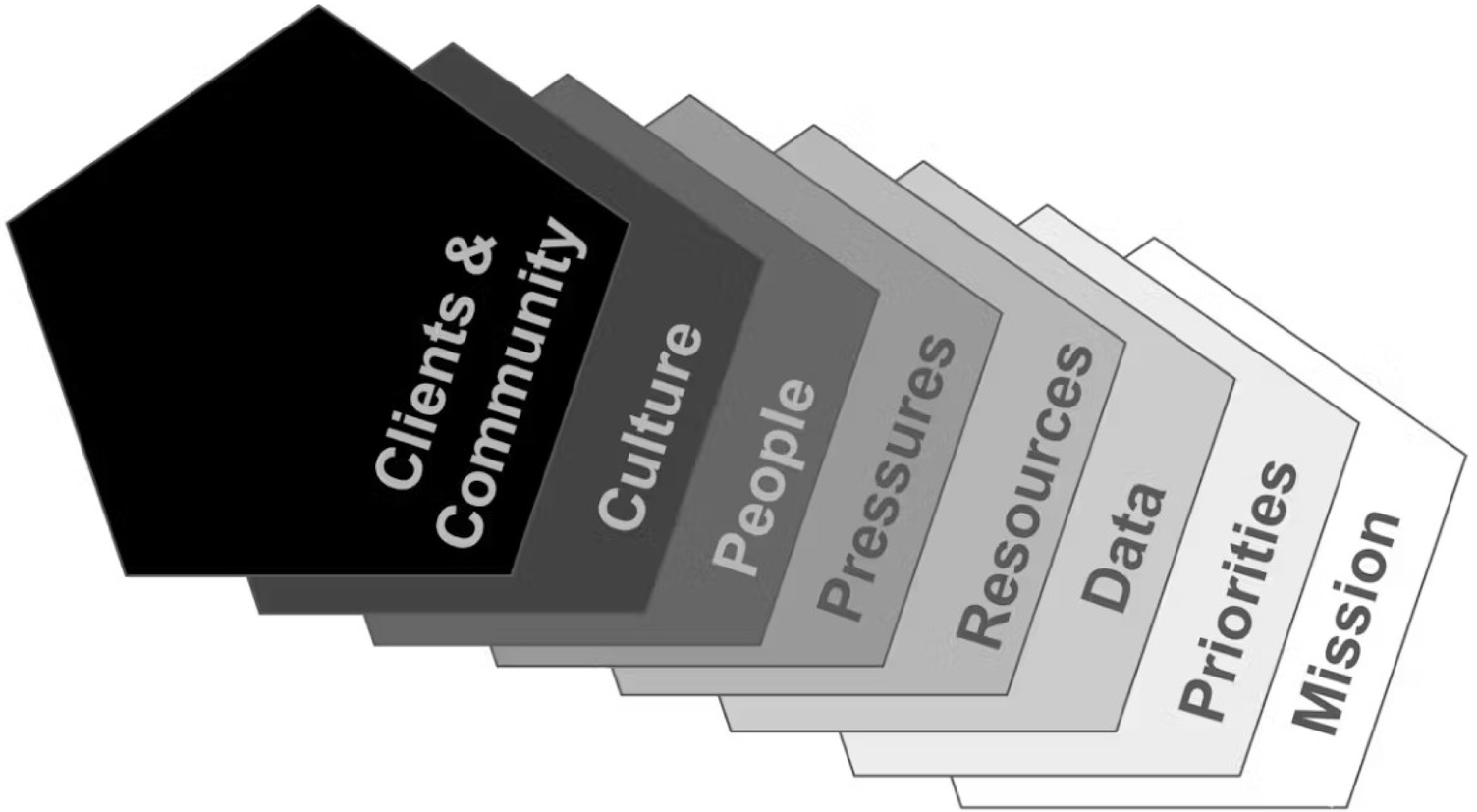
Layers of Change



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Navigating Resistance

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Signs of Resistance

- Decreased productivity
- Lack of participation
- Procrastination
- Continued use of past practice
- Vocalized negativity
- Forming of coalitions
- Increased complaints
- Undermining or sabotaging efforts

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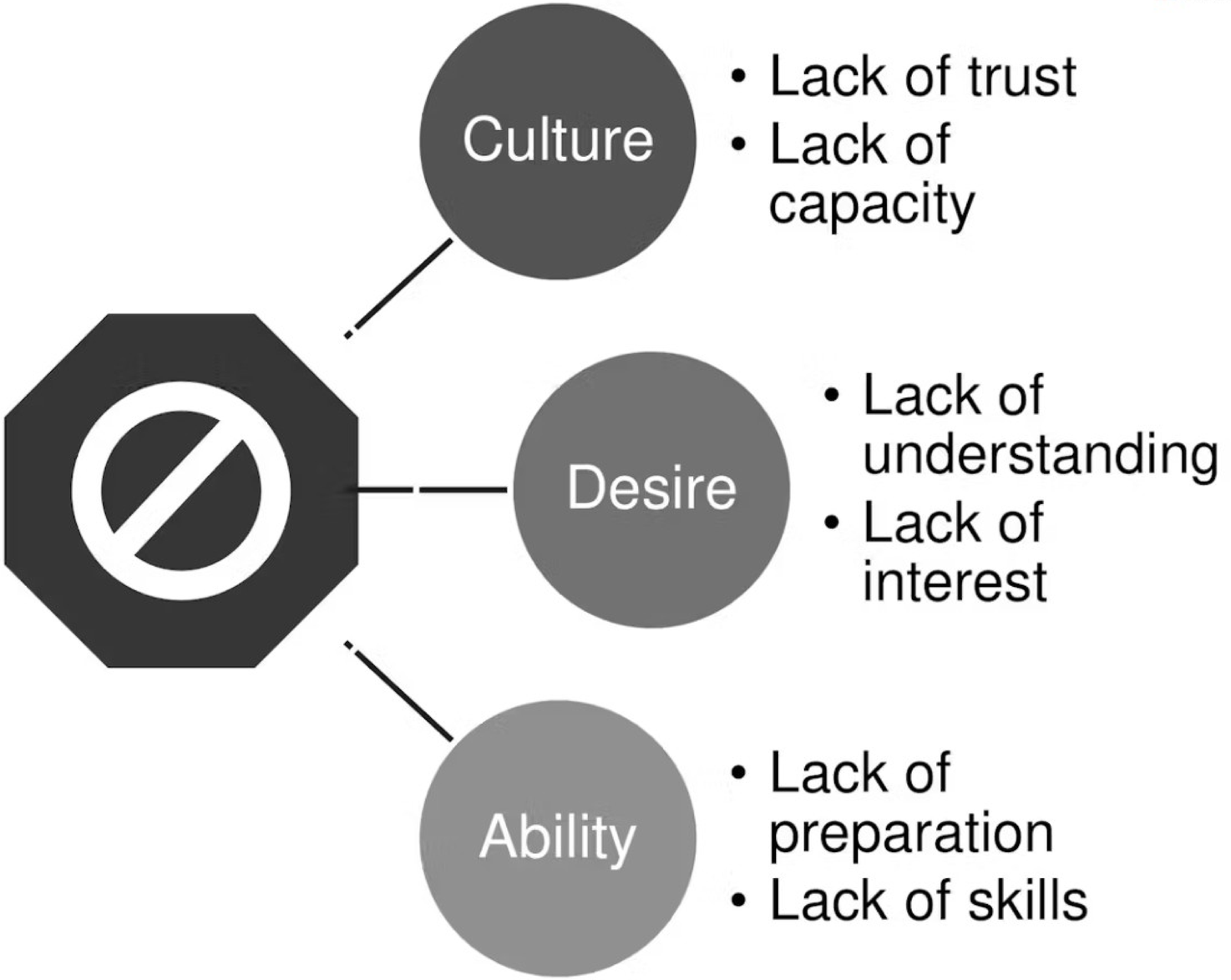
Common Causes of Change Resistance



Adapted from Prosci Change Management Insights

Common Causes of Change Resistance

Signs	Causes	Remedies
• Lack of engagement • Turnover, absenteeism • Increased tension	Culture	• Build trust • Consider timing • Address needs
• Vocal opposition • Low participation in efforts • Undermining efforts	Desire	• Provide clarity on what is changing • Share the ”why”
• Slow adoption • Frequent requests • Mistakes	Ability	• Provide training • Provide resources • Offer support

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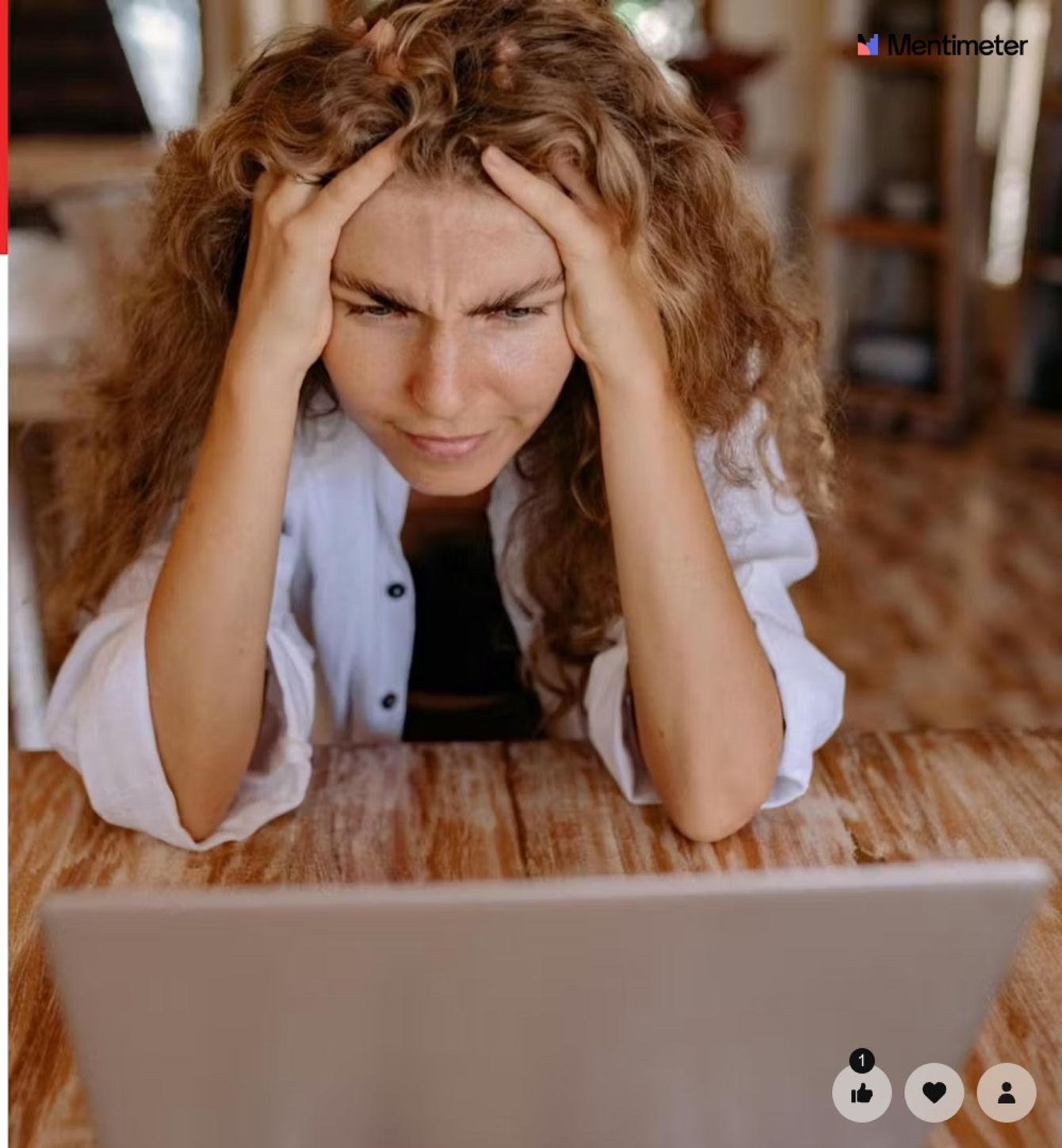
WORKPLACE CHOICE

Leveraging Resistance

1. Boost communication
2. Involve resisters
3. Respond and apply to input
4. Identify how you'll follow-up
5. Set expectations



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Leveraging Resistance

Think about resistance you received on a change at your organization.

- What was the cause of the resistance?
- What was the impact of the resistance?
- What did you do (or what could have been done) to address the resistance?

Roles in Change

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Who Plays a Role in Change?

01	Change Sponsor	• Guides and resources effective change.
02	Change Agent	• Identifies, leads, and implements change.
03	Change Champion	• Models, supports others, and adapts to change.

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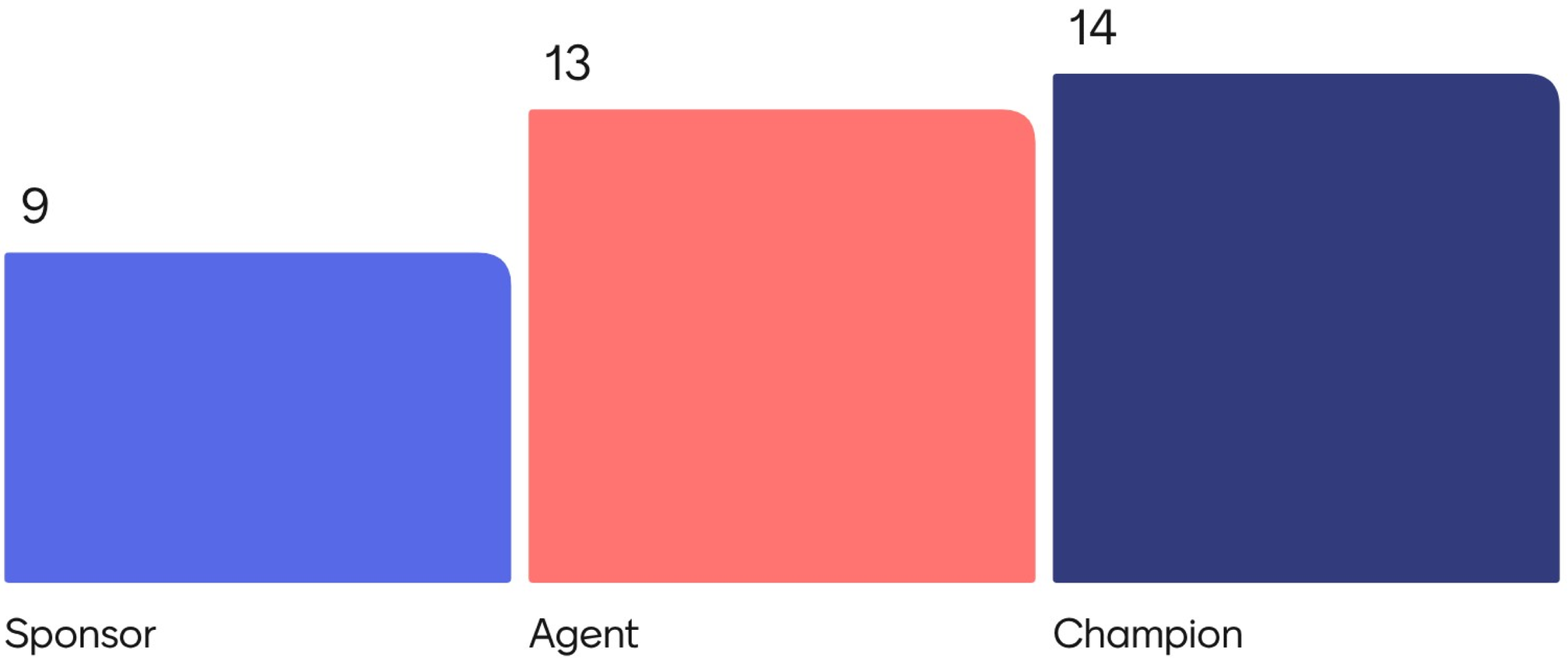
Which change roles have you played in the past 12 months?



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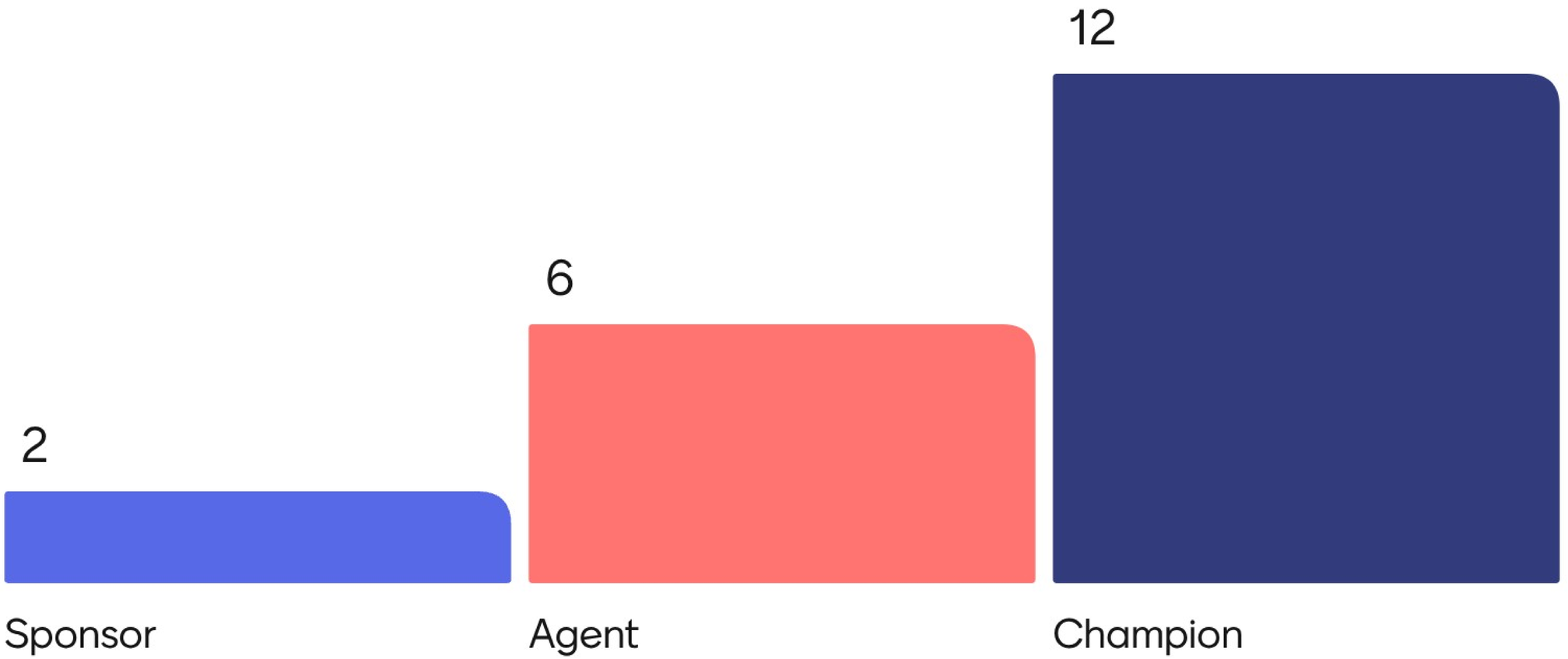
Of the roles you have played, which was most challenging?



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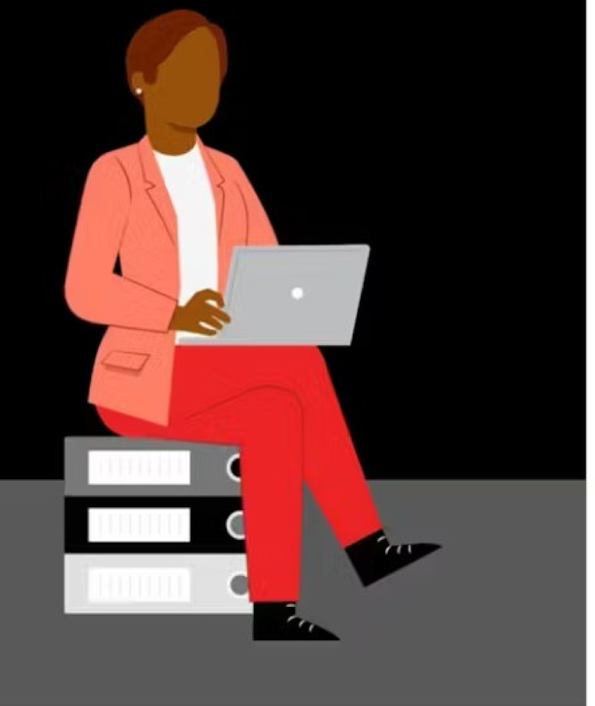
What Impact Do Change Champions Have?

- Provide support to colleagues.
- Improve outcomes.
- Help identify and solve potential challenges.
- Enhance a positive culture.

Supporting Resilience Through Change



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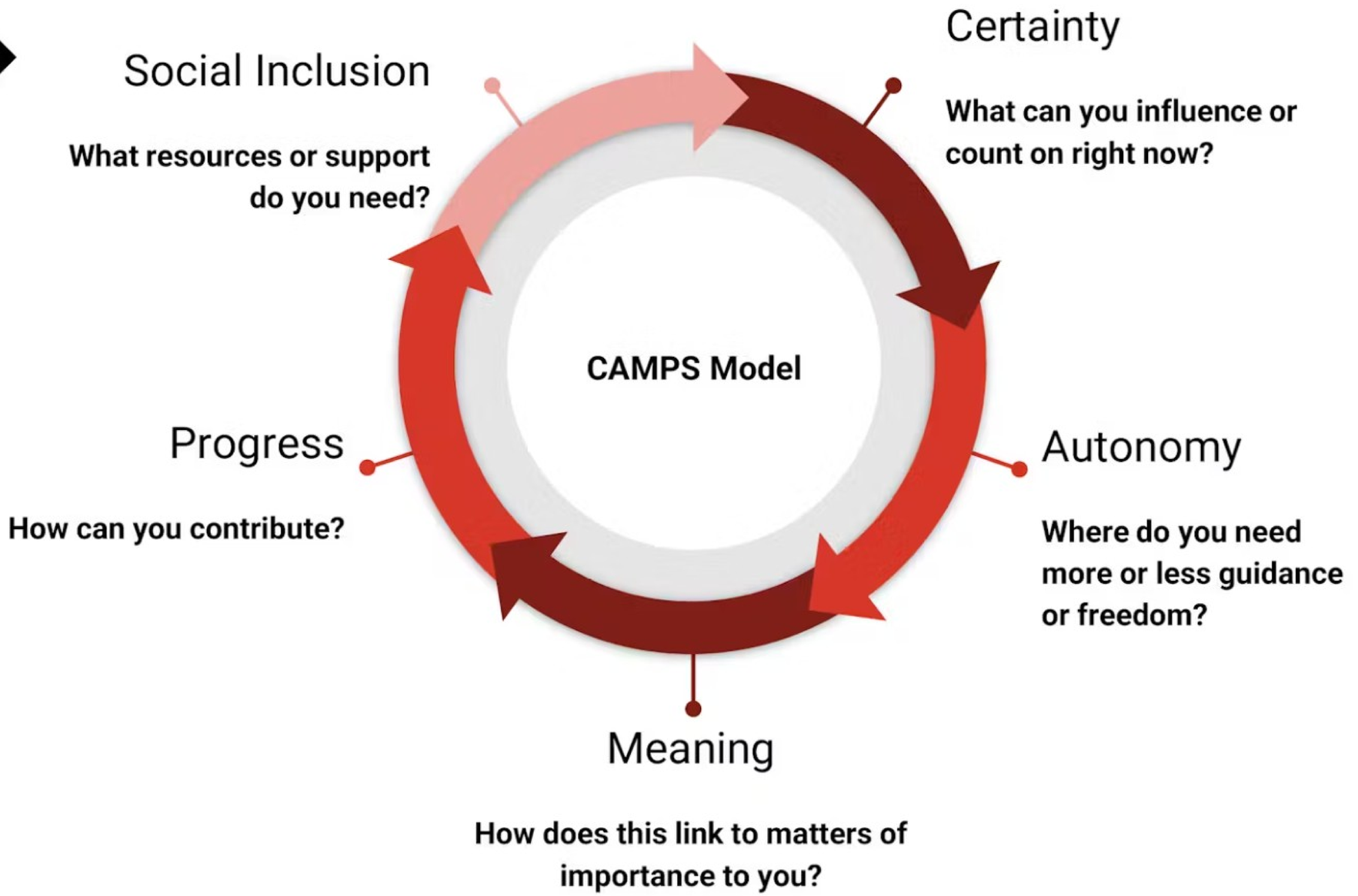

Closing Reflection

1. Change is inevitable and can be hard.
2. There are steps and strategies that can help us navigate it.
3. Leaders play many of the vital roles in leading effective change.

What is 1 thing from this session that you are looking forward to applying?

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