

SUPPORTING CHANGE

OBJECTIVES:

- **Understand** why change happens, how people react to it, and how to support team member's struggles with change.
- **Involve** team members in a change initiative by promoting their understanding and ownership of the change and its benefits.
- **Plan** for individual or group follow-up sessions that support the change process and reinforce personal and organizational goals.

SKILL POINTS:

- Detail coming change and explain reason for it.
- Let team member ask questions, express opinions and concerns.
- Respond to team member's questions and concerns.
- Get commitment and set up time for review.

