

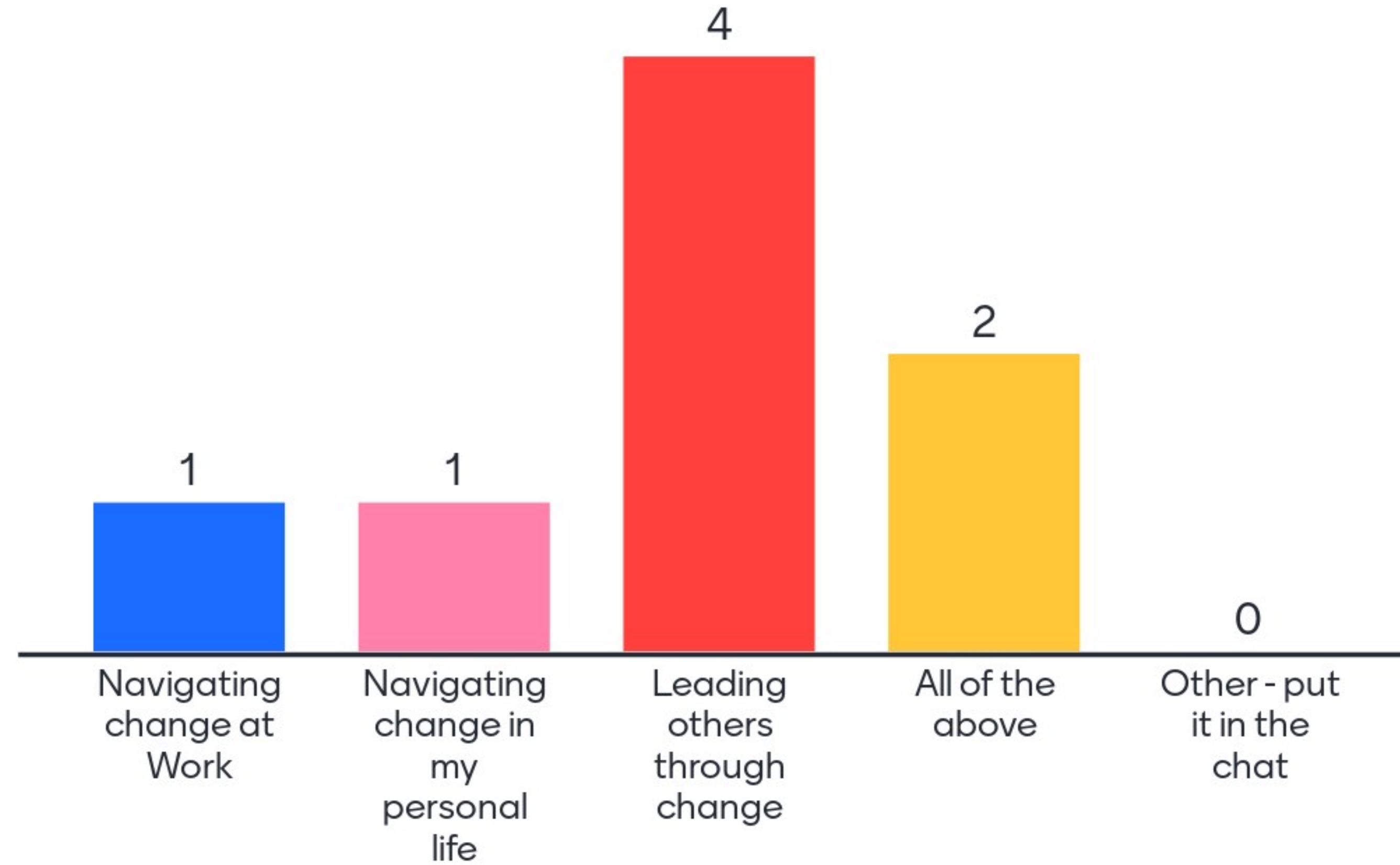
Humanizing Change

Bellingham MA Library

Presented by: Cally Ritter, LICSW

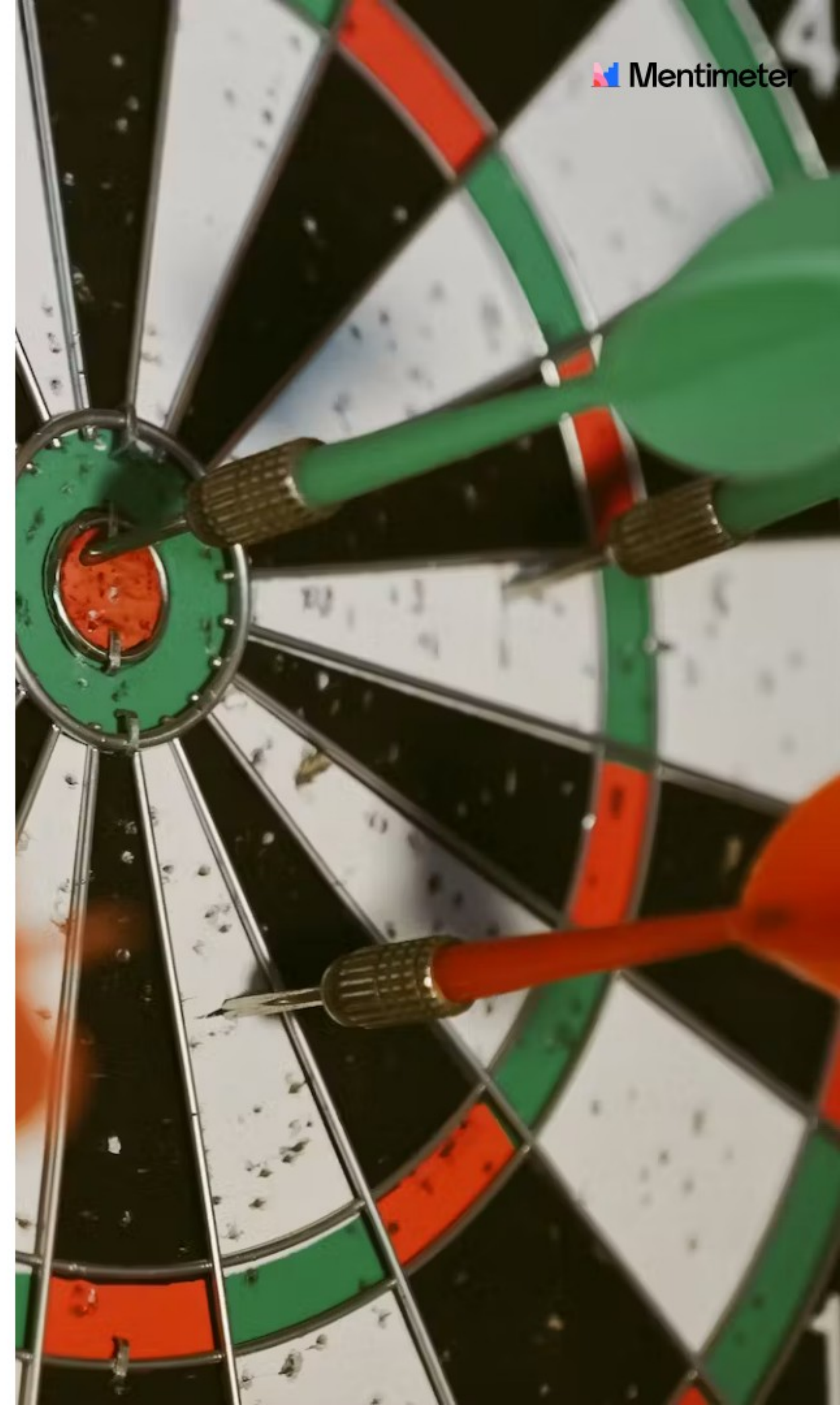


I'm here with a focus on:



Goals for tonight's conversation:

- To humanize change
- To equip you to better move through change
- To empower you to more successfully guide others through change



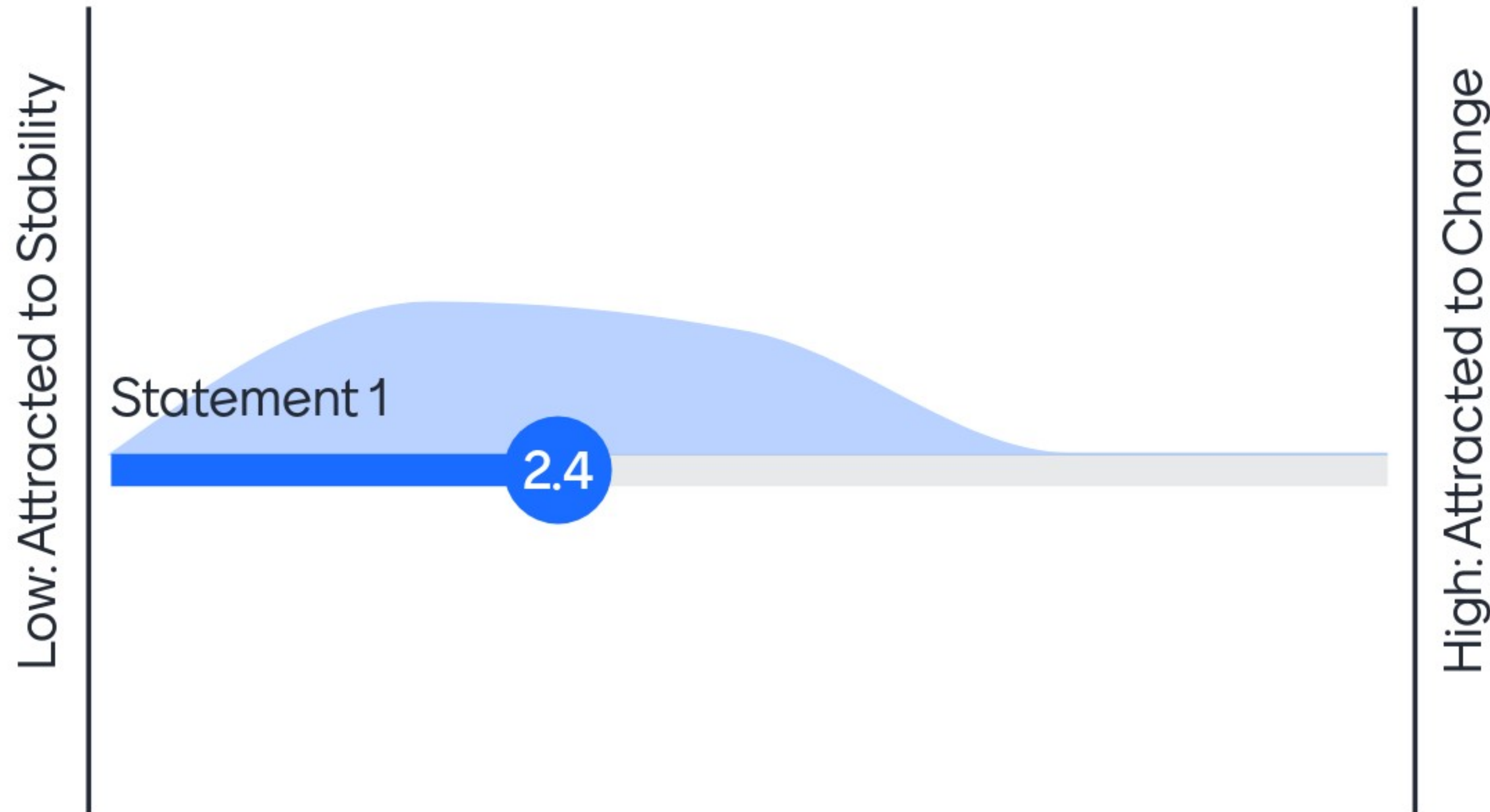
What's the first word that comes to mind when you think of change?

7 responses

annoying transition
difficult
uncertainty refresh scary
exciting

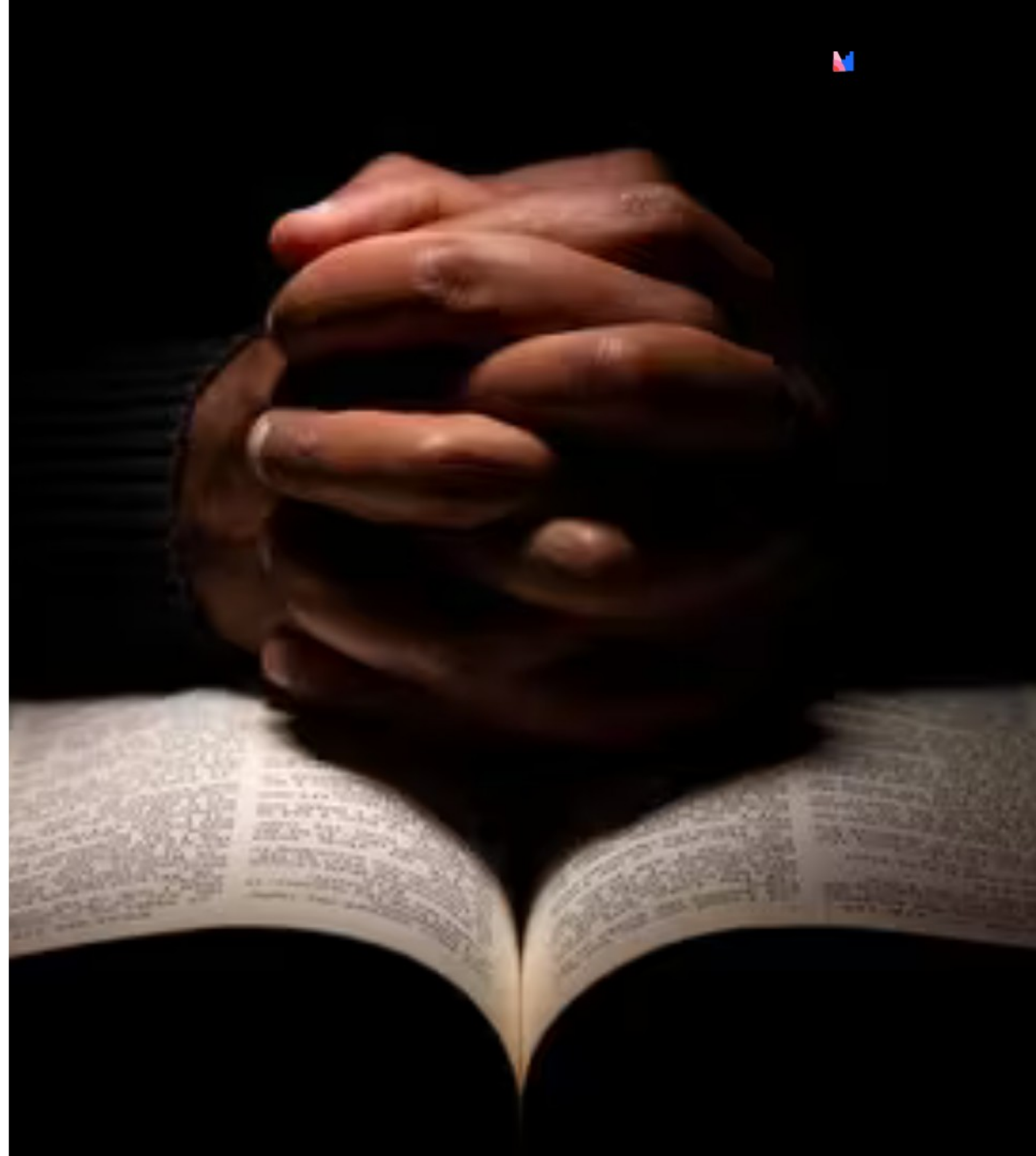
MOVE YOUR FINGER TO CAST YOUR VOTE

How attracted are you to change?:



Please fold your hands together.

What was this like for you?



Is there a disconnect
between how we
REACT to change and
what we **SAY** and
THINK about our
attraction to change?





**Why do you think
people resist
change?**



**Let me share some
research with you.**



Who persevered longer with the unsolvable puzzles?



So, perhaps it's
EXHAUSTION (not
resistance) that
we're seeing in
ourselves and
others.



3 Models of Change that Keep it Human

- Rick Maurer's Model
- David Rock's Model
- Elizabeth Kubler Ross' Model

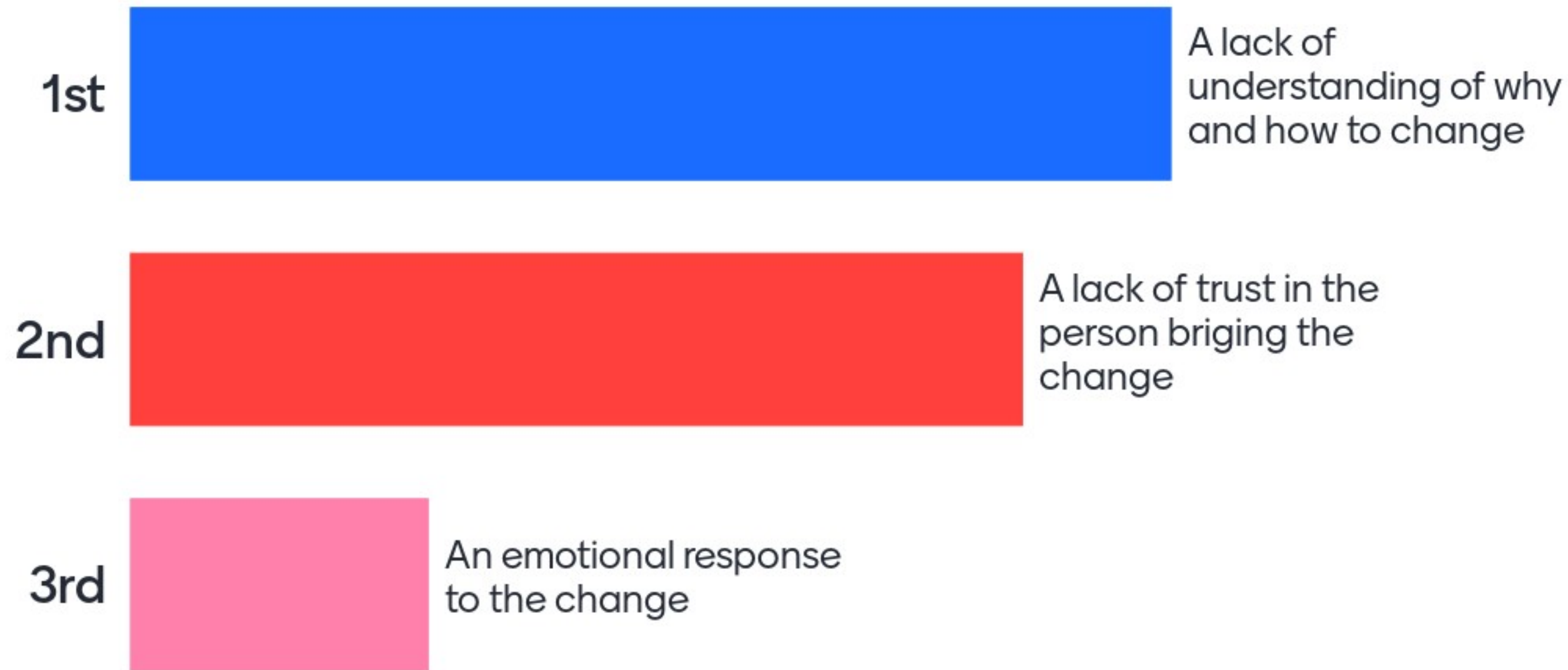


Maurer's 3 Levels of Resistance

- **I don't get it:** A rejection because of a lack of understanding
- **I don't like it:** An emotional response such as fear or grief
- **I don't like you:** A lack of trust in another's ability, expertise or motivation



Pause... think of a time you were slow to adopt a change. Was it due to:





David Rock's SCARF Model

- **Status:** Concern about rank, brand and optics
- **Certainty:** Desire for knowing what to expect
- **Autonomy:** Need for independence and agency
- **Relationship:** Desire for connection with others
- **Fairness:** Focus on what is or isn't just



BREAOUT SPACE

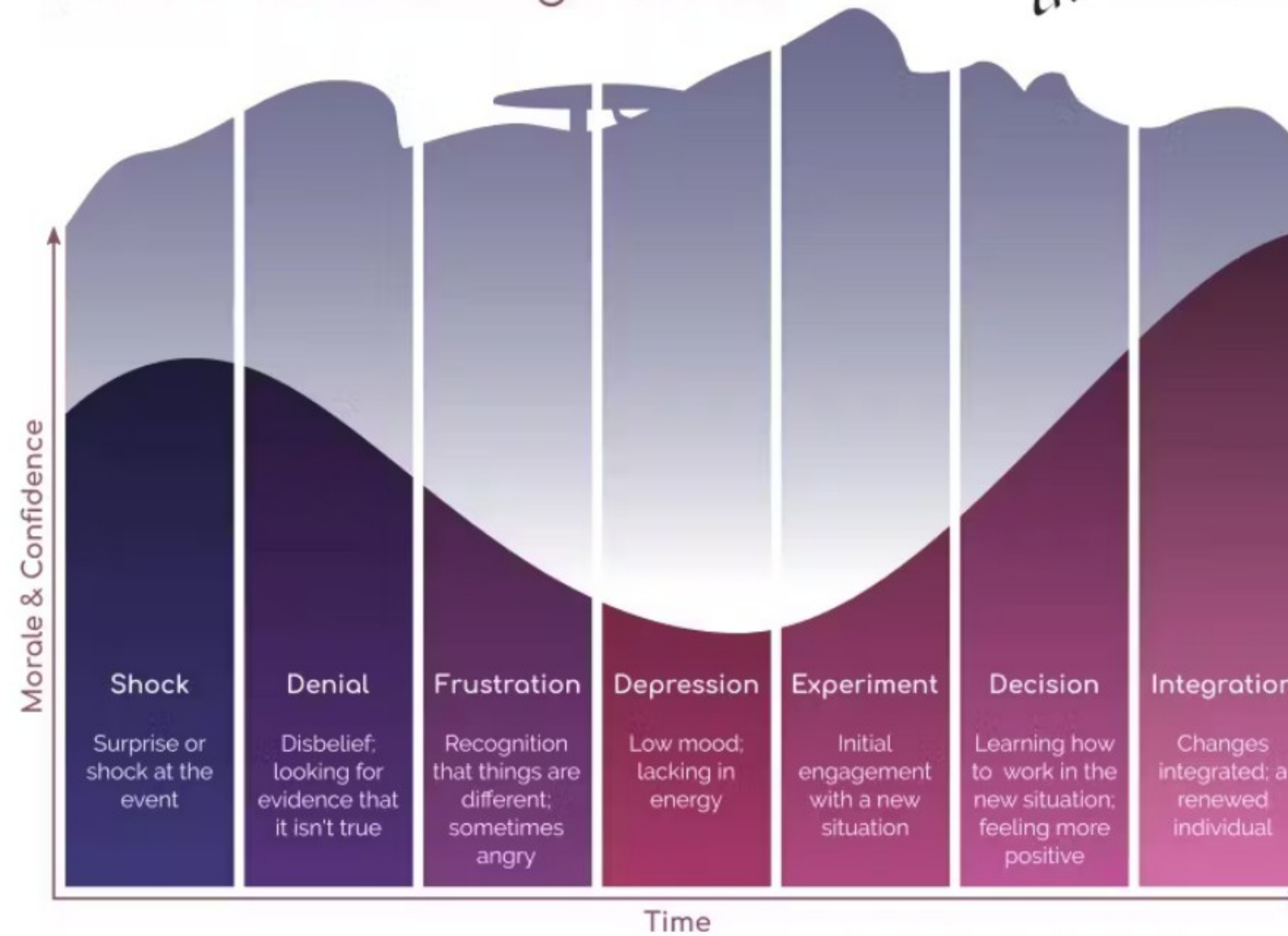
Consider a time you asked someone to make a change and they resisted. How might their resistance be related to:

- STATUS
- CERTAINTY
- AUTONOMY
- RELATIONSHIP
- FAIRNESS



Kübler-Ross Change Curve®

EKR Elisabeth Kübler-Ross
FOUNDATION



5 Change Management Roles

- Change Champion
- Change Sponsor
- Change Agent
- Change Influence
- Change Target





3 Strategies for Humanizing Change

- Listen for Empathy
- Allow for Integration
- Message to Shrink the Change

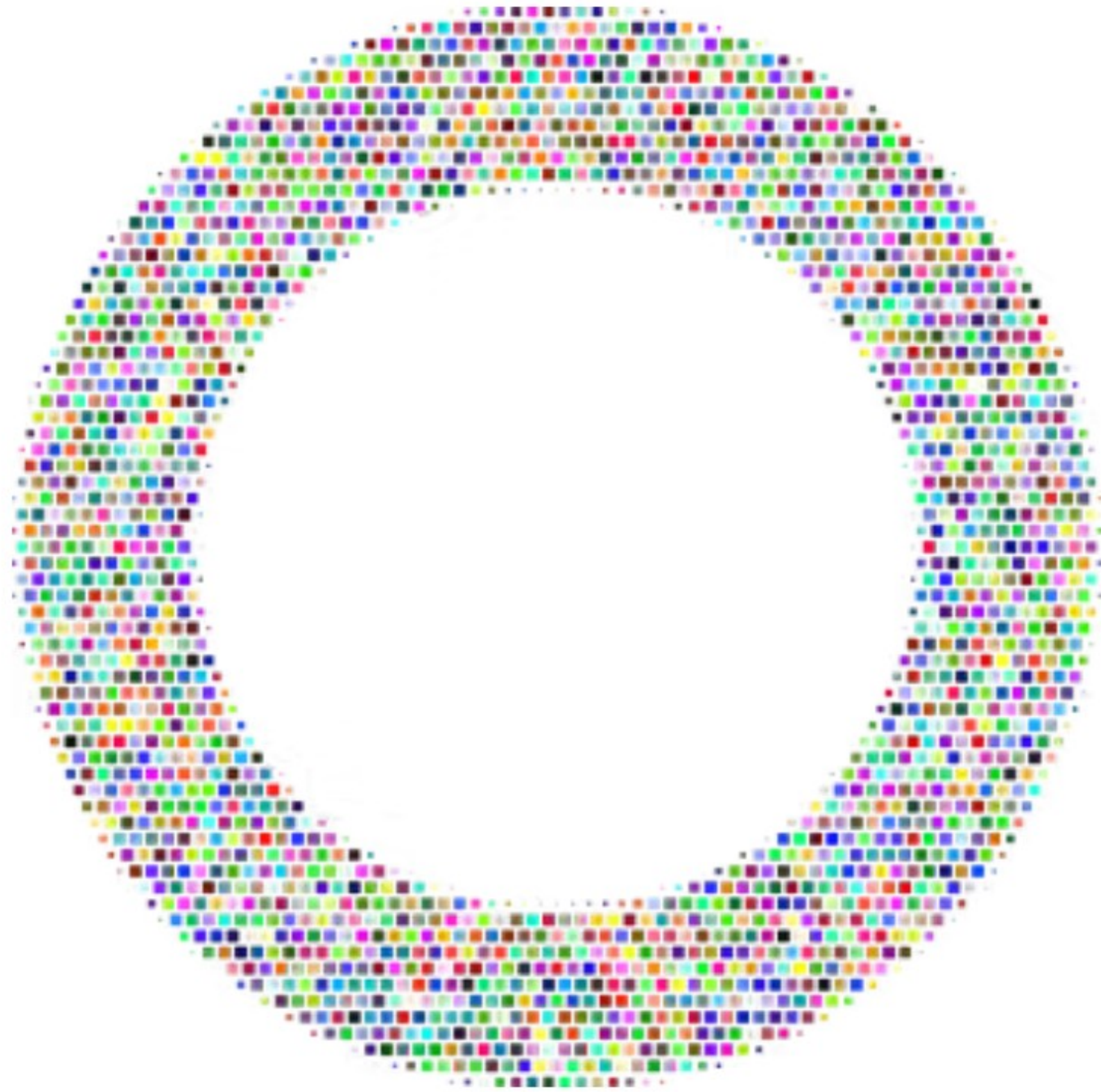
Listen to Empathize

- We all have a deep need to be heard and understood
- Listening takes time and intension
- Listening does not require you to have answers or expertise
- Listening reduces stress and fear while increasing connection and courage for change



There are times we are
open and receptive.





And... there are times when we need to integrate.



Allow for Integration

- Be aware of individual's change attraction and exhaustion levels
- Plan to hold change conversation in doses
- Expect that people will need time to shut down for integration
- Follow up to continue the change conversation





Shrink the Change

- **Link** with past change. *"The new HR platform is quite similar to the last and we'll use a similar process for integrating it."*
- **Give credit** for the change already accomplished. *"Given the work we've done in the last month, we're 50% there already."*
- **Encourage** to increase confidence. *"If I know one thing about this team, it's that you process and implement like cheetahs! "*



In review, we explored:

- Why change is challenging
- 3 models of change
- 3 strategies for managing change



What was most useful to you today?

3 responses

Strategies to use in real life situations at work as a leader.

Models of change - really helped me see how others may view change in a way that is different from my own thoughts on change

Agree - interesting to consider different models of change, looking forward to using this information!

Thank you!

To continue the conversation, you
can reach Cally at
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