

THE PSYCHOLOGY OF CHANGE

TEAM SESSION WORKBOOK





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TEAM SESSION WELCOME

Welcome to the Psychology of Change – Team Work session.

The truth about change is that it is constant and it is coming at us faster and faster. It seems relentless and rarely gives us a chance to finish dealing with one change before we need to tackle the next one.

If this is true, then it makes sense to get good at dealing with change.

Part of the challenge and what makes “getting good” at it so difficult, is due to the nature of change itself. It’s messy. People don’t like it. Everyone deals with it differently. So even when we know how to do it, things rarely go as planned.

It’s not the change that people don’t like as much as it is dealing with the sense of loss associated with change. Even when the change is a positive one, there is a loss of “the old way,” whatever that was.

To understand how to truly be successful with change means we need to understand that change and transition are two different things, and for a change initiative to accomplish all that it is supposed to, then we need to be good at BOTH.

You and your team have a true advantage when you work through The Psychology of Change together as a team. That’s what this team session is all about.

PREWORK:

- Team session pre-work handout
 - <https://athenaexeced.com/ipcc>
- Video #1: Phases of Resistance
 - <https://vimeo.com/441890345>
- Video #2: Phases of Resistance
 - <https://vimeo.com/441892031>



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PROPOSED AGENDA

INTRODUCTION AND EXPECTATIONS

- Why are we here
- What do we hope to accomplish
- What is our deliverable/end goal

BREAKING POINT

- Change causes stress
- Stress is cumulative
- Must manage stress to avoid hitting breaking point

CIRCLE OF CONCERN/CIRCLE OF INFLUENCE

- Understand the difference between concern and influence
- Focus on circle of influence to manage stress
- Create own C/I graphic

REVIEW PHASES OF RESISTANCE

- Natural and normal to resist
- KEY: don't get stuck!
- Where are you right now?

REVIEW PHASES OF TRANSITION

- Types of activities
- In all phases at all times

CREATE TEAM ACTION PLAN

- Where are we as a team
- What are our key challenges
- What do we need to do to move forward
- What activities will we plan
- Agree on an action timeline



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INTRODUCTION AND EXPECTATIONS

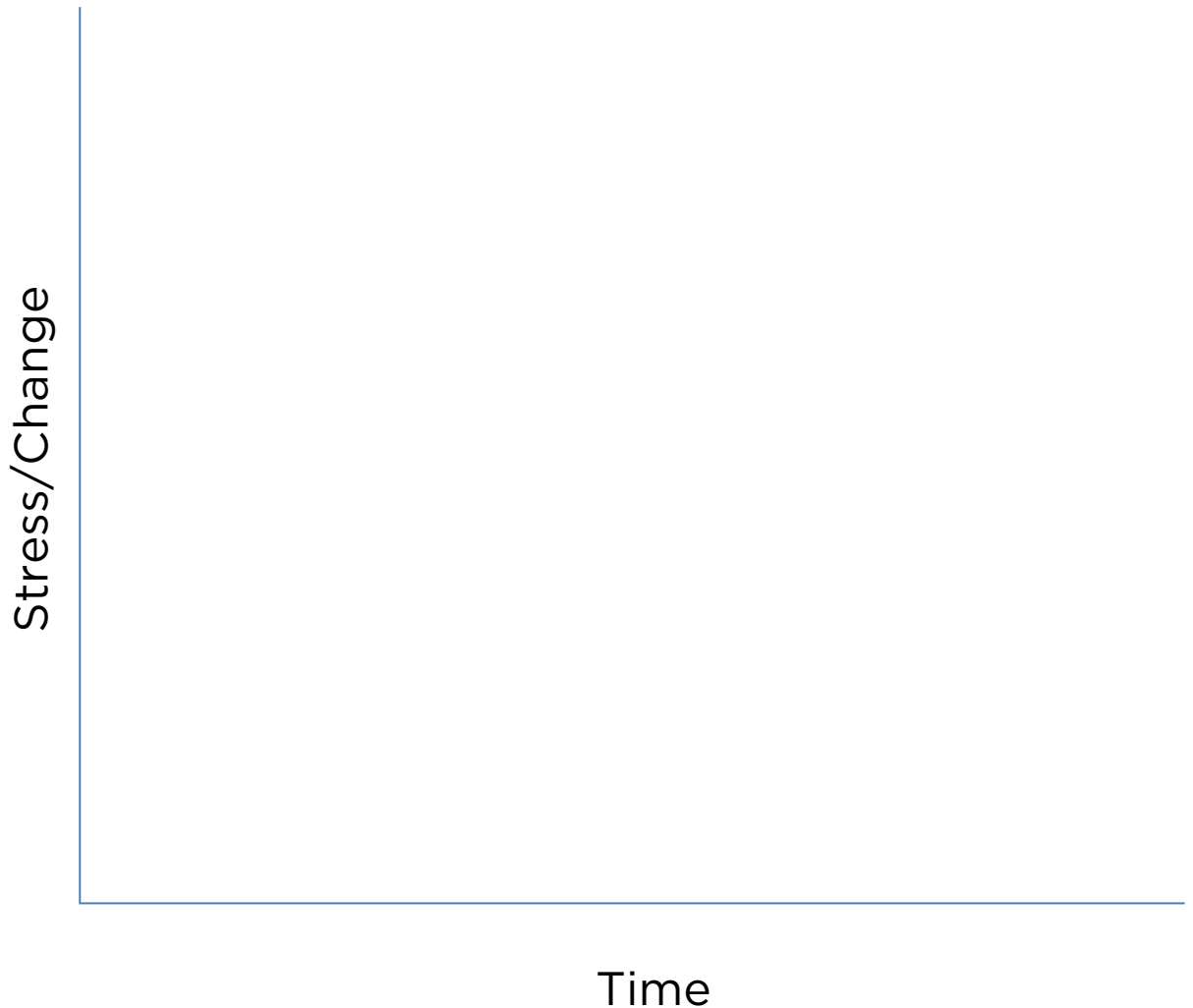
NOTES



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THE BREAKING POINT

- Change causes stress
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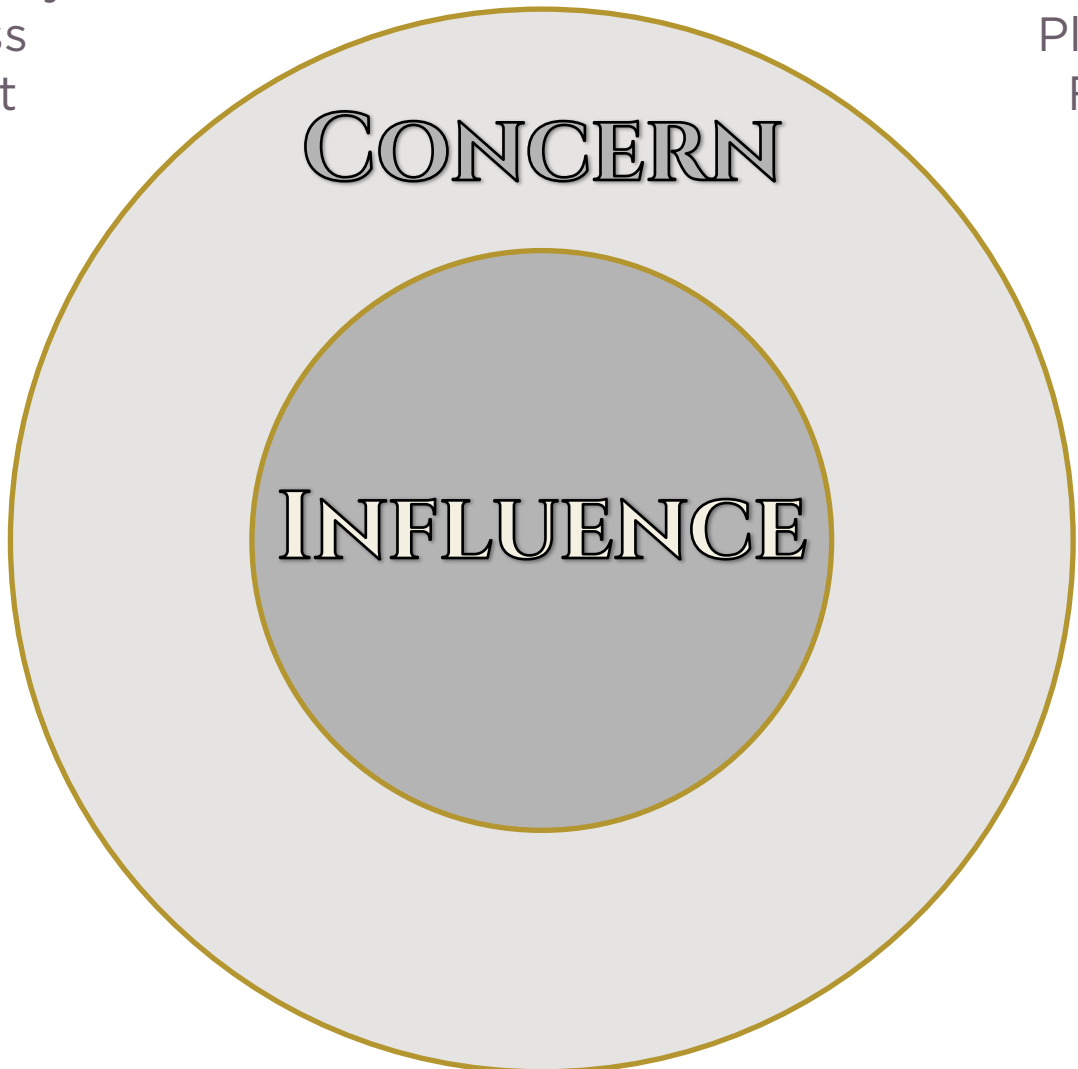
CIRCLE OF CONCERN / INFLUENCE

CONCERN

No control
Worry
Fuss
Fret

INFLUENCE

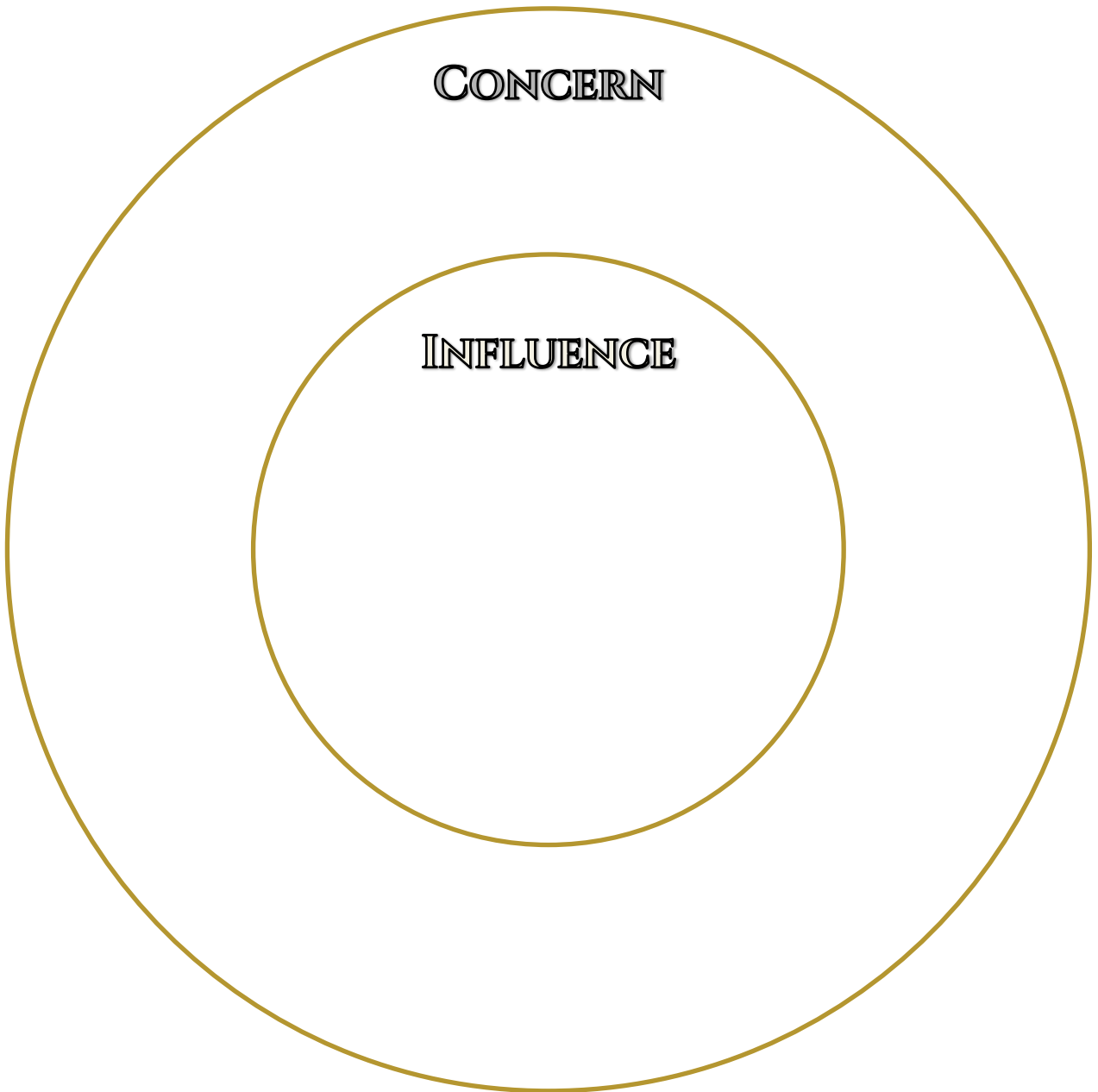
Control
Act
Plan
Fix





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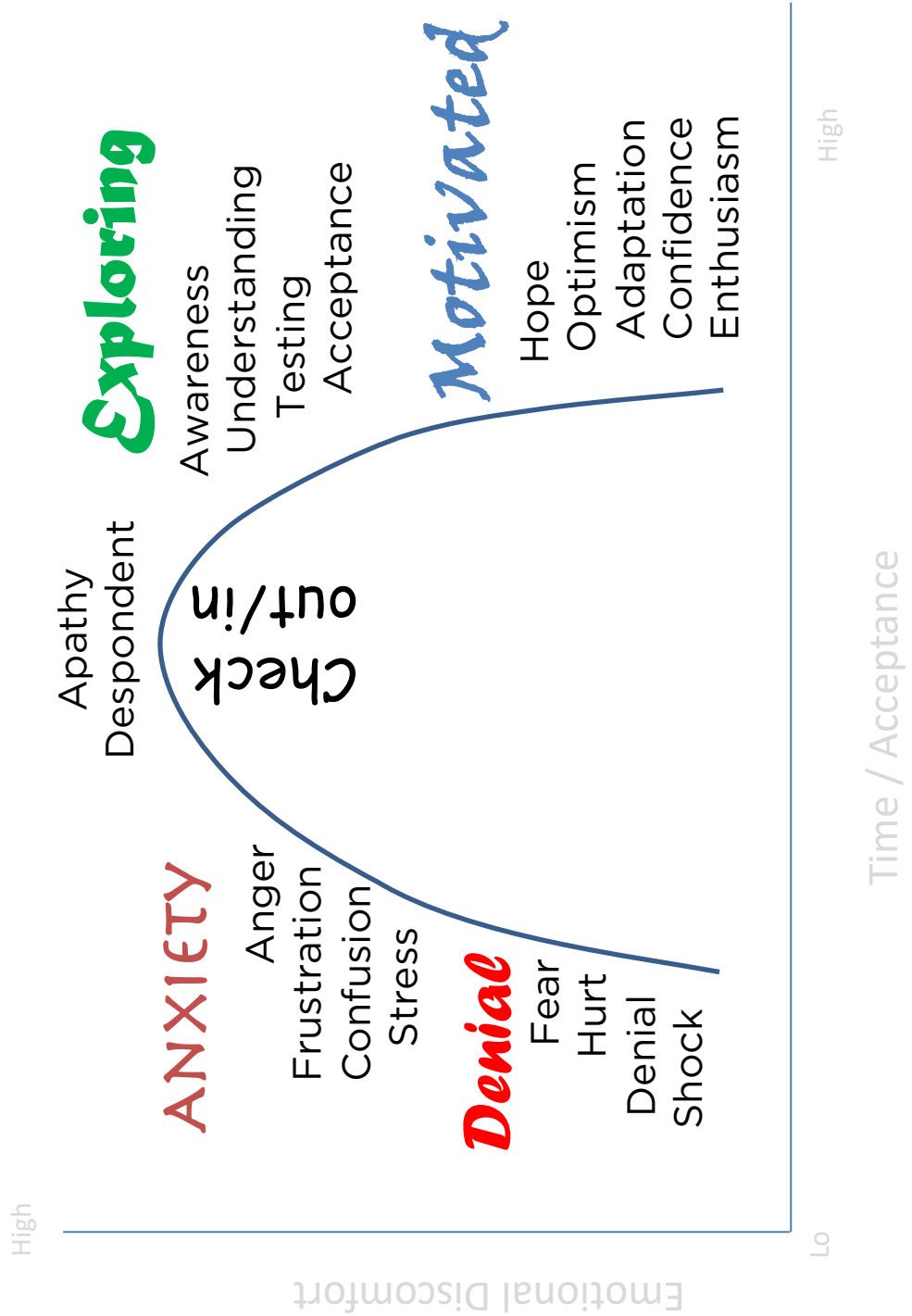
MY SITUATION





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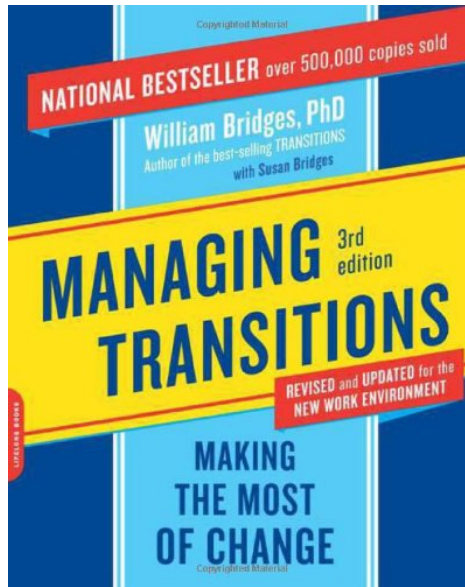
PHASES OF RESISTANCE





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PHASES OF TRANSITION

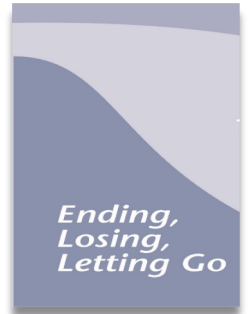




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PHASES OF TRANSITION

- What am I losing
- Acknowledge loss openly
- Don't be surprised at "overreaction"
- Expect and accept the signs of grieving
- Compensate for the losses
- Don't be afraid to ask questions
- Define what's over and what's not
- Mark the endings
- Treat the past with respect
- Take a piece of the old with you
- Identify past endings to find old baggage
- Identify what should be replaced, reinvented or relinquished



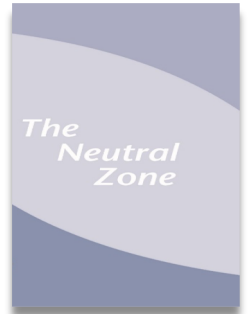
TEAM ACTION PLAN



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PHASES OF TRANSITION

- Redefine the chaos
- Create temporary systems
- Strengthen intragroup connections
- Use your creativity
- Capitalize on innovation
- Support experimentation
- Communicate openly and often
- Help people feel valued
- Set realistic short-term interim goals
- Create checkpoints along the way
- Collaborate with others
- Identify and communicate the decision-making procedures
- Plan team events
- Encourage personal reflection on vision, values and purpose



TEAM ACTION PLAN



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PHASES OF TRANSITION

- Clarify the purpose
- Have a clear picture
- Create a plan
- Know how you fit
- Celebrate successes
- Focus on early wins
- Reinforce relationships
- Rebuild self-confidence
- Clarify policies & procedures
- Symbolize and celebrate the new identity
- Openly reinforce new attitudes, values and behaviours
- Capitalize on opportunities to adjust the plan to make it better
- Keep unrelated changes from intruding



TEAM ACTION PLAN



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PHASES OF TRANSITION

TEAM ACTION PLAN

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



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PREWORK ANSWERS: PHASES OF RESISTANCE

DYNAMICS OF CHANGE:

1. Change is *personal*.
2. Change is *messy*.
3. *Resistance* is normal.
4. Don't get *stuck*.
5. Manage *your own* transition.

CHANGE VS. TRANSITION

Change is a *situational event; external to a person*

Transition is the *psychological process someone goes through to deal with the change*.

REACTIONS TO CHANGE

1. Reactions are *situational*.
2. Reactions can be positive and/or *negative*.
3. Reactions are based on *personal impact*.



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PREWORK ANSWERS: PHASES OF TRANSITION

THE ULTIMATE GOAL:

Your Personal mission is to get through the change as *quickly* as possible and in as *healthy* a way as possible.

When learning anything new, *productivity* temporarily dips.

When we manage change successfully, the productivity dip is *short* and *shallow*.

PERSONALITY DIFFERENCES CAN EXPLAIN A LOT

1. Behaviour can be *understood*.
2. Behaviour can be *predicted*.
3. *Activities* can be tailored.